

Attachment H

<p>Spanish Speaking Community Sessions Report</p>
--

**City of Sydney
Planning for our future community
sessions – Hearing from you**

Spanish

**22nd March 2019, 11 am to 12 pm
Ultimo Community Centre, Ultimo**

**Summary report submitted by
Multicultural Marketing and Management**



Sydney | Melbourne | Brisbane | Perth

Phone: 1300 863 896

Fax: 1300 863 897

A.B.N. 59 062 774 663

Email: info@multiculture.com.au

Website: www.multiculture.com.au

Australia's Multicultural Expert

Background

The Spanish community session followed the format developed by Cred Consulting. It comprised 52 Spanish-speaking participants, most of whom were between 60 years old to 90 years old. The session was conducted in Spanish at the Ultimo Community Centre on 22 March 2019. All materials used in the activities were translated into Spanish.

Activity 1 – Excited and Concerned for Sydney 2050

This activity involved participants writing down what made them excited or concerned about Sydney's future. Some participants also expressed hope for Sydney in 2050 in the "excited" list. One small group of around 8 people initially worked on this activity; afterwards, the group in activity 2 (approximately 25 participants) took over this activity for approximately 15 minutes.

EXCITED

The most discussed topics during this activity were the state of parks and open spaces throughout the city, transportation, security and cleanliness of the city.

"I love Sydney and my wish is that it remains as beautiful."

"We have good education for young people."

"We have clean and safe beaches for everyone."

"There is good transportation to all areas of the city."

"All the best for a welcoming and beautiful city."

Parks and open spaces: this topic was included 10 times

- *"Public parks. The parks in Sydney are beautiful, Sydney is wonderful and the residents are very polite with the elderly population and help them out a lot."*
- *"Clean parks."*
- *"More parks and green areas."*
- *"I am hopeful for respect from our grandchildren for the environment. Respect for our green spaces."*

Transportation: this topic was included 8 times

- *"The improved transportation system."*
- *"Better transportation."*
- *"Public transport is good and we have a lift at the Ashfield station."*
- *"Good transportation for senior people."*
- *"High-speed train to travel faster to Canberra."*

Security: this topic was included 6 times

- *“There should be no more people sleeping on the streets; this is a big problem that Australia has. Politicians and the people can help fix this situation.”*
- *“We need safe streets.”*
- *“I hope that there may be no terrorism.”*
- *“Keep us free from terrorism.”*

Cleanliness: this topic was included 6 times

- *“Cleanliness of the streets and safety.”*
- *“Elimination of pollution.”*

Other topics: music, culture and the new technological advances.

- *“Visits to museums and cultural areas. We have to teach the younger generation.”*
- *“More street parking. Fewer fines. There has to be compassion.”*
- *“Lower taxes.”*
- *“Freedom to be how you are.”*
- *“No fines for people with disabilities.”*
- *“Social life to be with people.”*
- *“More musical events.”*
- *“Development of new technologies. Development of social programs and services to assist the needy. Development of new equipment to assist the sick.”*

CONCERNED

The most discussed topics during this activity were transportation and parking, security and cleanliness of the city.

Transportation and parking: topic was included 10 times

- *“The Metro, the Sydney Light Rail – I fear they will remove them as they have removed them before. The roads are not wide enough to have another rail in the middle. The pedestrians will have a hard time crossing the street.”*
- *“When will the Light Rail project start running? That money could have been better used for public health.”*
- *“Transportation with the Light Rail is the biggest mistake from my point of view.”*
- *“Parking of cars and fines without necessity. Parking places were not thought of.”*
- *“The Light Rail is an unnecessary cost. It would be better to improve health and pay more attention to the pensioners.”*
- *“There is a lack of parking lots, and many cars are parked in small sidewalks.”*
- *“I do not like traffic and public transportation, the bus drivers are rude.”*

Security: topic was included 8 times

- *“Security in Sydney.”*
- *“Road safety.”*
- *“Security in states of emergency.”*
- *“Street lighting.”*

Cleanliness: topic was included 5 times

- *“Picking trash from the streets.”*
- *“Cleanliness of the streets and stormwater.”*
- *“Pollution.”*
- *“Cleanliness. Council trucks need to pass by every day picking up trash and leaves and cleaning the streets.”*

Other topics: homeless people, better services for the elderly, more social activity and public health.

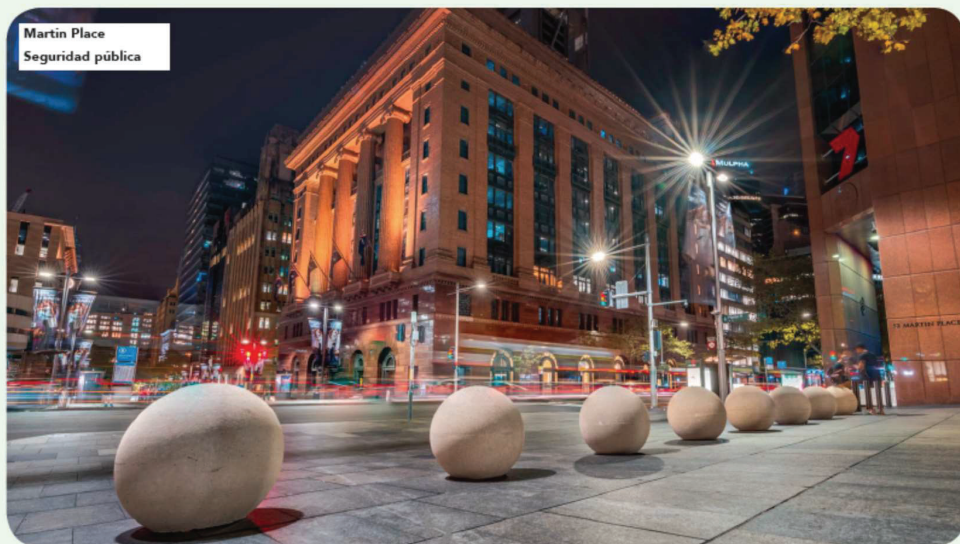
- *“Provide better services for the elderly. The elderly population keeps increasing in size and there is a gap between generations because babies were not born.”*
- *“There is not a lot of talk about hospitals and what people who have cancer have to pay.”*
- *“The homeless. There should be no homelessness. What image do we show to tourists? We should be ashamed.”*
- *“Lower taxes.”*
- *“More places to get together for the elderly, more activities.”*
- *“The Spanish community misses their Latin quarter, so thanks to the City of Sydney, for allowing and providing space for us to come together.”*
- *“Maintenance of the community centres.”*
- *“Global warming and wars, the scarcity of food.”*
- *“More trees in parks and streets.”*
- *“The lack of green areas.”*

Activity 2 – Service Cards

This activity involved participants reading 15 different service cards. Each participant received three sticky dots to use for voting for those services they considered most important. The group consisted of approximately 25 people. Some participants declined to vote and others mentioned that they had voted before seeing all the cards, which is why they had different thoughts in the end after they saw all the cards.

Most Voted Services

Participants agreed that *Public safety and local emergency planning* was the most important service, *Stormwater maintenance* was the second most important, and that *Park and green space maintenance* was the third most important. Some participants commented that some services were considered as included in other services, i.e. the Public safety card would cover Road maintenance.



Seguridad pública y planificación de las medidas de emergencia

- Desarrollar planes en caso de emergencia, abordar problemas de seguridad pública, brindar capacitación y realizar simulacros de emergencia
- Trabajar con otras organizaciones para coordinar los planes en casos de crisis y emergencias y planificación de continuidad de servicios esenciales y de apoyo
- Mantener una red de seguridad vial de cámaras de videovigilancia que ayuda a prevenir situaciones peligrosas y asiste a la policía de Nueva Gales del Sur a detectar y prevenir delitos.

1. Stormwater maintenance:

- *“We do not want to be affected by the flooding.”*
- *“There are a lot of diseases in the sewers.”*
- *“It’s very important that the streets and sewers get cleaned, otherwise they fill up and the stormwater can’t go through.”*
- *“When the flooding happens, our feet have to go in the water.”*

2. Public safety and local emergency planning:

- *“With all that is happening, public safety is very important to us and for any other citizens. There should be security cameras so that a car cannot get in to leisure spaces and explode. It is us, the elderly, who are sitting in those leisure spaces.”*
- *“There should be more security cameras like in many other countries, because after 5 p.m. we are scared to go out in the streets.”*
- *“We voted for public safety and assumed that the card covered road safety so we have focused mostly on safety overall.”*

3. Park and green space maintenance:

- *“They are very important for the quality of life. Sydney is a big city and so it needs to compensate for reduced air quality with more trees and parks, which are necessary for living a healthier and better life.”*
- *“They are for the good of everyone.”*

4. Street cleansing and street bins:

- *“This is important to avoid the rats.”*
- *“This is important for the hygiene of everyone.”*
- *“It is very important that we all collaborate in maintaining the city clean but the council should be providing the necessary services to keep the city clean because there are many diseases. When streets have cars parked, the cleaners have a hard time cleaning and the waste accumulates.”*
- *“Cleaning is important for everyone, no matter if it’s for parks or streets.”*

5. Venue management:

- *“Venues should be available to make things known to everyone and so that things can be discussed.”*
- *“Venues are very important because we have fun, we can talk to each other and have activities.”*

Least Voted Services

Most participants commented that these services were still important to them, but with only three votes to cast, they could not vote for them. Some participants commented that some services were considered as included in other services, i.e. the Public safety service card would include the Footpath and cycleway maintenance, and Park maintenance would include Tree management.

1. Footpath and cycleway maintenance:

- *"We trust that the Council is already taking care of this. They are up to date with the ramps for the disabled. What is not fair is that neither I nor anybody else can do anything about this. It's the Council who needs to take care of it."*
- *"The footpaths should be very clean. Otherwise, anything slippery can make anybody slip. With just three dots to vote with, this one is the one that looks like it has the least chances of being taken on."*

2. Rangers:

- *"Since we don't drive, we don't really bother with this service."*

3. Graffiti removal and illegal dumping:

- *"They should clean everything."*
- *"Because we each only had three votes and Sydney has always been kept pretty clean, we trust that it will continue this way which is why we didn't consider this one as the most important."*
- *"Graffiti activity should be surveilled by cameras and the people creating graffiti should be the ones paying for the damage."*

4. Tree management – park and street trees:

- *"We didn't have enough votes."*
- Participants were mainly focused on the maintenance of parks and believed that tree management would be part of park maintenance.

5. Road maintenance:

- *"This received fewer votes because I don't think the other participants understand what this service covers."*
- *"This did not receive enough votes. We consider it very important that the streets are kept clean and safe for everybody."*
- *"The fact that we did not vote for it doesn't mean we don't consider it important."*
- Participants understood this service was similar to the *Footpath and cycleway maintenance* card.

Voting Results

Service Card	Votes
Stormwater maintenance	11
Park and green space maintenance	9
Public safety and local emergency planning	9
Venue management	6
Street cleansing and street bins	6
Playground and sports field maintenance	5
Aquatic centres	5
Street lighting and street furniture	5
Residential waste collection and recycling	4
Road maintenance	2
Tree management – park and street trees	0
Footpath and cycleway maintenance	0
Graffiti removal and illegal dumping	0
Rangers	0
Wild Card - Our Idea #1	Reinstate meals in the senior community centres by sourcing funding. For some of our members it is their only hot meal of the day.
Wild Card - Our Idea #2	I believe that by 2050 cars will run on water and electric cars will be obsolete. But for now yes, more stations are needed for more community housing for the elderly and more public toilets.

Activity 3 – Scenario Cards

This activity involved participants reading 21 different scenario cards. Each scenario posed a possible different idea of the City of Sydney’s future. Two groups participated in this activity. The first group consisted of 25 participants and the second group of approximately 8 to 11 participants. Participants had the option to vote for each scenario by raising a paddle with an “Absolutely” response if they agreed that the scenario should be part of Sydney’s future or a “No way” response if they did not. Participants could refrain from voting if they wanted.

1. Late night music and performance venues:

- *“Sydney is expanding and it is necessary to have the appropriate venues. For example, New York City is alive 24 hours a day, it never closes; so, Sydney should keep expanding.”*
- *“If there is no safety, people can’t go out on the streets.”*
- *“At our stage of life, we are not the type to go out of our houses after 8 or 9 at night and then take a train home at 1 a.m.”*
- *“Yes, we need late night music and performance venues so that the city is more alive.”*
- *“These will provide more jobs and entertainment for young people.”*



2. Expected population growth:

- The majority agreed that the city should host more people. Reasons were that Australia is growing as a country and needs to be prepared for a greater population.
- *“If there are more people then there should be more houses.”*

3. Recreation in the sky:

- *“The people who live at the top floor should be consulted.”*
- Participants became worried that the roofs would sink like in clubs. If this would happen it could be dangerous.
- *“No way.”*
- *“In Europe this is very common.”*
- *“I would like this, so I have a place to exercise.”*

4. Unexpected climate migration:

- *“No way. We have too many people in Sydney.”*
- *“There are neither jobs nor homes that can host more people”*
- *“I’m not going to host people in my house.”*

- *“Why doesn’t the government do what they did in the 1970s with immigration? When I came to Australia, the government brought me to a hostel in Villawood and they gave us accommodations, interpreters and assistance with our small children. Why don’t they do this? They should create more hostels for immigrants, so that we are not being pressured for our opinion.”*
- *“When we arrived the government gave us everything.”*
- *“Something should be done so that they can have more water and won’t want to come to Australia.”*
- *“We would accept it to a certain point.”*
- *“We have to analyse the problem. If the farmers don’t have jobs, how would the immigrants have jobs? There should be more governmental measures in place.”*

5. Urban farms on residential and commercial rooftops:

- There was enormous opposition to this scenario.
- *“There is a great amount of land for what?”*
- *“Why doesn’t the government support the agricultural fields?”*
- *“Each one consumes what they harvest? No way!”*
- *“The government should provide the utilities/facilities so that the farmers can harvest in the fields.”*
- *“Agriculture needs land.”*
- *“It is a waste of time since we have the land to cultivate.”*
- *“These farms will not be useful, people need much more land. How much can you harvest in those urban farms?”*
- *“You need to consider the waste produced and the fertiliser used.”*

6. Tiny houses:

- *“I worked my whole life to have a place to live and I worked hard for 48 years in Australia, so I have the right to have a spacious home where I can welcome my family. Why does the government want to put the elderly and couples in small places where you can barely breathe?”*
- *“They should not put stairs in the houses for the elderly.”*
- *“In other countries tiny houses are already being used.”*

7. Apartments designed for families and children with mandatory play spaces:

- Majority of the participants were in agreement although they said this did not apply to them, as they do not have small children.

8. Electric vehicle charging facilities:

- Participants agreed that this is for the future generations.
- *“Yes, for the future generations.”*

- *"I'm already doing my part (for the environment) with my two little legs."*

9. Co-living housing:

- Many participants viewed this as having different families living under the same roof rather than individuals living together.
- *"No way."*
- *"You only have one family and so you cannot share housing with others."*
- *"Today the young generation shares a lot."*
- *"My opinion: we have three daughters with whom we can share housing, but in our house, we always have the Spanish TV and radio on. As expected, being here in Australia we had to speak English, but our traditions are still inside my house. So if I have to share housing every day with my daughters and grandchildren I cannot keep my traditions because they prefer English and so they take away that part of my life."*
- *"Freedom."*
- *"No. Having privacy is very important for the people."*
- *"In Spain this is already happening because it is more economical."*
- *"Everybody has their own way of thinking and that can be a problem."*
- *"For elderly people this is not an option."*

10. High Street decline:

- The votes for this scenario might have been skewed toward those who were not aware of the online shopping market and how jobs are changing over time.
- One participant specifically mentioned a possibility: their concern about jobs disappearing and people ending up unemployed.
- *"No way."*
- *"The merchants/retail have to continue, where will they go?"*
- *"Having the big shopping centres, this scenario is already happening."*
- *"If you remove the small shops, where will these people live?"*
- *"The city is full of big shopping centres and people go there because you can find everything."*
- *"If I have a store meters from my home, I won't go to the shopping centres."*

11. Open Streets:

- *"Yes, there is too much traffic."*
- Majority of participants agreed with this scenario but they were concerned how this would affect traffic.

12. Bookless libraries with access to technology:

- One participant commented that libraries did not need to become 100% bookless, that there could be both books and technology resources available in libraries.

- Some arguments were made about whether bookless libraries are the right path. They questioned why the library could not become more technology-driven without completely removing books.
- *“Yes, we have to evolve, physical books will stop existing.”*
- *“This takes away jobs from people, book publishing will stop and jobs will be lost.”*
- *“This takes away jobs from the people who assist you in the library.”*

13. Drone deliveries:

- *“We don’t want to be served via drones.”*
- One participant stated that they did not like the idea of having drones flying in the sky. They didn’t want the sky view/area to be affected by drones.
- One participant was concerned about what could happen if the drone dropped a package.
- *“No, this would end jobs for many people.”*
- *“It seems dangerous to me.”*

14. Shared backyard:

- *“Why not? We are talking about shared backyards and not shared neighbours, and so we can help each other to leave everything tidy and pretty.”*
- One participant thought that the shared backyard would distribute the work of having a backyard between neighbours and that it did not necessarily involve dealing with the neighbours.
- *“I already help my neighbour with his garden.”*
- Some participants were against sharing this space and spoke of having your own home and the importance of privacy.

15. Public “Urban Cool Rooms”:

- One participant commented that their house during the summer is usually 10 degrees higher than the outside temperature, which is why they would go to a shopping centre. Another participant agreed and stated that people would not use these public “urban cool rooms” because shopping centres would be available instead.
- *“Yes, of course it makes sense.”*
- *“You try to cool down in your house, not go out to cool down.”*
- *“Yes, it will keep getting hotter.”*

16. Waste:

- *“How can we actually achieve zero waste?”*
- *“Why doesn’t the government industrialise waste processing?”*
- Participants were in agreement of the goal of zero waste.

17. University expansion:

- *"Yes, for the younger generation."*
- *"Why expand close to the CBD? They should create more spaces outside the city centre."*
- *"Yes, we need more classrooms. Lots of young people in Australia cannot go to university because there are no spaces for them."*
- *"Fair go for everyone. Young people can't pay for university."*
- *"The government should limit the number of international students in order to leave more places for Australians. Lots of Australian students cannot pay what international students can. We are educating people who will leave the country."*
- *"No, because they use this to make business."*
- *"People don't have money to pay for a university study now. The universities have become a business of the government because they are bringing money from overseas to give to the university. The university should be destined for Australians, not overseas students; Australians are the ones who should have access to this education. The government is using the international students as business. They build accommodations that can only be afforded by the same international students who come and study."*

18. More tourists:

- Participants agreed that tourism was good but they were not sure about having to host tourists themselves.
- *"I had a homestay student. At one point it seemed like a good idea because the student can come, study and go. But that's because they are all wealthy. There are no working class people coming."*

19. Vertical communities for seniors:

- *"The necessity mandates it, no matter what way. As we get old, we start evaluating where we can be. A small home is better but we have to make space."*

20. Transport orientated development:

- *"Yes, of course, because this will have an impact. It can help with the traffic."*

21. Vertical schools with shared facilities:

- There was strong disagreement on this scenario.
- *"Australia has a lot of space. No vertical schools."*
- *"Poor children will be locked in a floor."*
- *"Children need space and should have contact with nature. They are not mice that can be locked in cages; they already have that small cage in their small houses. At school, they should at least enjoy the space."*

Voting Results

Scenario	Total Votes	
	Yes	No
Electric vehicle charging facilities	34	0
Park-n-play, Copenhagen Recreation in the sky	34	0
Apartments designed for families and children with mandatory play spaces	33	0
Waste	33	0
Vertical communities for seniors	30	0
Open Streets	27	6
Expected population growth	25	6
Transport orientated development	25	0
Public “Urban Cool Rooms”	22	1
University expansion	21	4
More tourists	20	13
Unexpected climate migration	14	20
Tiny houses	13	23
Late night music and performance venues	12	10
Bookless libraries with access to technology	11	24
Urban farms on residential and commercial rooftops	9	24
High Street decline	7	26
Co-living housing	6	27
Vertical schools with shared facilities	4	20
Shared backyards	3	16
Drone deliveries	0	25