

# **Attachment C**

<p><b>Summary of Submissions and Feedback Received</b></p>
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# Summary of Submissions and Feedback Received

## Themes:

- Statements of support
- Tom Uren Place, Woolloomooloo and issues associated with mobile voluntary services
- Better coordination and targeting needed
- Martin Place, Sydney and issues associated with mobile voluntary services
- Stronger regulation of mobile voluntary services
- Limitations to policy and guidelines
- Requests to move services indoors
- Safe and nutritious food
- Requests for City support: training, interagency meetings, parking permits etc
- Questions and concerns around approvals, permits
- Covid-19
- Mobile voluntary services do not address the causes of homelessness and disadvantage
- Suggested hours of operation

Statements of support		
No	Stakeholder	Submission Summary
1	Manager Local Government Unit NSW Department of Primary Industries, Biosecurity & Food Safety	<ul style="list-style-type: none"> <li>- The preferred approach has always been to inform and educate on best practice food handling skills to ensure food safety.</li> <li>- The draft mobile voluntary services policy and guidelines deliver clear and simple food safety messaging to operators.</li> <li>- The NSW Food Authority believes this approach provides an appropriate balance between the needs of the community with the resources available to those mobile voluntary services operators.</li> <li>- The NSW Food Authority would like to support the endorsement of the Mobile Voluntary Services policy and guidelines by the City of Sydney Council Committee.</li> </ul>
2	Acting Executive District Director Sydney, South Eastern Sydney & Northern Sydney Districts	<ul style="list-style-type: none"> <li>- Department of Communities and Justice recognises that mobile voluntary services, such as charitable food vans, are an important element within the range of services provided to people experiencing homelessness and other disadvantaged groups.</li> <li>- Commend the City for commissioning a study of services and service users.</li> <li>- In the long term, it will be important to transition these services and approaches to support people to engage with community where they live and sustain stable housing, with support for meal deliveries or mobile pantries that provide staple foods at very low cost for people who have been housed.</li> <li>- Department of Communities and Justice shares the City's concerns about the high concentration of mobile voluntary services in the inner city area.</li> <li>- Support the City in providing information to operators through the policy and guidelines.</li> <li>- Recommendation for mobile voluntary services to be trained in Mental Health First Aid and general First Aid is highly supported.</li> <li>- The department is interested in engaging in further discussions with the City of Sydney and the NSW Food Authority about approaches to tighten the safe food policies and practices related to the mobile voluntary services.</li> <li>- In order to maintain the safety of all people using public spaces, Department of Communities and Justice supports the guidelines which detail the requirement to seek approval to operate on a public footway, street or park in the LGA.</li> <li>- Department of Communities and Justice is interested in working in partnership with the City of Sydney to target mobile voluntary services to areas of need for people living in social housing in recognition of the high proportion of social housing tenants who are using mobile voluntary services. Department of Communities and Justice is prepared to facilitate access for mobile voluntary services that are willing to relocate services to address the need in social housing estates.</li> </ul>

Statements of support		
No	Stakeholder	Submission Summary
3	Homelessness Health Program Manager, Priority Populations Population & Community Health	<ul style="list-style-type: none"> <li>- Firstly, I would like to congratulate the City of Sydney in demonstrating leadership in this space by coordinating a selection of key stakeholders and services to develop these guidelines.</li> <li>- It is critical that these services are provided in a safe and coordinated way.</li> <li>- Welcome the City's policy and guidelines as a valuable mechanism for coordination, support, collaboration and continued safe service delivery.</li> </ul>
4	CEO, Homelessness NSW	<ul style="list-style-type: none"> <li>- Homelessness NSW supports the findings and recommendations associated with the report, particularly the suggestion to better target services to people living in social housing – it would be great to see this expanded and coordinated with those already offering and providing mobile food services.</li> <li>- We also support the focus on food safety and training of those working in food services and would support any move made by the Council to better support and regulate the quality and care provided by mobile voluntary services.</li> </ul>
5	The Footpath Library	<ul style="list-style-type: none"> <li>- Great work!</li> </ul>
6	Coptic Orthodox Community Outreach Services (COCOs)	<ul style="list-style-type: none"> <li>- It's excellent, covers the areas of concern, and also acts as a good induction guide for newcomers.</li> </ul>
7	Anonymous organisation	<ul style="list-style-type: none"> <li>- We strongly support the need for clear guidelines to the benefit of service users as well as the service providers.</li> <li>- We support a stronger coordination of these services.</li> <li>- Support the establishment of a quarterly working group.</li> <li>- Support the call for centralised training carried out by the City of Sydney including: Mental Health Awareness; Dealing with the complex needs; Awareness of services for referral; Food Safety; Boundaries &amp; Respect.</li> <li>- We are also supportive of the times proposed for mobile voluntary services in residential areas.</li> </ul>
8	Anonymous organisation	<ul style="list-style-type: none"> <li>- We have reviewed and are broadly in favour of the Policy and its guidelines.</li> </ul>

Statements of support		
No	Stakeholder	Submission Summary
9	Jesus Cares	- We believe these guidelines are reasonable and necessary.

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
<b>Antisocial Behaviour in Tom Uren Place, including drug and alcohol use, violence and intimidation, and urination and defecation</b>				
1	Woolloomooloo Resident	- Unruly activity at Tom Uren Place, Woolloomooloo Intimidation and antisocial behaviour, drug use, mental health, violence "behaviour of such operators has been dismal, at best".	No	<p>The actual and perceived safety of our residents, businesses and visitors continues to be a priority for the City.</p> <p>The NSW Government is responsible for law and order, public housing, health and public transport, and leads on responses to these issues in the city.</p> <p>Our community safety action plan sets out the City's contribution to making Sydney a safe and resilient place to live, visit, work and study. It describes our commitment to safety and our areas of focus for the next five years. You can see the community safety action plan here: <a href="https://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety">https://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety</a></p> <p>The City takes a harm minimisation approach to reducing the social, economic and health problems that</p>
2	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Intimidation and antisocial behaviour, drug use, mental health, violence, urination and defecation</li> <li>- The draft guidelines goes some way to legitimising the poor behaviour of so called charity food vans from the outer suburbs who advertise on social media to bring 100's of people from all over Sydney to an area that cannot cope nor want the influx of people</li> </ul>		
3	Woolloomooloo Resident	I am a long-term resident of Woolloomooloo and have seen the ebb and flow of issues related to antisocial behaviour and health related issues over the years. There has been great impact on our family over the years, at times it has felt like we are under siege given we live across the road from the epicentre. We have witnessed violence on a regular basis including stabbings, people dying of overdoses on our door step and being carried away in body bags, drug taking, people defecating on the street, people engaged in sexual activity all of this on our door step and witnessed by our children growing up. These have not been one off incidences. We are affected by the antisocial behaviour the fights in the middle of the night that wakes us up. My wife and older children cannot go to the shop whilst the mobile food vans etc are serving food because they feel unsafe and the shop entrance is often blocked by the lines.		

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
4	Woolloomooloo Resident	<p>I personally have seen enough bashings and other aggressive anti-social behaviour to last a lifetime.</p> <p>A man had his jaw broken during meal service, there have been many instances of fighting, loud and abusive language is frequent and often audible from inside my home. I will not cross Tom Uren Place to go the local supermarket during meal service, it is intimidating walking through a crowd of unknown people and even more so when they are a large group of unsupervised disadvantaged people who are often drunk or affected by drugs.</p> <p>We call Police constantly because of anti-social behaviour. mobile voluntary services draw people into the area, a party atmosphere ensues, mobile voluntary services leave but the Users stay, geed up by Event partying on until Police come or they decide to go home.</p> <p>We have given up calling the City because the response is always the same – not our jurisdiction.</p>		<p>can be associated with the consumption of alcohol and use of other drugs. This includes providing information to help link people to local drug and alcohol services and supporting targeted harm minimisation initiatives. The City also manages a network of around 140 community sharps disposal bins to help prevent needle stick injury in public places.</p> <p>The City works in partnership with local services such as Kirketon Road Centre and Kings Cross Police to identify areas of concern within Woolloomooloo and collaborate on initiatives to minimise the harm alcohol and drug use causes to the community and to the user.</p> <p>The City works in partnership with NSW Health's needle clean-up hotline to manage the removal of discarded sharps in the public domain. This includes daily sweeps of known hotspots for injecting drug use.</p> <p>The City conducts regular safety audits to identify and reduce crime</p>
5	Anonymous Resident	<ul style="list-style-type: none"> <li>- Noise issues</li> <li>- People urinating and defecating without consequence</li> <li>- Rough sleepers still in the vicinity whilst shops are open</li> </ul>		
6	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Ongoing issues at Tom Uren Place, Woolloomooloo</li> <li>- Increase in urinating and defecating, I believe that the above is a health risk to both residents and the homeless population</li> <li>- I would also like to acknowledge that I do not have an issue with the homeless gathering or being in the area</li> </ul>		
7	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Backpackers also line up for the free food at Tom Uren Square. A backpacker manager from Victoria Street Kings Cross mentioned to me</li> </ul>		

Tom Uren Place, Woolloomooloo				
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		<p>that the food vans offering a free feed and party afterwards at Tom Uren Square is well-known and often accessed by backpackers</p> <ul style="list-style-type: none"> <li>- Gatherings become rowdy, and chaotic</li> <li>- People urinating and defecating without consequence</li> </ul>		<p>and safety risks in local neighbourhoods. This involves a collaborative approach, using Crime Prevention Through Environmental Design principles to identify possible safety concerns and to make recommendations to appropriate agencies around areas such as maintenance issues and lighting.</p> <p>The City will continue to work with police to make Sydney a safe and resilient place to live, visit, work and study.</p>
<b>Impact of nightly 'events' on Tom Uren Place</b>				
1	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Area of great concern Tom Uren Place Woolloomooloo</li> <li>- Noise issues with loud music</li> </ul>	No	<p>The City is aware of at least fourteen mobile voluntary services operating in the Woolloomooloo area, with most operating on Tom Uren Place.</p> <p>Tom Uren Place is owned and managed by NSW Rail Corporation, except for Junction Lane which runs along the back of Tom Uren Place, which is the responsibility of the City. While a part of Tom Uren Place was previously leased by NSW Rail</p>
2	Anonymous Resident	<ul style="list-style-type: none"> <li>- Lack of consultation with the whole community about events leading to community disharmony</li> </ul>		
3	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- I live directly across the road from Tom Uren Place (where the mobile voluntary services attend EVERY night of the week / of the year), there is basically an 'event' held across the road from my house 365 nights of the year</li> <li>- Woolloomooloo unfairly takes on the burden of hosting mobile voluntary services</li> </ul>		



Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
		<ul style="list-style-type: none"> <li>- These services think they are doing 'good' for the community but they are not, they are dividing the community. I mean they turn up on their designated night each week and then take off to their homes, they don't see it every other night of the week and the after affects. They just come into our area/community, create a party event atmosphere every night and then they go home, they don't see what happens after they leave and the next morning</li> <li>- There are minimal actual rough sleepers in Woolloomooloo. Mobile voluntary services are feeding are the people living in social housing and come out to this party every night and eat free food all the time. There are food options available to social housing tenants: Oz Harvest, Meals on Wheels</li> <li>- Every night is not needed and with there being such minimal rough sleepers surely there is a quicker and easier way to just feed like 10 people so then we don't have to have an unnecessary event every night</li> <li>- Mobile voluntary services free food has a negative impact on local business</li> <li>- When is City of Sydney going to start looking at the whole of Woolloomooloo as a community and not just focusing on one particular demographic here. What about other residents of the Community and the impact all of this has on those others of us living in the area, we are NOT CONSIDERED at all and what about my/our mental health</li> </ul>		<p>Corporation to NSW Land and Housing Corporation, that arrangement is no longer in place.</p> <p>As the City is not the landowner we are unable to require mobile voluntary services to obtain event permits, or to take compliance action in relation to activities, except where there is excess noise.</p> <p>NSW Rail Corporation have advised the City they do not intend to require mobile voluntary services to apply for permit to operate on Tom Uren Place.</p> <p>City staff are working to reach an agreement with NSW Rail Corporation whereby the care, control and management of the area is carried out in a way which minimises negative impacts Woolloomooloo residents and businesses and is consistent with other areas of the City.</p>
4	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Mobile van service providers nor their clients do not consider the peace and safety of residents – social housing or private owners - nor local businesses</li> <li>- These issues have prevented legitimate local business opportunities for food services as they cannot compete with unregulated free food</li> </ul>		

Tom Uren Place, Woolloomooloo				
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		providers, nor provide a safe, comfortable environment for their customers		
5	Woolloomooloo Resident	A party every night with large numbers similar to an event however organisations are not required to apply for DA's or permits for live music food handling etc. If other groups want to organise a community gathering they are required to jump through hoops to ensure there are risk assessments, crowd control safe food handling etc. Why are things different of Mobile food vans? It is like the most vulnerable in our community are not considered to require the same consideration for safety. When this has been raised the answer from council is it is out of their hand because they are giving away free food etc which is not regulated. What I find interesting is many events that have required DA's and permits etc are also free events so my question is what is the difference?		
6	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- On a number of occasions Providers have told both the City Rangers and the attending Police Officers they have a Permit, or that they have a Permit but left it at home. This is a lie and is a further example of their blatant disrespect for authority.</li> <li>- The Movement did exactly that when they held the Rock Concert Mega Event, in conjunction with another group, on 24/3/18. # 2 taken from The Movement fb site A Concert organiser rang the City Service Centre and said they had the Event booked until 7pm. When Police attended on site, they were told by organisers they'd left their Permit at home. The organisers lied to both authorities. Why did the Rangers not know this was a lie? Why did the Rangers not follow through and fine the Organisers for breaching EPA Appropriate Noise Levels when the City CEO acknowledged they breached those noise levels? Ref email from CEO M Barone 24/05/18 # 3, stating "they had packed up at 6pm",</li> </ul>		

Tom Uren Place, Woolloomooloo				
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		<p>which was incorrect as I rang again at 6.28pm because the music had not stopped and was told the 'Event was booked until 7pm (a lie) OBG 0317192T The group also accessed Mary MacDonald Centre illegally for their band power. No fine was ever issued for this breach either. Why not? The lack of enforcement sets precedent and sends a very poor message to the greater community – do whatever you want, you won't get fined.</p> <ul style="list-style-type: none"> <li>- Events, breakfasts, lunches, Preachers, hairdressers, sport Grand Final Events, memorials, rock concerts, dance, and other forms of entertainment events.</li> <li>- The impacts of mobile voluntary services and their 'clients' have enormous mental health and economic consequences on those who live and work here.</li> <li>- Stephen, or Shaky Steve to us, photo page 42 Draft Homeless Action Plan, has repeatedly said he "doesn't know how we the residents cope with the Food Vans, the noise, the mess, the numbers of people".</li> </ul>		
<b>Need to resolve jurisdiction issues with Tom Uren Place</b>				
1	Woolloomooloo Resident	<p>Complaints to the city are meet with it is not our jurisdiction / we can't fine charities / homeless have rights to name a few.</p> <p>While the city takes a hands-off approach to Woolloomooloo, "Not our jurisdiction", they seem to have sanctioned the coordination of the food vans to one resident. This resident has a poor reputation with a number of homeless, social housing and other residents and businesses in the Woolloomooloo community.</p>	No	The CEO and Director City Services will meet with appropriate NSW Government staff to discuss the ongoing management of Tom Uren Place and report back to Council following.

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
2	Anonymous Resident	<ul style="list-style-type: none"> <li>- City Rangers saying it is not their jurisdiction</li> <li>- Mobile Volunteer Services are unregulated, unsupervised, unmonitored, unaccountable, and require no permit</li> </ul>		
3	Woolloomooloo Resident	Issues of lack of jurisdiction, responsibility, and management of Tom Uren Place despite the City cleaning the area every day.		
4	Woolloomooloo Resident	<p>The problems in Tom Uren Square, Woolloomooloo, have been ignored for so long that the area is an unsafe environment for pedestrians, local residents and businesses. This area has been a magnet for rough sleepers for decades. The current draft policy and guidelines gives no commitment to resolution or improvement to their situation, nor recognises the differentiation of support required for social housing residents.</p> <p>Resolve the ongoing handballing of responsibility for ownership of jurisdiction, (Council, RTA, State Government agencies) management and commitment to short and long-term outcomes.</p>		
5	Woolloomooloo Resident	No regulations, currently permit not required with no crowd control. Council rangers are unaware of what is going on and are reluctant to enforce fines or even to come and investigate. Tom Uren Place is like nowhere and it seems that no one wants to take responsibility, it is Rail Corp and Council clean the area however the rangers say not their jurisdiction. Police and Council seem to agree on protocols only for there to be a change of leadership which leads confusion there is no consistency.		
6	Woolloomooloo Resident	<p>Conflicting government property jurisdiction - no ownership, governance or management:</p> <ul style="list-style-type: none"> <li>- RailCorp – City of City – NSW Department of Land and Housing</li> </ul>		

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
		<ul style="list-style-type: none"> <li>- Tom Uren Place, where the majority of mobile voluntary services providers gather &amp; serve, is RailCorp owned property. RailCorp lease the northern side of the property to the City of Sydney and the south side to Land and Housing</li> <li>- This lack of single entity jurisdiction is the number one issue as all three say “not my jurisdiction”</li> <li>- RailCorp say they own the land but that the City of Sydney and Land &amp; Housing are the tenants, so they are not responsible for how it is used</li> <li>- City of Sydney say they do daily cleansing but because the land is not theirs the use of it is not their responsibility. They appear to manage the site but say they do not</li> <li>- Land and Housing have a fire wall and do not respond to emails</li> <li>- This lack of property Jurisdiction is the number one issue</li> <li>- Tom Uren Place must have one entity in charge otherwise it will continue to be a lawless ‘no-man’s land’</li> </ul> <p>Management of mobile voluntary services and their use of Tom Uren does not exist.</p> <ul style="list-style-type: none"> <li>- Mobile voluntary services commandeer public space</li> <li>- Mobile voluntary services presume there is a need for them, there is not</li> <li>- Mobile voluntary services Roster – who formulated it? In consultation with who?</li> <li>- Currently the Roster and running of the Events appears to be under the ‘supervision’ of a local resident, which is not only inappropriate but creates further conflict</li> <li>- There is a perception that Tom Uren is a designated spill over area from Matthew Talbot, which it is not, it is a space for the entire community.</li> </ul>		

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
		<ul style="list-style-type: none"> <li>- There is a perception that because the mobile voluntary services have been at the sites for so long that they have City Permission.</li> <li>- The mobile voluntary services believe because the City is aware of their presence that they have the Cities permission to be there. This is a egregious perception that causes conflict within the greater community ("why does the City let the mobile voluntary services do whatever they want when no one else can?")</li> <li>- There is a perception that as the City 'manage' the clean up every morning that they Manage the site. The City say they do not.</li> </ul> <p>Solution:</p> <ul style="list-style-type: none"> <li>- My preference would be the City of Sydney take control of the Tom Uren site and ask for this to be instigated immediately</li> <li>- I also ask that the mobile voluntary services are relocated to another site, so the burden of their ramifications is spread equitably. Residents under plane flight paths are given a break, flights paths are changed to lessen known impacts on those below. We have never been offered the same respectful approach. Why not? I'm guessing because no one else would have them because they are such an awful encumbrance on a community, especially one such as Woolloomooloo which is already inherently complicated and complex.</li> </ul>		

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
<b>Waste and Vermin</b>				
1	Woolloomooloo Resident	- Garbage and waste issues leading to an increase in rodents and vermin	No	<p>The City is and will continue to work with service providers to synchronise cleaning and waste schedules with mobile voluntary services operations schedules.</p> <p>Despite not owning or managing the land at Tom Uren Place, the City's Cleansing and Waste team take an active role in cleaning the area on a daily basis. Due to the residential nature of Tom Uren Place, Cleansing and Waste staff attend the area at 8am each day as not to disrupt residents further with noise generated by cleansing crews, and steam and pressure cleaners.</p> <p>The City's Homelessness Unit will continue to coordinate regular clean ups, with Public Space Liaison Officers attending Tom Uren Place daily (across seven days) at 8.30am to work in conjunction with the City's Cleansing and Waste team.</p> <p>In addition to responding to waste generated, City staff are looking at</p>
2	Woolloomooloo Resident	- Food waste and dumping		
3	Woolloomooloo Resident	Mobile Voluntary Services operating on Sir John Young Crescent offer a good service in food distribution and availability of washing services. The area is mostly left clean and there is little noise and all people involved seem to be aware of residents and walkers. It is a well organised Mobile food and washing service and I hear they have very clear boundaries around acceptable behaviour. Tom Uren Place is a very different matter. I think the voluntary mobile services here are not well organised and as professional in approach. Tom Uren Place is often dirty after the voluntary food service has finished		
4	Resident	Litter and waste leading to smells and rats		
5	Woolloomooloo Resident	Food waste left on streets by food vans attracting vermin into the area that is certainly leaving the residents disadvantaged in relation to living in the area Increase in people littering		
6	Woolloomooloo Resident	Issues of rubbish and waste and vermin		

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
7	Woolloomooloo Resident	Food dumping, including plastic containers, paper/plastic plates, forks, serviettes, general litter and waste are dispersed for several blocks from around where the food vans operate leading to Rank smells Rats, insect infestations		ways that mobile voluntary services can take their excess rubbish to appropriate drop off points and not leave it at Tom Uren Place.
8	Woolloomooloo Resident	Food debris left behind Concerns for the vulnerable in terms of safe food handling often I see organisations leave food by people beds		
9	Woolloomooloo Resident	<b>Waste</b> Police Commander Fitzgerald directed mobile voluntary services providers to take their rubbish away with them – this has not been enforced and remains ad hoc. An immediate regulated mobile voluntary services governance framework is needed to ensure rubbish is removed at the time of each ‘event’. Garden beds are often littered with food debris and rubbish and paving stones soaked in BBQ grease, both are difficult to clean and become a beacon to rats. Currently Council clean up occurs every morning (some 16 hours after food service) Eight staff and three trucks are deployed at a high cost. The area is cleaned with a high pressure Cold water hose. No disinfectant is used (despite people urinating and defecating), someone complained that the disinfectants were not biodegradable, so the disinfectant stopped being used. The daily cost of this must be enormous. The noise of the cleansing, 7 days per week, is as unpleasant and disturbing as the Events themselves .		



Tom Uren Place, Woolloomooloo				
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		<p><b>Vermin</b></p> <p>Leptospirosis, the bacteria rats pass in their urine, is highly lethal to dogs. Rats come because there is food debris from mobile voluntary services and their Users.</p> <p>City baiting does little, as food sources are abundant and still available # 4,5, 6 &amp; 7 We were lucky - last year's Leptospirosis outbreak was contained, mainly due to a change in weather.</p> <p>RailCorp, over the past few months, have increased substantially the number of rat baits in Tom Uren on the ground and in the roof of the Police Station, Pharmacy and Dr's Surgery. Rat baits are ineffectual when food waste and debris are about – rats will always pick food over a bait.</p>		
<b>Oversupply of services in Woolloomooloo need for better cordination</b>				
1	Woolloomooloo Resident	<p>The services are very useful and well meaning, but that they are overly concentrated in Woolloomooloo.</p> <p>The concentration of services here have meant public spaces are given over to them so frequently that residents are unfairly affected.</p>	No	<p>Noted.</p> <p>The City recognises that poor coordination of services leads to poor outcomes for service users, and impacted residents and businesses.</p> <p>The City will commence a program of coordination with willing mobile voluntary services to improve coordination, reduce duplication, and redirect some services to where they are needed.</p>
2	Woolloomooloo Resident	No need for mobile voluntary services due to the presence of other food services for people experiencing homelessness in the Woolloomooloo area.		
3	Woolloomooloo Resident	These charities think they are doing an amazing community service and don't get me wrong they are (and then they aren't), but we just don't need it in this abundance anymore and we need to think about the bigger picture and the whole community and think about the knock on affects these services have.		

Tom Uren Place, Woolloomooloo				
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4	Woolloomooloo Resident	The draft policy refers to offering assistance to charity services to co-ordinate the overlapping and over supply of free food, but again, the policy does not offer a commitment to outcomes.		The City with relevant state government departments, will work with services to redirect their efforts to where they are most needed, including social housing precincts across Sydney.
5	Woolloomooloo Resident	There is an oversaturation of services in Woolloomooloo Council needs to redirect service providers to where the need is. Ask the question of those who are in need “what do you really need?”. I have asked and most say not food they need housing, coordination with service providers, clean bedding, medical products such as band aids Lack of coordination between days and times often over serviced, organisation really do not consult with vulnerable people and or community organisations to see what the real need is. It seems they work on their own agenda, if organisation truly wanted to help then surely this should be in consultation with all parties to ensure the real needs are being met.		The City will continue to work with partners to manage overcrowding, over servicing and duplication in Tom Uren Place, Woolloomooloo. To date City staff from the Homelessness Unit have had numerous successful conversations with potential volunteers wishing to donate time and goods to people in the Woolloomooloo area.
6	Woolloomooloo Resident	I do not believe mobile voluntary services are necessary at all in Woolloomooloo. Mobile voluntary services have negative and risk adverse community impacts which vastly out-weigh any perceived positives. Mobile voluntary services volunteer staff are not from our Community and change frequently. They exacerbate tensions in an already complex and complicated community. Mobile voluntary services Users include backpackers, couriers, students, social housing tenants and rough sleepers (there were between 8 & 15 rough sleepers in Woolloomooloo pre COVID-19). Just under half the users are Social Housing tenants. Providers, such as The Movement think they’re feeding the Homeless “our homeless friends” ref The Movement f/b site, they are not.		City staff have used these opportunities to educate potential volunteers around need/lack of need and issues associated with uncoordinated donations. Staff encourage volunteering local, partnering with existing services and not handing out food alone. The City also plans to work with new and existing volunteers and services to promote new ways of volunteering that helps to build

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
		<p>Users come because the food is free. Mobile voluntary services need to go where needed, not where they think they are needed. mobile voluntary services should be compelled to go where needed, not where they think they are needed. City LGA has low rough sleeper numbers compared to Greater Sydney, an area well known to be vastly lacking in support.</p> <p>The mobile voluntary services Policy does not recognize the number of Professional Agencies already in the area providing food and other professional wrap around services: these include Matthew Talbot Hostel and Ozanam Learning Centre, Hope St, Weave, Wayside Chapel, Rustic Café, Reg Murphy Centre, Rex Centre, St Canice's Kitchen, Haymarket Foundation.</p> <p>Social Housing tenants can access Meals on Wheels through the City and Oz Harvest produce through local agencies such as Weave and Hope St, agencies who also offer outreach services.</p> <p>My suggestion: Set up a peer lead mentor 'learning' experience – go food shopping, prepare, cook and clean up after meals served by peers to their peers. Eat communally (or individually), be involved socially, engaged in team work, and share skills and knowledge of nutrition and support services. Service would be in-doors enabling access to all amenities, chairs &amp; tables, appropriate rubbish removal and noise controls. I envisage a 'boutique style' place, a place that is smallish, inviting, nurturing rather than a large, loud, bright, cold, institutional style place.</p>		<p>community and skills development, and achieve better outcomes for people experiencing homelessness, and food insecurity. A particular emphasis will be placed on supporting food insecure social housing tenants.</p> <p>Page 9 of the guidelines is dedicated to other volunteering opportunities: "Consider other volunteering opportunities that lead to better outcomes for people experiencing homelessness and food insecurity".</p> <p>Page 9 also links to the City's Volunteer and Goods Donation Directory, as well as Homelessness NSW and Department of Communities and Justice to explore other volunteering opportunities.</p> <p>It must be noted that the City can only encourage volunteers to volunteer in other ways.</p> <p>From 2013 to 2015, the City funded Second Bite, to conduct FreshNED, a training program that addresses issues of food security, healthy eating and food safety, with the aim</p>

Tom Uren Place, Woolloomooloo				
No.	Stakeholder	Submission Summary	Policy and /or Guidelines Updated	City of Sydney Response
				of improving the quality of the emergency food relief programs provided. Mobile voluntary services were invited to participate in the training program.

Better coordination and targeting needed				
No	Stakeholder	Submission Summary	Policy/Guidelines Updated	City of Sydney Response
1	A/Executive District Director Sydney, South Eastern Sydney & Northern Sydney Districts	Department of Communities and Justice is interested in working in partnership with the City of Sydney to target mobile voluntary services to areas of need for people living in social housing in recognition of the high proportion of social housing tenants who are using mobile voluntary services. Department of Communities and Justice is prepared to facilitate access for mobile voluntary services that are willing to relocate services to address the need in social housing estates.	No	Noted. The City recognises that poor coordination of services leads to poor outcomes for service users, and impacted residents and businesses. The City will commence in earnest a program of coordination with willing mobile voluntary services to improve coordination, reduce duplication, and redirect some services to where they are needed.
2	Ruff Sleepers	Enquiry around other areas of need, and willingness to service need.		The City, with relevant state government departments, will work with services to redirect their efforts to where they are most needed, including social housing precincts across Sydney.
3	Potts Point and Kings Cross Heritage and Residents Society	Avoid service duplication.		

Better coordination and targeting needed				
No	Stakeholder	Submission Summary	Policy/Guidelines Updated	City of Sydney Response
4	Anonymous organisation	Offer to provide food services to social housing tenants – in response to mobile voluntary services research findings.		

Martin Place, Sydney				
No	Stakeholder	Submission Summary	Policy and/or Guidelines Updated	City of Sydney Response
1	Group Executive Property Investa	<p>Acknowledgment of the services to the homeless and disadvantaged.</p> <p>Phillip Street end of Martin Place is an unsuitable location for these mobile units due to continued disruption, security and safety issues it causes to tenants of 60 Martin Place and employees of Investa.</p> <p>Citing incidents within 60 Martin Place that have led to the people being detained by Police on the property:</p> <ul style="list-style-type: none"> <li>- Unauthorised vehicles/ vans driving and parking on Martin Place</li> <li>- Waste issues</li> <li>- Blocking of pathways</li> <li>- Noise</li> <li>- Antisocial behaviour</li> <li>- Use of BBQs and tables</li> <li>- Trespassing and property damage</li> </ul>	No	<p>The City understands that mobile voluntary services have historically operated on Martin Place, and that there is tension between services and local businesses.</p> <p>To reduce amenity impacts of services, the City has tailored a cleansing and waste schedule to align with the operations of mobile voluntary services.</p> <p>The City understands that some food providers from the MLC food court are donating their left-over food by leaving food on Martin Place for people to collect. City staff met with MLC food court management to stop this practice and to discuss ideas to ensure left over food goes to where it is needed most. Food court management were grateful for the information received and passed this on to their tenants.</p> <p>Each week staff from the homelessness unit receive numerous requests to donate food to people on Martin Place. Staff use this opportunity to educate potential volunteers around need/lack of need and issues associated with uncoordinated donations. Staff encourage volunteering local, partnering with existing services and not handing out food alone.</p>

Martin Place, Sydney				
No	Stakeholder	Submission Summary	Policy and/or Guidelines Updated	City of Sydney Response
		Request that the City of Sydney: enforce its own rules; consult with service providers to advise of alternative locations; install bollards along the Phillip St end of Martin Place, and; provide additional security.		<p>Where the activities of mobile voluntary services reach the threshold of an event, they must seek appropriate approvals from the City to operate on Martin Place, or any land owned or managed by the City.</p> <p>Where there are instances of antisocial or violent behaviour, trespassing or property damage, the City recommends contacting the police via 000.</p> <p>The Police, not the City, are responsible for policing these matters.</p>

Stronger regulation of mobile voluntary services				
No	Stakeholder	Submission Summary	Policy /Guidelines Updated	City of Sydney Response
1	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Without regulation to ensure adherence to expectations, responsibilities and improvements through monitoring outcomes the problems will continue.</li> <li>- Limit or highly regulate requirements to serve free food from vehicles/vans near social housing areas.</li> </ul>	No	<p>The City has limited powers to prevent mobile voluntary services from operating, or to direct them on where to operate.</p> <p>Where mobile voluntary services break existing laws during service delivery, the City may issue warnings and penalties as prescribed under</p>
2	Woolloomooloo Resident	Lack of accountability for mobile voluntary services in terms of seeking appropriate approvals, made worse by double standard where other members of the community wanted to hold a 'community event' they have to jump through hoops, fill in a million forms and pay \$\$ to City, pay for their own public liability, provide rubbish bins and removal of rubbish and the list		

Stronger regulation of mobile voluntary services				
No	Stakeholder	Submission Summary	Policy /Guidelines Updated	City of Sydney Response
		of requirements goes on as to what someone else has to do to justify to council having an event.		specific legislation. That does not mean the City can prevent them operating in future.
3	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- The services need to be regulated, co-ordinated and situated in areas of most need to prevent over-servicing seen in some areas - specifically, the areas north of William Street, between the Domain and Kings Cross, with an epicentre at Tom Uren Square.</li> <li>- Without regulation to ensure adherence to expectations, responsibilities and improvements through monitoring outcomes the problems will continue.</li> <li>- Request to introduce standards for food service and/or nutrition.</li> <li>- Limit or highly regulate requirements to serve free food from vehicles/vans near social housing areas.</li> </ul>		<p>On this basis, the City has opted to take a dual approach to managing mobile voluntary services that recognises our limited authority.</p> <ul style="list-style-type: none"> <li>- We will actively issue penalties for any breaches of legislation where we have the authority to do so, and will coordinate with NSW Police as necessary.</li> </ul>
4	Woolloomooloo Resident	No regulations, currently permit not required with no crowd control. Council rangers are unaware of what is going on and are reluctant to enforce fines or even to come and investigate.		<ul style="list-style-type: none"> <li>- We will also strongly encourage mobile voluntary services to consider their impact on residents in terms of noise, hours of operation and waste. Breaches may result in enforcement.</li> </ul>
5	Woolloomooloo Resident	<p>Lack of regulation and governance causing high community risks:</p> <ul style="list-style-type: none"> <li>- City Rangers – lack of authority or inability to enforce</li> <li>- If Police or Rangers attend responses are mixed and usually discretionary, and rarely if ever result in a fine</li> <li>- The City has suggested we talk to and or contact Providers direct. We have tried this with negligible result. Talking to Providers on the street has been met with hostility, particularly when I mention ‘I am a resident’</li> <li>- The Police say talking to Providers is Not our job.</li> <li>- Food dumping ref Bowan Island Bread 22/3/18 OBG 0316624. Email from LM saying “City Staff do not consider the leaving of food for rough sleepers to constitute dumping” Ref email 13/02/18. This is contrary to</li> </ul>		<ul style="list-style-type: none"> <li>- We will work with the services to ensure they have appropriate training and skills, to ensure appropriate waste removal and to encourage as many services as possible to consider other areas where</li> </ul>

Stronger regulation of mobile voluntary services				
No	Stakeholder	Submission Summary	Policy /Guidelines Updated	City of Sydney Response
		<p>what the City PSLO's say. Currently no permit is required by mobile voluntary services to provide their services</p> <ul style="list-style-type: none"> <li>- Providers are unregulated, unmonitored, unsupervised, report to no one, are accountable to no one</li> <li>- Most mobile voluntary services providers do not have Public Liability</li> <li>- Mobile voluntary services providers should to be licensed and monitored.</li> <li>- A government agency needs to be identified as the regulator to manage the mobile voluntary services distribution areas.</li> <li>- The Policy does not say who will be In Charge of the Mobile.</li> </ul>		<p>their support may be needed.</p> <p>The policy and guidelines communicate the expectations. The program of education and engagement outlined in the council report will further support a more coordinated approach to working with the services.</p>
6	Woolloomooloo Resident	The policy guidelines do not seem to give any powers to anyone to resolve issues. They seem to be more about legitimising the poor behaviour of food van providers with no input from residents or business until now with this process. A process run during a pandemic where the community cannot meet to discuss and understand the issues.		<p>In regards to Tom Uren place, which is owned by NSW Rail Corporation, the only enforcement powers available to the City are in relation to offensive noise and littering and dumping as outlined in the <i>Protection of the Environment Operations Act 1997</i>.</p> <p>The City, and other regulators including the NSW Office of the Environment and Heritage and NSW Police have the power to take compliance action, including the issuing of abatement orders, directions or penalties if offensive noise is being caused.</p>
7	Woolloomooloo Resident	The service providers must be breaking every rule in the council's draft plan as I've seen cars driven up on the footpath and into the area, tables set up hoc and I suspect the food distribution would be questionable.		
8	Woolloomooloo Resident	The policy and guidelines provide "expectations and responsibilities" but there are no effective levers for rangers, housing support workers or police to utilise when expectations or community standards are not met, or guidelines are not followed.		
9	Woolloomooloo Resident	Food vans and deliveries are un regulated and no authority seems to be taking responsibility.		





Limitations to policy and guidelines				
No.	Stakeholder	Submission Summary	Policy/Guidelines updated	City of Sydney Response
1	Ruff Sleepers	Request to include the Companion Animals Act 1998 in legislative framework for mobile voluntary services.	No	Whilst the <i>Companion Animals Act 1998</i> is relevant to Ruff Sleepers, it does not apply to any other of the 40 or 50 mobile voluntary services we know that operate in our local area. For reasons of relevancy it will not be included in the policy or guidelines.
2	COCOs	Suggestion to add: encourage volunteers to have vaccinations - tetanus and hepatitis; instruct volunteers not to provide personal details and contact numbers, and; always to serve in twos, and not to walk off alone.	Yes	The Do and Don't section on page 13 of the guidelines has been updated to include: <ul style="list-style-type: none"> <li>- Always maintain professional and personal boundaries</li> <li>- Never volunteer alone, ensure you are operating with at least two people</li> </ul>
3	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Guidelines are deficient as they are based on a limited study and policy. It only refers to the providers and the users. No residents or business were interviewed.</li> <li>- The policy guidelines do not seem to give any powers to anyone to resolve issues. They seem to be more about legitimising the poor behaviour of food van providers with no input from residents or business until now with this process. A process run during a pandemic where the community cannot meet to discuss and understand the issues.</li> </ul>	No	<p>Noted.</p> <p>The Policy and Guidelines were informed by the research, as well as extensive feedback from residents about the operations of Mobile Voluntary Services and their impact on neighbourhood amenity.</p> <p>City staff have had numerous meetings with key Woolloomooloo residents to discuss mobile voluntary services. All of these discussions have informed the draft Mobile Voluntary Services</p>
4	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- I think the policy is not clear enough in A LOT of ways but eg it talks about "MAY need authorisation" and "encourages providers to consider...". No accountability (so open and airy fairy, what's the point of writing it at all) and really look at what I outlined earlier in my letter that other people have to do to hold an event.</li> </ul>	No	<p>Policy and Guidelines, as well as other activities identified in the council report to support effective implementation of the policy and guidelines and reduce impacts on residents.</p> <p>The Policy and Guidelines highlight existing legislation that mobile voluntary services must</p>

Limitations to policy and guidelines				
No.	Stakeholder	Submission Summary	Policy/Guidelines updated	City of Sydney Response
5	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- The wording in the draft policy is non-committal, does not provide certainty of change, nor provide commitment to goals and monitoring of outcomes expected to be achieved.</li> </ul>	No	adhere to, and details enforcement powers available to the City. There is a range of legislation that may apply depending on the particular location and the nature of each operation so it is not possible to be more definitive in a document of this nature.
6	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- The mobile voluntary services Draft Policy lacks strong language appropriate to accountability and enforcement.</li> <li>- The Draft Policy says things like “encourage to”, “may take”, “may be”, “should consider”, “recommends”, “endeavours to”</li> <li>- There is the no “shall” dos</li> <li>- The Urbis Research did not take into account the enormous &amp; continual impact on local residents and businesses from having unsupervised nightly Events, 365 days per year, plus multiple seasonal calendar events including multiple Xmas Events, Easter Events, Xmas in July</li> <li>- We have asked the City of Sydney to do a ‘Appropriate Donating Campaign’. The Homeless Services Manager started one 3 years ago, it has got no further and needs to be implemented asap.</li> <li>- The Policy does not say who will be In Charge of the Mobile Providers. The mobile voluntary services providers are being left in charge of themselves. Residents and businesses will still be forced to ‘Police’ the Events – to ring Police or Rangers if issues become apparent, which is often. This puts enormous pressure on residents and further increases tensions and disharmony.</li> <li>- The mobile voluntary services Policy does not recognize the number of Professional Agencies already in the area providing food and other professional wrap around services: these include Matthew Talbot Hostel and Ozanam Learning Centre, Hope St, Weave, Wayside Chapel, Rustic</li> </ul>	No	<p>For example, requirements for event permits may vary depending on a range of factors including the frequency of operation, who is the landowner, and what kind of event infrastructure is used.</p> <p>Unfortunately it is not within the City’s authority to amend the relevant state legislation to explicitly address the activities of mobile voluntary services.</p> <p>Responding to certain anti-social behaviour such as violence and intimidation and illegal drug use are the responsibility of NSW Police.</p> <p>The City acknowledges that there is broad range of other services in the area and is very familiar with their offering. However, few are open on evenings and weekends when mobile voluntary services typically operate. The research demonstrated that demand exists at these times.</p> <p>Further, page 6 of the guidelines states: “Specialist homelessness services provide a range of services to support people who are experiencing homelessness or at risk of becoming homeless with the aim of breaking the cycle of homelessness. Services should not operate in conflict with the existing range of specialist homelessness services operating in the inner city”.</p>

Limitations to policy and guidelines				
No.	Stakeholder	Submission Summary	Policy/Guidelines updated	City of Sydney Response
		Café, Reg Murphy Centre, Rex Centre, St Canice's Kitchen, Haymarket Foundation.		<p>The City's Draft Homelessness Action Plan – subject of separate report has been amended following public exhibition to include the following action:</p> <p>"Encourage people and organisations wanting to help to adopt models of good giving - activities and donations that offer meaningful support in areas of need, and that contribute to prevention of homelessness and pathways out of homelessness".</p>

Requests to move services indoors				
No	Stakeholder	Submission Summary	Policy and/or Guidelines Updated	City of Sydney Response
1	Woolloomooloo Resident	Request to house services in doors, where dignity and privacy can be maintained.	No	<p>In the 2019 Mobile Voluntary Services Study, the City asked mobile voluntary service users about their preferences for accessing services either in doors or in a more private setting.</p> <p>The study found that only 17 per cent of service users surveyed would prefer to access the service indoors, and 16 per cent of those surveyed would prefer to access the service in a more private setting.</p> <p>The City needs to strike a balance between promoting indoor services and listening to the voices of service users.</p> <p>Page 7 of the guidelines state: “The NSW Department of Communities and Justice and the City of Sydney can assist identify ways in which volunteers can support people to have meals closer to home, as well as making meals more affordable, and in providing opportunities for social connection within local communities.</p> <p>The City cannot direct mobile voluntary services in how they operate, except where they are required to comply with legislation. However, the Guidelines do encourage mobile voluntary services to consider other ways of supporting people in need, and City staff will continue to talk to services seeking to establish new services about more dignified ways of helping people in need, looking at other areas outside of Woolloomooloo where there may be need.</p>
2	Woolloomooloo Resident	Free food for social housing residents to be distributed indoors, preferably community hall, local church. Provide dignified seated meal services and socialisation, critical for people who are socially isolated.		
3	Woolloomooloo Resident	<p>Lack of a dignified or respectful space for people to eat food.</p> <p>Request that services are provided in a dignified manner, in-house. There are many organisations that have venue where service can be provided. It is more dignified, protected from the elements, contained, toilets running water, power etc.</p>		
4	Woolloomooloo Resident	<p>We all want the disadvantaged to be fed. We ask that it is done in a dignified manner, in-house. In-house food provision would ensure: protection from weather; access to tables &amp; chairs; ability to socialise and eat; access to water, toilets, power; of noise; crowd control; appropriate removal of rubbish; a professional was in-charge and importantly that Users could access wrap around support services.</p> <p>In-house would not only improve amenity of those using the services but would also be enormously beneficial for local residents and business currently shouldering the burden of nightly street events.</p>		

Safe and nutritious food				
No	Stakeholder	Submission Summary	Policy/Guidelines Updated	City of Sydney Response
1	Manager Local Government Unit NSW Department of Primary Industries   Biosecurity & Food Safety	<p>Charitable service providers who give away food are exempt from meeting the strict food safety laws that govern all other NSW food businesses</p> <p>The NSW Food Authority and its local government partners - who regulate the retail and food service sector - are unable to use the same enforcement tools at their disposal against mobile voluntary services to address concerns</p> <p>The preferred approach when engaging with mobile voluntary services operators has always been to inform and educate on best practice food handling skills to ensure food safety</p> <p>The draft mobile voluntary services policy and guidelines delivery clear and simple food safety messaging to operators</p> <p>The NSW Food Authority believes this approach provides an appropriate balance between the needs of the community with the resources available to those mobile voluntary services operators</p>	No	Noted. The City will continue to advocate that users of mobile voluntary services are entitled to the same level of food safety as those who are able to pay for their food.
2	The Footpath Library	Mandatory wearing of gloves included on page 15 of the service guidelines	No	<p>The City follows the advice of the NSW Food Authority on issues relating to food safety practices.</p> <p>The NSW Food Authority advised that the use of gloves in food preparation and serving is not best practice. A clean washed pair of hands is as good as a new pair of gloves, and not using gloves prompts hand washing where required, where the</p>

Safe and nutritious food				
No	Stakeholder	Submission Summary	Policy/Guidelines Updated	City of Sydney Response
				wearing of gloves can promote complacency around clean and hygienic food service.
3	Woolloomooloo Resident	If the city is responsible for food services, it should be responsible for all food services paid and free. What happens if there is some sort of gastro out break from these regulation free services.	No	<p>The City acknowledges that there is no requirement under legislation for mobile voluntary services to provide safe food under the <i>Food Act 2003</i>. Without changes to the act by NSW Government, the City cannot regulate food safety of these services.</p> <p>However, we can encourage mobile voluntary services to provide safe food. This is what the guidelines do. The City also plans to facilitate relevant training and education resources to mobile voluntary services on food safety and nutrition for example. We will strongly encourage they have this training, but we cannot mandate that they do.</p> <p>St Vincent's Homeless Health conduct regular outreach with people sleeping rough. In the event of a gastro outbreak, they would provide medical support to people, and work with NSW Health and NSW Food Authority to track cause of outbreak.</p>
4	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Request to introduce standards for food service and/or nutrition</li> <li>- Request for the City to provide training for mobile voluntary services</li> </ul>		
5	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- Food debris left behind</li> <li>- Concerns for the vulnerable in terms of safe food handling often I see organisations leave food by people beds</li> </ul>	No	
6	Woolloomooloo Resident	<ul style="list-style-type: none"> <li>- There are no enforceable Safe Food practices because the food is free. Mobile voluntary services require no Food Health and Safety training because the food is free. What happens if there is a gastro outbreak?</li> <li>- Food Health &amp; Safety Training should be mandatory for all mobile voluntary services staff.</li> </ul>		

Requests for City support: training, interagency meetings, parking permits etc				
No	Stakeholder	Submission Summary	Policy Guideline s Updated	City of Sydney Response
1	The Footpath Library	Mental health first aid training offered by COS for volunteers Parking on Martin Place for service providers - to avoid congestion and danger to patrons, providers should register with COS?	No	The City's <a href="#">Central Sydney on street parking policy</a> outlines how the City manages kerbside parking on central Sydney CBD, including Martin Place. There is intense competition for use of kerbside space in central Sydney. The City's narrow streets and short east-west blocks limit the useable kerb space that can be safely allocated to support the City's commercial and transport functions. Of the space that is available, the majority is occupied by critical transport infrastructure, including general traffic lanes, turn lanes, bus lanes, light rail and cycle ways. As additional commercial, retail and residential floor space is constructed in and near central Sydney, and new precincts are developed, there will be increasing demands on the City's available kerbside space. The consistent management and allocation of kerbside space will ensure the street network can accommodate critical business and local needs, while maintaining the efficient operation of the broader public and private transport networks. Mobile Voluntary Services, like any other visitor wishing to park in the City must adhere to parking regulations.
2	Ruff Sleepers	Request for an inter-agency mobile service industry meeting to: "share stories, tips and hot-spots... create a solid network of services striving for the same goal		Mobile Voluntary Services, like any other visitor wishing to park in the City must adhere to parking regulations.
3	Anonymous organisation	Support the establishment quarterly working group Support the call for centralised training carried out by the City of Sydney including: Mental Health Awareness; Dealing with the complex needs; Awareness of services for referral; Food Safety; Boundaries & Respect		To support effective implementation of the policy and guidelines, the City will undertake a program of education and engagement with mobile voluntary services, stakeholders and partners, relevant organisations, businesses, residents, and land owners and managers, to ensure they understand, and are engaged with, the findings of the research, and the City's approach. The planned program will feature:
4	Woolloomooloo Resident	Request for the City to provide training for mobile voluntary services		- interagency meetings hosted by the City to discuss relevant issues and to improve coordination and service delivery, including coordination with the Food Relief Operations Group to coordinate supply of food relief in response to needs arising from the impacts of the Covid-19 pandemic



Requests for City support: training, interagency meetings, parking permits etc				
No	Stakeholder	Submission Summary	Policy Guidelines Updated	City of Sydney Response
				<ul style="list-style-type: none"> <li>- training for mobile voluntary services and their volunteers on topics to improve food safety, service standards and volunteer safety, where it can be delivered safely</li> <li>- place-based interventions to improve service coordination in hot spot areas and to redirect services to areas of need in collaboration with Department of Communities and Justice</li> <li>- potential technological solutions that enable mobile voluntary service providers and service users to understand where and when services will be operating in real time e.g. an online interactive map on the City's corporate website that depicts where and when mobile voluntary services are operating, and</li> <li>- should there be an adequate supply of food relief in the City, working with individual services to assist them in finding alternative ways to offer support to vulnerable communities, including food programs offered closer to home for those people who are housed, and programs that encourage connection with neighbours and the local community.</li> </ul>

Questions and concerns around approvals, permits				
No	Stakeholder	Submission Summary	Policy and/or Guidelines Updated	City of Sydney Response
1	Ruff Sleepers	Enquiry regarding the need to obtain an outdoor permit. Specifically, around cost and its application to the use of tables and chairs.	No	Where activities of mobile voluntary services require approvals by the City, approvals must be obtained.
2	Jesus Cares	<p>We believe these guidelines are reasonable and necessary.</p> <p>Question regarding how the City will coordinate mobile voluntary services and police the use of public places to ensure the guidelines are adhered to.</p> <p>We hope that this element of 'free will' and discretion continues to prevail between council and mobile service providers, working in cooperation with each other for the benefit of those in need.</p> <p>Will certification be required for food safety and handling, work safety, Mental health training, working with vulnerable persons checks or police checks for volunteers, etc? Mobile service providers need to know exactly what level of compliance will be required to operate in the future</p> <p>We feel there is some clarification required in regard to food that will be allowed to be served. Should ALL food offered be healthy and nutritious or will there some leeway for discretion on the part of the service provider?</p> <p>While serving on the streets of Sydney volunteers witness many incidents of anti- social behaviour from service users. Should a serious assault occur to either other service users or volunteers of the service provider, what security measures have the council put in place to prevent such incidents from occurring? Martin place is one location where large numbers of service users congregate and the potential for violence is high. No security personnel are present at this location. If a</p>		<p>Currently organisations applying for outdoor event permits are required to pay a fee, hold public liability insurance, and depending on the nature of their operation, pay additional charges such as security bonds, or power charges, as outlined in the City's schedule of fees and charges.</p> <p>City staff will review the appropriateness of existing fees and charges and their application to mobile voluntary services for outdoor events.</p> <p>This review will consider the varied the organisational structures of mobile voluntary services. Some mobile voluntary services are registered not for profit organisations, some are registered charities. However many are unincorporated community groups that operate entirely on contributions of volunteers, with limited ability to pay fees.</p> <p>Where services are required to have a permit, and fail to do so, penalties may apply. We encourage all mobile voluntary services to contact the City to determine what permissions are required based on the location and nature of their services.</p> <p>The City will work to support current and new mobile voluntary services through a planned</p>

Questions and concerns around approvals, permits				
No	Stakeholder	Submission Summary	Policy and/or Guidelines Updated	City of Sydney Response
		<p>serious incident should occur will not the City of Sydney be held liable for injury due to lack of proper security? What duty of care will the City of Sydney be expected to provide for all participants involved with Mobile food providers?</p>		<p>program of education and engagement. This will include items such as training on topics like food handling and nutrition, mental health first aid, etc. While the City promotes healthy and nutritious food over all other options, we recognise that other food and drinks will be served, but encourages services to consider the health needs of their users and ensure healthy options are available.</p> <p>With respect to potential incidents occurring, whilst the City understands these activities take place in Martin Place, the City is not the organising volunteer body. The mobile voluntary service providers are responsible for the care and safety of their own volunteers whilst they are engaged in volunteer activities. If the volunteer activities are recognised to be of high risk, then service providers should take all reasonable steps to mitigate or avoid any risk of harm or injury to their volunteers.</p> <p>The Police, not the City is responsible for policing antisocial and threatening behaviour. The City recommends contacting the police via 000 if there is any antisocial or violent behaviour.</p> <p>CCTV constantly monitors the area. City security staff are in constant contact with police, and should there be an issue police will be requested to respond.</p>

Covid-19				
No	Stakeholder	Submission Summary	Policy/ Guidelines Updated	City of Sydney Response
1	Woolloomooloo Resident	Lack of accountability for services eg poor social distancing in Covid-19 context.	Yes	<p>In response to the Covid-19 pandemic, the City, NSW Police and sector partners are continuing to work with and educate mobile voluntary services to improve the safety and quality of their service delivery and food, reduce undignified giving, unwanted food and donations, and congregation and overcrowding of services.</p> <p>Specifically, this includes promoting public health advice from state and federal health departments, such as social distancing and hygiene measures.</p> <p>The guidelines have been updated to reinforce that everyone must abide by public health orders.</p>
2	Woolloomooloo Resident	In this Covid 19 environment I think the council should be very worried about the type of food distribution and lack of social distancing with the voluntary food service in Tom Uren Place.		
3	Woolloomooloo Resident	At the beginning of the Covid-19 pandemic when social distancing was not being observed which was putting some of our most vulnerable people. It appears that the volunteers at the food vans are not trained and therefore I would doubt that there are any permits to carry out such activities.		
4	Woolloomooloo Resident	Covid-19 issues – social gatherings promoted by mobile voluntary services.		
5	Woolloomooloo Resident	During COVID-19 Providers and Users have actively ignored social distancing regulations. Residents & businesses have had to raise concerns with the Police who subsequently attended and took control. However as soon as Police leave social distancing regulations are forgotten and groups re-form. Another example of their blatant disrespect of the 'law'.		

Mobile voluntary services do not address the causes of homelessness and disadvantage				
No.	Stakeholder	Submission Summary	Policy and/or Guidelines Updated	City of Sydney Response
1	A/Executive District Director Sydney, South Eastern Sydney & Northern Sydney Districts	When considering the services provided by charitable mobile voluntary services, I believe there is a tension in the provision of crisis services that provide immediate relief but do not help people experiencing homelessness to become more independent or to engage with sustainable sources of support. In the long term, it will be important to transition these services and approaches to alternatives that help to support people to engage with community where they live and sustain stable housing, with support for meal deliveries or mobile pantries that provide staple foods at very low cost for people who have been housed.	No	Noted. The City is sending the Homelessness Action Plan to June Council for adoption. This Action Plan outlines the City's commitment to reducing homelessness and its impact within our local area. The 2019 Mobile Voluntary Services Study findings identified opportunities to encourage new models of support for service users.
2	Woolloomooloo Resident	Mobile Food Services provide hand-outs without co-ordinating services or enlisting other agencies to engage the users of food services and to provide them pathways away from dependency on hand-outs.		In addition to supporting current service provider operations, the City will engage with relevant stakeholders to encourage new models of support which better align to the service user needs.
3	Woolloomooloo Resident	Mobile voluntary services do not provide a transition or pathway out of homelessness or food insecurity/dependency. They do not teach, skill share or build relationships.		The City plans to work with new and existing volunteers and services to promote new ways of volunteering that helps to build community and skills development, and achieve better outcomes for people experiencing homelessness, and food insecurity. A particular emphasis will be placed on supporting food insecure social housing tenants.
4	Woolloomooloo Resident	Mobile voluntary services providers Do Not provide wrap around services and Do Not provide a Hand Up. Local Professional In-House Providers do. Mobile voluntary services provide for the able bodied only. The elderly, frail, reclusive tenants – often the most in need, are forgotten. An in house provision would be far more suitable for this group of people and far more equitable.		Page 9 of the guidelines is dedicated to other volunteering opportunities: "Consider other volunteering opportunities that lead to

Mobile voluntary services do not address the causes of homelessness and disadvantage				
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		<p>Mobile Voluntary Services are an antiquated model –</p> <ul style="list-style-type: none"> <li>- they offer no dignity to users who must line up in the elements</li> <li>- they further stigmatise and alienate an already vulnerable group</li> <li>- they do not offer wrap around services (such as counsellors, medical, housing or other support links).</li> </ul> <p>Mobile voluntary services have a counter benefit of enabling people to stay on the streets ref #8 Tammy Eulogy</p> <p>Mobile voluntary services do not provide a transition or pathway out of homelessness or food insecurity/dependency. They do not teach, skill share or build relationships.</p> <p>My suggestion: Set up a peer lead mentor 'learning' experience – go food shopping, prepare, cook and clean up after meals served by peers to their peers. Eat communally (or individually), be involved socially, engaged in team work, and share skills and knowledge of nutrition and support services. Service would be in-doors enabling access to all amenities, chairs &amp; tables, appropriate rubbish removal and noise controls. I envisage a 'boutique style' place, a place that is smallish, inviting, nurturing rather than a large, loud, bright, cold, institutional style place.</p>		<p>better outcomes for people experiencing homelessness and food insecurity".</p> <p>Page 9 also links to the City's Volunteer and Goods Donation Directory, as well as Homelessness NSW and Department of Communities and Justice to explore other volunteering opportunities.</p>

Suggested hours of operation				
No.	Stakeholder	Submission Summary	Policy and/or Guidelines Updated	City of Sydney Response
1	Ruff Sleepers	Enquiry around suggest hours of operation. Request to operate in day time.	No	<p>Where appropriate approvals are required, permits may specify the hours of operation. This will be determined based on principles outlined the mobile voluntary services guidelines in concert with assessment of the potential impact on local residents and businesses.</p> <p>Operating before the suggested times, rather than after would have less of a negative impact on residents and businesses.</p> <p>Services should consider delivering their service in non-residential areas.</p> <p>The City will intervene on a case by case basis to arbitrate any place-based issues with all relevant parties and with NSW Police where required.</p>
2	COCOs	Concern around operating hours on page 19, request to operate until 10pm.		
3	Potts Point and Kings Cross Heritage and Residents Society	Operate in times respectful to local residents: not before 9am or after 6pm.		
4	Anonymous organisation	We are also supportive of the times proposed for mobile voluntary services in residential areas.		
5	Anonymous organisation	Request to extend the evening operation time to 8:30pm with a pack up required by 8:45pm.		