Attachment G

Engagement Report



Engagement report

Sustainable Sydney 2030–2050 Continuing the Vision and Community Strategic Plan



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Contents

Background	3
Engagement summary	4
Demographic snapshot	6
Key survey findings	8
Subjects/issues raised	12
Activities	20
Appendix	22

Background

A vision from the heart of our community

We engaged our communities on their vision for Sydney in 2050 over several years. Activities included surveys and community sessions, pop-up events, workshops with school students, small businesses, multicultural communities and the creative sector, a stakeholder summit and First Nations dialogue forum. We also held a children's summit, a youth summit and a citizens' jury. Learn more about how we consulted with our communities for 2050 and what they told us.

Informed by community feedback, research and expert input, the draft vision and community strategic plan were placed on public exhibition between **12 April 2022 to 23 May 2022**.

Public exhibition of these documents is the final step in a long and thorough engagement process. The process was recognised as outstanding by the International Association of Public Participation and was award 2020 Project of the Year for Australasia.

Feedback collected through this public exhibition will help us to finalise the documents so they can be presented to Council for adoption in June 2022.

Engagement summary

From 12 April 2022 to 23 May 2022, we asked the community for feedback on our draft vision and community strategic plan.

Consultation on the plan provided an opportunity for stakeholders and the community to review and comment on the draft documents before being taken to Council for adoption.

Consultation activities included a free CityTalk, online engagement and targeted stakeholder engagement. The consultation was promoted on various social media channels.

This report outlines the community engagement activities that took place and summarises the key findings from the consultation.

Purpose of the engagement

The purpose of the engagement was to:

- gather feedback from stakeholders and the community about the draft plan
- determine the level of satisfaction with the plan
- connect back in with the participants in the engagement process on the draft plan
- meet legislative requirements for the development and adoption of our community strategic plan.

Outcomes from the engagement

407 survey and email submissions were received during the consultation. Below is a breakdown of the feedback received:

- 365 online surveys from individuals and organisations
- 42 email submissions were received from individuals and organisations

List of organisations

Via email:

- Cancer Institute NSW
- Cancer Council NSW
- The Haymarket Foundation
- Friends of Ultimo
- Pvrmont Action
- Chippendale Residents Interest Group
- Coalition Caring 4 Community Centres
- Mako Architecture
- Right Angle
- CityWest Housing
- Bicycle NSW

- Action for Public Transport (NSW)
- Louder
- The Glebe Society
- Smart Design Studio
- Heartdancers
- The Good Ancestor

Via surveymonkey:

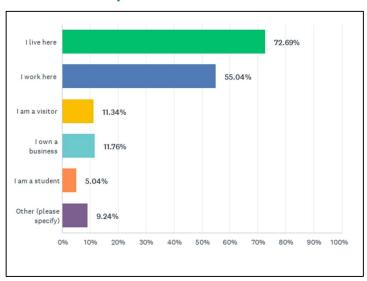
- JOC Consulting
- Heartdancers
- Neighbourhood Matters
- 107 Projects
- Digital Storytellers
- The Australian Retailers Association
- Rushcutters Bay Kayak residents
- Older Women's Network NSW
- TeamRice
- My Architects
- Domestic Violence NSW
- Shelter NSW
- Smart Design Studio

Issues raised in submissions from individuals and organisations have been captured in the submissions table.

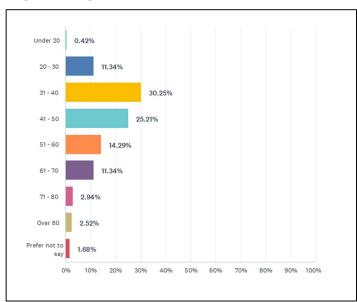
Demographic snapshot

A total of 365 people submitted a survey as part of the consultation. Below includes a demographic snapshot of the survey respondents.

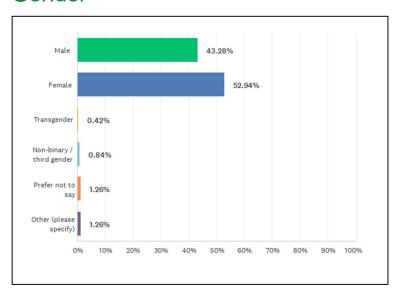
Relationship to the area



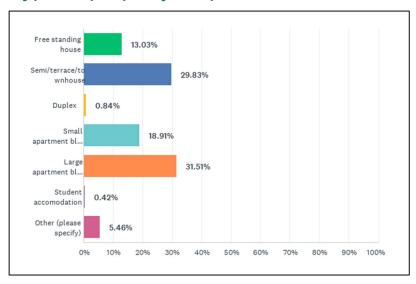
Age range



Gender



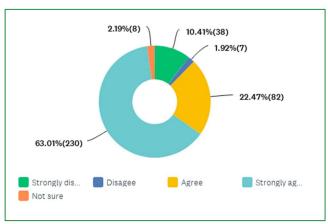
Type of property respondents live in



Key survey findings

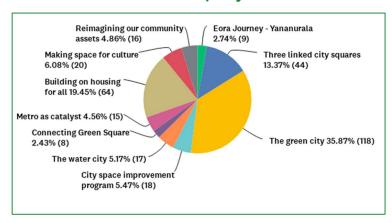
Ten strategic directions

Survey results indicate overall support for the draft vision and community strategic plan, with 85% agreeing or strongly agreeing with the 10 strategic directions set out in the vision. There were over 200 comments on the strategic directions. A full account of these is available in the next chapter.



85% strongly agree or agree

Ten transformative project ideas



36% the green city

19% housing for all

13% three linked city squares

"These visions of the city are beautiful, imaginative and compelling. I hope they come to life. It would make me a very proud citizen of the City of Sydney."

There were 135 comments on the project ideas. Over half expressed strong support of one of more ideas. Many expressed support for all.

"I think all are so important, water city, space for culture, housing for all, while prioritising caring and designing for Country."

A green city, housing for all and three linked city squares were commented on as the most transformative or popular project ideas overall.

There was overall enthusiasm for greening the city with making Broadway a green avenue, connecting Hyde Park north and south, promoting green walls and building, planting native species and greening laneways noted in specific comments.

"The green tree canopy needs to be the fabric that connects it all together."

There was a strong theme of continuing to transform the city centre. 4 people were concerned about the expense and practicality of removing the Cahill Expressway and Circular Quay station.

"The absence of a civic heart for Sydney is something that undercuts so much else. The trams on George St have shown the potential of releasing the city from cars."

There were over 20 comments related to lack of affordable housing in Sydney, with many of these noting the importance and seriousness of the challenge.

"Stable, secure, appropriate, and affordable housing is core to the viability, inclusiveness, and innovation of cities."

There was also significant support for creating more space for people across the local neighbourhoods and supporting improvements for pedestrians and cyclists and more public transport such as the Metro. Although a small number of comments advocated for fewer cycleways, there were a much larger number of comments that called for space to be reallocated from cars to walking, cycling and greening.

"City for people NOT cars"

6 comments spoke of the importance of the Eora Journey. 7 comments called for more space for culture with some supporting the National Arts School and Taylor Square idea. 2 responses raised the need for a 24hour economy.

Ten targets to measure progress

There were 39 comments on the targets. The most commented on targets were affordable housing (13) and net zero (8). People supported these targets but hoped for more ambitious outcomes.

Target	Summary of Comments
By 2035 we will achieve net zero emissions	8 respondents wanted a more ambitious target
By 2050 there will be a minimum overall green cover of 40%	4 comments supporting the target - more trees around busy roads, a target for native trees and resident involvement were suggested
By 2030 residential potable water use will be reduced to 170 litres a person a day	1 comment on including water recycling
By 2030 there will be a 15% reduction in waste generated by each person	3 comments - reducing food waste, a more ambitious target involving the circular economy and banning plastic packaging
By 2036 there will be approximately 700,000 jobs and an increased proportion of all jobs will be secure jobs.	No comments
By 2036 there will be at least 156,000 private dwellings. 7.5% will be social housing and 7.5% will be affordable housing	13 comments supporting the target for affordable housing but raising concerns that it needs to be higher and identified specific housing needs for young people and people with disability, innovative housing models, and recognising tenure in the target. 2 comments calling for a reduction in population.
By 2036 there will be at least 40,000m2 of new cultural production floor space	2 comments that recognise the importance of culture and creative to identity, wellbeing and innovation.
By 2050 people will use public transport, walk or cycle to travel to and from work	3 supportive comments calling for more ambitious targets
By 2030 every resident will be around a 10-minute walk	2 comments supportive but would like more detail on what this means. 1 very supportive comment
By 2050 community cohesion and social interaction will have increased.	2 comments that this needs to happen quickly

General comments

There were 75 general comments. 35 of these were positive endorsements of the vision or elements of the plan. There were only 11 negative comments. Other comments included suggestions or actions. Most issues have been responded to through the strategic directions list that follows. Additional areas of feedback were:

- Less road works and slow speed limits
- Retain diversity including LGBT communities
- Support fine grain, high streets and nightlife
- Affordable housing for women
- Strategies to counter gentrification
- Solar on strata units
- The importance of tourism and being the gateway to Australia
- Telling the narrative of Sydney as a place to live
- Policies that allow the community to organise local projects eg footpath gardens
- Addressing the negative impact of Central Barangaroo
- Kayak storage
- Road safety for cyclists, pedestrians and motorists
- Shade protection from UV
- Non-smoking outdoor precincts

Subjects/issues raised

Responses to the 10 directions

Several subjects/topics were raised in the feedback received. These were presented as concerns, suggestions and/or requests and are summarised below.

Overarching	Total times raised	City of Sydney Response
Positive general comment	21	Noted
We are on Country: this should be the starting point. Acknowledge and learn from traditional owners ad knowledge holders	3	Agreed: See principle 1, project idea Yananurala and outcomes embedded throughout the strategic directions
All directions equally important	1	Noted
Too many goals.	1	Noted
Include the word 'safe' in one of the 10 Directions	1	Included in the overarching outcome of Direction 3 and Direction 7.5
What makes our city good for all is highly contestable	1	The plan is based on extensive community consultation
Direction 1: Good governance and stewardship	Total times raised	City of Sydney Response
	times	City of Sydney Response Noted: The operational plan and budget addresses the implementation of the Community Strategic Plan
stewardship Concern about implementation - cost and	times raised	Noted: The operational plan and budget addresses the implementation of the
Stewardship Concern about implementation - cost and planning Lacks the leadership or vision for a world class	times raised 3	Noted: The operational plan and budget addresses the implementation of the Community Strategic Plan

Direction 2: A leading environmental performer	Total times raised	City of Sydney Response
Greening and cooling the City		
General support for being a leading environmental performer	3	Noted
More greening of the city including green walls and roofs, increased canopy	10	Identified in Direction 2 and actions outlined in the Greening Sydney Strategy
More places to grow local food and support for community gardens	4	Identified in Direction 6 and supported by actions in the Greening Sydney Strategy and the community gardens policy
Urban bush corridors to help biodiversity with vegetation cover, pollinator attracting planting and water	3	Identified in Direction 2.2 - Nature is integrated with the urban landscape, providing wildlife habitat, and supporting healthy ecosystems and embedded in the idea of a regenerative city.
Water to cool play areas and for animals	2	Identified in Direction 2.3 Water is managed to support a resilient, sustainable, and liveable city
Plant more native species	1	Addressed in the Urban Forest and tree management framework
Importance of maintaining mature trees	1	Noted: Addressed in the Urban Forest Strategy and tree management framework
Swimming pools on the harbour	1	Noted – see project idea
More shade	1	Noted
The long-term preservation of public parks from urban development	1	Agreed – see project idea
Sustainability		
More action to address climate change	5	Noted. The City has declared a climate emergency and has detailed its plans to act in the Environmental Strategy 2021 -2025.
Encourage composting	2	Noted
Reduce noise pollution by converting to electric machines	1	Noted
Apartment complexes have solar panels and rainwater catchment areas	1	Noted – the City supports apartment buildings to deliver environmental

		improvements through its Smart Green Apartments Program
PassivHaus certification play a prominent role in achieving the objectives of leading environmental performer and design excellence and sustainable development.	1	Noted
A city powered by clean energy	1	Noted
Upgrade the electricity grid so that it can support electric vehicle charging stations in apartment complexes	1	Noted – the electricity grid is not within the jurisdiction of local government
Direction 3: Public places for all	Total times raised	City of Sydney Response
Support for public places for all	2	Noted
No graffiti	1	Noted
Enable the public to have a say in how public space is designed	1	Noted – see the City's Community Engagement Strategy.
Suggestion of public toilets for use at public events only (ie. not 24 hours), free live music and circus style acts	1	Public toilets at parks that include facilities that encourage longer stays such as sports fields and district playgrounds are essential to ensure equitable access and enjoyment of our public spaces.
Reimaging spaces like Paddington Park is a waste of money, Invest in new spaces.	1	Upgrading existing public spaces is important to maximise community benefit. Buying new open space is limited due to availability and cost.
Direction 4: Design excellence and sustainable development	Total times raised	City of Sydney Response
Design excellence is important	1	Noted
Connecting with Country principals and designing for Country prioritised.	1	Identified in Direction outcomes for 4.1 and also principle 1: We are accountable to the voices and elevate the knowledge and cultures of Aboriginal and Torres Strait Islander peoples
Need for good architecture, interactivity and enable communities to have a say	1	Noted. See City's Community Engagement Strategy
Comment that good design is not measurable	1	Design is improved through competitive design process and expert advice

Need to encourage and utilise young designers who understand the latest technology advancements in design	1	Competitive design policy requires inclusion of emerging firms
Need better sense of 'precincts' to connect people to place.	1	The Local Strategic Planning Statement identifies precincts for planning investigations. The planning controls include character statements and principles for small precincts.
Encourage property owners to maintain their buildings.	1	Councils do not have the powers to require building owners to maintain buildings.
Development		
Negative impacts from large-scale developments and developers (undermine other strategic directions)	1	The City's planning controls guide the assessment and management of impacts arising from development.
Tall buildings are creating shadowed, wind- blown streets that have lost human scale	2	The Central Sydney Planning Strategy sets benchmarks for wind impacts and daylight to streets.
More buildings	1	Noted
Better protection for historic and outstanding buildings.	1	The City currently lists about 2,000 heritage items and has 75 conservation areas covering about 22,000 buildings.
Would like to see social impact of commercial developed assessed more	1	The City typically considers social impacts when master planning large precincts.
Need to address traffic impacts from development in Zetland	1	Noted. The City is connecting Zetland with cycleways and advocating for additional public transport including Metro by 2030 and cross-regional bus services.
Direction 5: A city for walking, cycling and public transport	Total times raised	City of Sydney Response
Support for walking, cycling and public transport	10	Noted
Cars are still needed (accessibility, delivery, lack of public transport)	5	Agree. The City is advocating for improved public transport. Removing unnecessary private vehicle traffic will create more space for freight and servicing. The City also recognises that many people will still need access to a motor vehicle for some of their trips

Reallocate road space away from private cars to pedestrians	4	Agree
Need better crossing opportunities so we can walk around the City more easily such as smart lights that give priority to pedestrians and diagonal crossings	4	Agree, the City is advocating to NSW to reduce waiting times for people walking. Scramble (scramble) crossings are one option for improved priority.
Walking and cycling should consider the accessibility needs of people with mobility issues / wheelchair users	2	Agree – part of City's approach
Concern that pedestrianisation (eg George Street) and widening of footpaths is causing traffic congestion	2	In busy centres, like the city centre, up to 90% of trips are made on foot. Widening footpaths in these locations responds to the overall pattern of trip making.
A city that is free from vehicle pollution (cars, old buses, trucks)	1	Aligns with Net Zero by 2035, enabled by the city for walking, cycling and public transport.
Footbaths need to be shaded and not slippery	1	Noted
Safe ways home at night that don't rely on Uber/taxis.	1	Agree
Request to fix roads and potholes	2	Noted – provide details to City Services
Comments on public transport signalling, routes and digital signboards	1	Agree, NSW Government should continue to improve the experience for people using public transport.
Cycleways		
Support for more cycleways	4	Underway
Safety concern over cycleways and/or cyclist behaviour (eg. not using bike lanes, follow road rules)	4	The City focusses on educating all road users on safe and sharing behaviours, recognising that the NSW Government is responsible for enforcing rules.
Concern on the negative effects of bike lanes on parking, safe driving and traffic	2	Cycleways provide safe and equitable space for the increasing number of City residents, workers and students who are keen to ride. They keep bicycle riders safe from vehicle drivers, and improve the efficiency of the road network.
Too much money spent on cycling	1	Do not agree. Cycling is a key space- efficient, low cost and zero emissions form of transport.

Shared pedestrian/cycle paths don't work	1	The City's preference is to provide separated facilities for people riding bicycles. Shared paths are used as a last resort.
Direction 6: An equitable and inclusive city	Total times raised	City of Sydney Response
Support for an equitable and inclusive city	2	Noted
Objectives about social inclusion/equity could be more strongly expressed and listed higher within the 10 priorities.	1	Noted
Suggestion for friendly urban design, street furniture etc. for rough sleepers	1	Noted – see City's Homelessness Action Plan
Cost of amenities and facilities in Sydney is an issue (eg. street parking fees, carpark fees, museum entry fee)	1	Noted
Suggestion for some dog-free parks	1	Noted – The Companion Animal Act requires dogs to be on leads at all times except in off-leash areas. Dogs are not permitted in children's playgrounds.
Pets should be included in vision	1	Noted
Concern regarding Pyrmont Community Centre temporary closure	1	Noted
temporary closure		
Direction 7: Resilient and diverse communities	Total times raised	City of Sydney Response
Direction 7: Resilient and diverse	times	City of Sydney Response Noted
Direction 7: Resilient and diverse communities Request for more support on community-based initiatives such as community gardens,	times raised	
Direction 7: Resilient and diverse communities Request for more support on community-based initiatives such as community gardens, composting and repairs A precinct plan that scales the city down to daily life can be a powerful tool to hold a CBD community together, particularly in times of change and stress, such as the impacts of the	times raised 1	Noted
Direction 7: Resilient and diverse communities Request for more support on community-based initiatives such as community gardens, composting and repairs A precinct plan that scales the city down to daily life can be a powerful tool to hold a CBD community together, particularly in times of change and stress, such as the impacts of the Covid pandemic on city & suburban life.	times raised 1	Noted Noted

Creatives can't afford to live here anymore	1	The support for Making Space for Culture in
More studio spaces for arts, music, culture, learning- a central people, culture and business district.	1	Sydney in these responses is noted. See big project idea and new target.
Make space for art - inside and outside, make links to commercial enterprise for artists but don't spend (much) public money on public art.	1	
A thriving cultural nightlife is important	4	Agreed
Suggestion for music events to be held in green outdoor spaces	1	Noted
New technology and innovation are needed in the arts	1	Noted
Lack of information on what the entertainment and cultural will be	1	Noted
This direction is at odds with Housing for All. Kings Cross - continual closure of live music spaces due to noise complaints	1	Noted
Direction 9: Transformed and innovative economy	Total times raised	City of Sydney Response
	times	City of Sydney Response Noted
economy Support for transformed and innovative	times raised	
Support for transformed and innovative economy Need clearer strategy on how to revive the	times raised 1	Noted Noted: The City is reviewing our Economic Development Strategy and has a new panel
Support for transformed and innovative economy Need clearer strategy on how to revive the economic hubs Needs of small/medium business need to be	times raised 1	Noted: The City is reviewing our Economic Development Strategy and has a new panel to advise on this
Support for transformed and innovative economy Need clearer strategy on how to revive the economic hubs Needs of small/medium business need to be addressed	times raised 1 1	Noted: The City is reviewing our Economic Development Strategy and has a new panel to advise on this Noted
Support for transformed and innovative economy Need clearer strategy on how to revive the economic hubs Needs of small/medium business need to be addressed No UN "SMART" Cities for Australians Lack of real projects especially the night-time	times raised 1 1 1	Noted: The City is reviewing our Economic Development Strategy and has a new panel to advise on this Noted Noted
Support for transformed and innovative economy Need clearer strategy on how to revive the economic hubs Needs of small/medium business need to be addressed No UN "SMART" Cities for Australians Lack of real projects especially the night-time economy Tourism is an important - make an inviting and	times raised 1 1 1 1	Noted: The City is reviewing our Economic Development Strategy and has a new panel to advise on this Noted Noted Noted

Direction 10: Housing for all	Total times raised	City of Sydney Response
Support importance of affordable housing	7	Noted
 Calls to look at alternative approaches: cohousing reassess use of vacant commercial buildings. Housing with buy-in options for low income workers and young families Community land trusts Vacancy tax 	5	Noted
Concern for affordability for low income workers	2	Noted – see project idea
Concern over how this will be achieved	1	Noted
Highrise buildings should include a percentage of affordable housing	1	Noted
Location and access to transport for social housing	1	Noted

Activities

Engagement and marketing activities

Sydney Your Say webpage and survey

A <u>Sydney Your Say webpage</u> was created. The page included a summary of the strategic directions and targets as well as a photo gallery of the project ideas. Both documents, Sustainable Sydney 2030-2050 Continuing the Vision and the Community Strategic Plan were available. There was also a summary of the community engagement outcomes that informed the vision and plan and links to the engagement reports and CityTalks video. Community members were invited to provide feedback via a short survey, email or phone. There were 6,862 unique pageviews of the Sydney Your Say page.

CityTalk - Sustainable Sydney 2030-2050 Continuing the vision

A CityTalk held in Sydney Town Hall on 5 April featuring the Lord Mayor and the Mayor of London Sadiq Khan in conversation. It was attended by over 1,000 people.

Patricia Karvelas hosted a panel discussion with

- The Hon Matt Kean MP NSW Treasurer, and Minister for Energy.
- Ken Maher AO HASSELL Fellow & President Australian Sustainable Built Environment Council
- Emily McDaniel Director First Nations, Powerhouse Museum and Curator, City of Sydney Harbour Walk, Yananurala/ Eora Journey
- Ronni Kahn AO CEO of OzHarvest
- Nicki Hutley Councillor, Climate Council, Economics Consultant, Social Outcomes
- Gabriel Metcalf CEO of Committee for Sydney



CityTalk- Sustainable Sydney 2030-2050 Continuing the vision Image Aby Felman / City of Sydney

Briefings

The draft plan was presented to the Design Advisory Panel; Public Art Advisory Panel; Aboriginal and Torres Strait Advisory Panel and Inclusion (Disability) Advisory Panel. Briefings were provided to community groups and stakeholders as requested.

Email newsletters to stakeholders

Sent to over 30,000 including subscribers to Sydney Your Say, CityTalks and various City News newsletters.

Media

43 media items over 26 days. Summary of media activity can be found in Appendix C.

Digital marketing

A digital marketing campaign was rolled out to promote and support the consultation reaching 68,288 people. Screenshots of marketing can be found in Appendix B.

City channels

- Stories in City News and Our News
- Ads across City of Sydney platforms eg What's On to raise awareness of the consultation
- 6 of our new QMS screens went online in mid-May and this consultation was one of the first pieces of content to ever be shown on them.

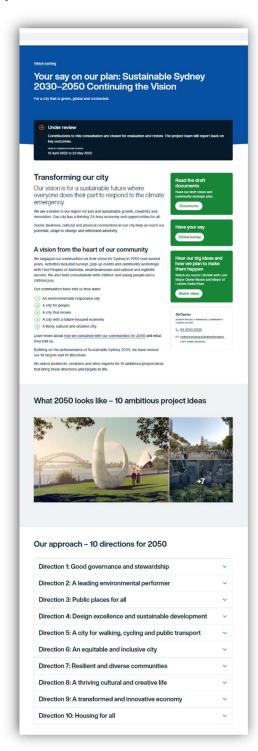
Paid marketing

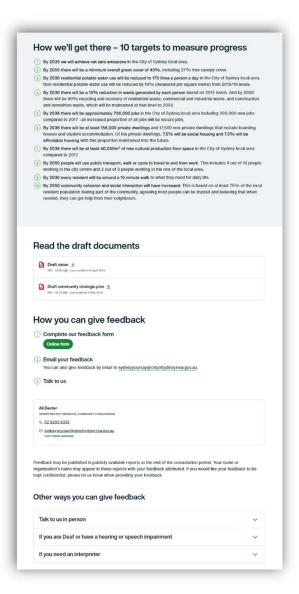
- Live read on Koori Radio
- Native ads across news networks including news.com.au
- Story ads across Instagram and Facebook.

Appendix

Appendix A: website

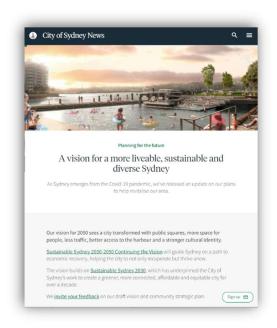
Screenshot of website <u>cityofsydney.nsw.gov.au/vision-setting/your-say-our-plan-sustainable-sydney-2030-2050</u>





Appendix B: examples of paid and native marketing

City of Sydney News article:



Instagram gallery explainer:



Large format advertising in central Sydney locations and social media ads:







Appendix C: media coverage report

Media types: ■ Print ■ Online ■ TV ■ Radio ■ Magazine

Summary

NB - this mention stream does <u>NOT</u> include print stories on the 'Making Space for Culture' project that ran in The Sun-Herald, Brisbane Times, The Age and WA Today on 3 April.

Coverage by Media Type

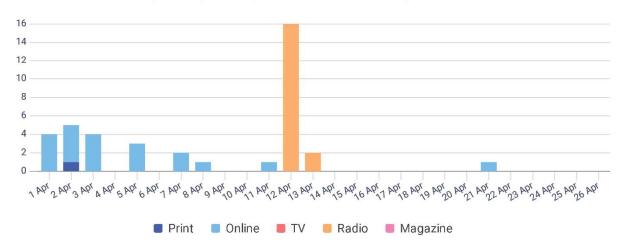
Total mentions by media type over the selected coverage period.



Coverage Volume Timeline

39 items over 26 days

A breakdown of mentions by media type displayed over the selected coverage period.



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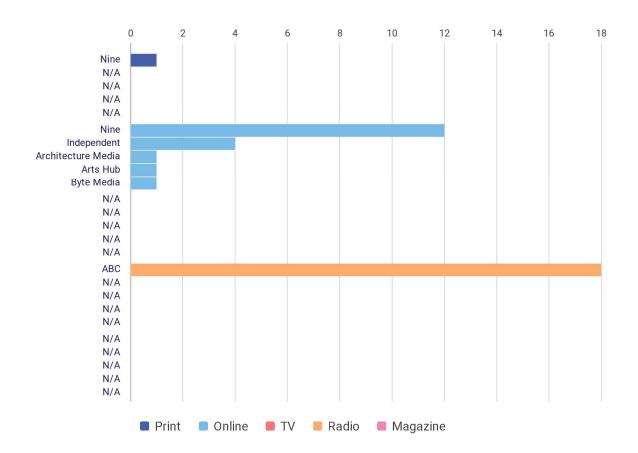
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Streem

From 01 Apr 2022 - 26 Apr 2022

Leading Media Outlets

Top 5 Media Groups over the selected coverage period.



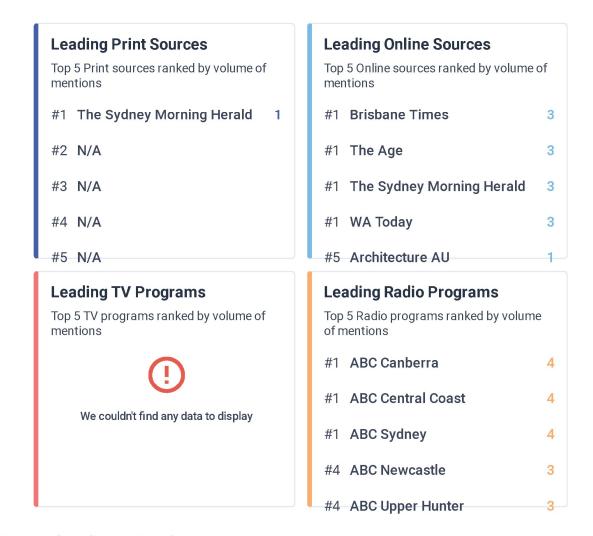
Themes

The most frequently mentioned keywords found within the Mention Stream. Font size indicates the frequency of the keyword by volume.



Streem

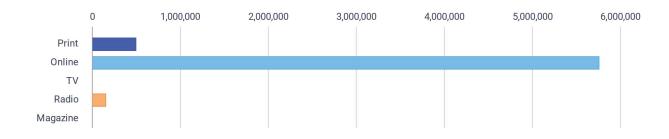
From 01 Apr 2022 - 26 Apr 2022



Potential Audience Reach

6,415,000 over 26 days

Cumulative potential audience reach by media type for the selected coverage period.



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