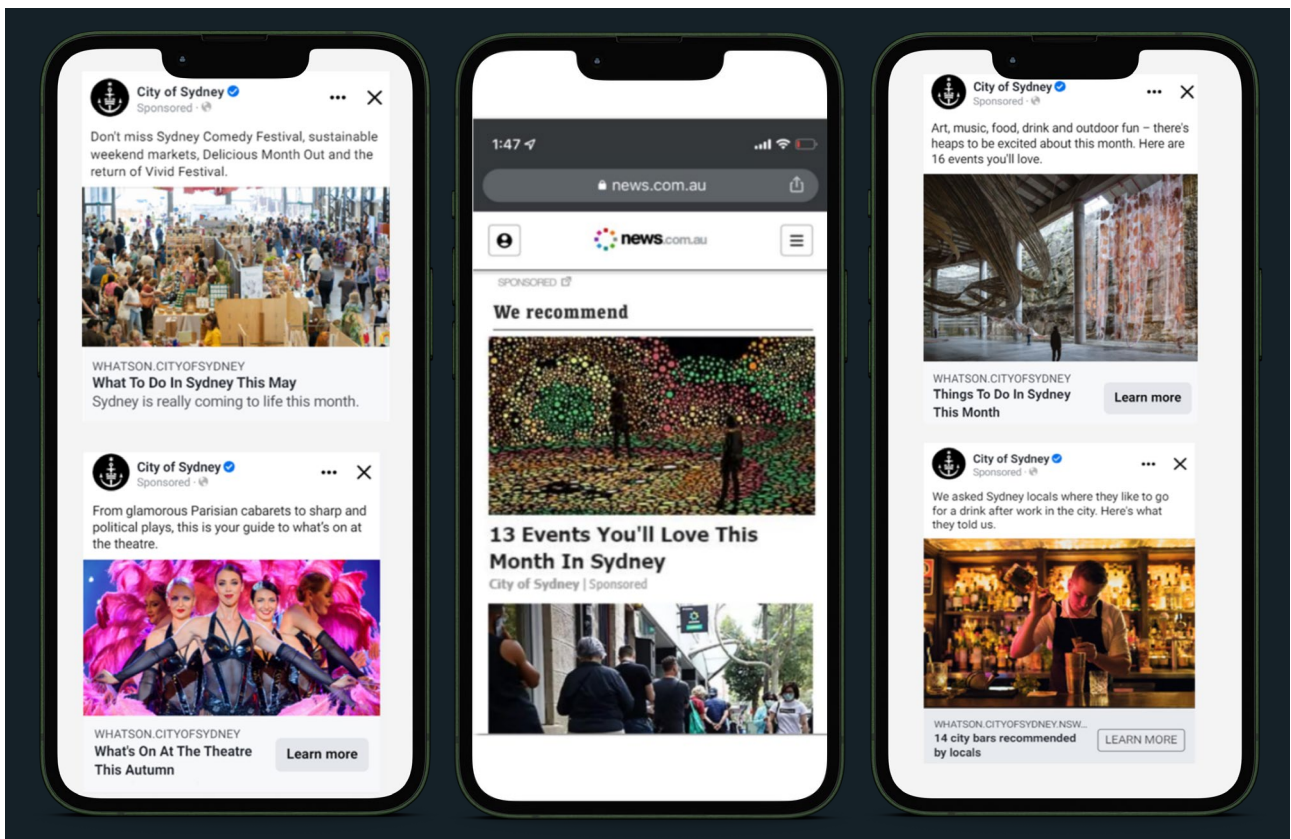


# **Attachment E**

**Fourth Quarter Community Recovery Plan  
Report 2021/22**

# Community Recovery Plan

## Quarterly Report Final



The City’s “Your city is waiting for you” marketing campaign wrapped up at the end of June. This major campaign was part of the \$20M partnership with NSW Government to revitalise the city centre by inviting residents, workers and students back into the city centre to eat, drink, dwell, see and shop. The City’s in-house content production team created over 40 pieces of content including videos, photo galleries and written guides. The best performing content related to guides for things to do in the city, particularly “the best places for after-work drinks”, indicating an encouraging interest from office workers to spend time in the city on the days they work in their offices.

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# Where are we now?

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## State of the city update

### Note regarding this data

*Currently only limited up-to-date data is available at the City of Sydney level on the impact of Covid-19. Much of this data is collected or reported at different points in time, given different publication lags. The situation continues to evolve rapidly, making much of the available data quickly out of date. Every attempt has been made to present the most recent data.*

The City of Sydney economy entered 2022 with hesitant steps towards 'learning to live with Covid-19'. In January to March quarter most remaining travel and health restrictions were eliminated - not only in NSW but elsewhere. The balance of the immediate health v. economy issues shifted substantially towards the economic side. Much of this was enabled by the lower hospitalisation and mortality rates of the initial Omicron variant.

However, the second quarter of 2022 saw the economic consequences of the health impacts slow recovery from levels that may have been expected. This gave rise to a range of economic influences that create uncertainty and a feeling we are trapped in a 'maelstrom' of impacts, creating uncertainty and caution by consumers, businesses, and visitors. Initially the transmissibility of Omicron saw an exponential surge in the number of positive and 'contact' cases, followed by the arrival of new Omicron variants B4(a) and B4(b). Deaths from Covid are now over 100 a day Australia-wide and significantly ahead of previous Covid surges.

This also had immediate negative economic consequences as the circumstances gave rise to significant supply-side and labour shortages. The ABS "Household impacts of Covid-19 survey" in the quarter indicated that in April, one-third of Australians reported Covid-19 had impacted work arrangements in the household in the previous four weeks, particularly absenteeism. Similarly, almost one in five (19%) of employing businesses had staff unavailable due to Covid-19, either as a positive case or a 'contact'.

The April-June quarter of 2022 was also impacted by several other events stemming from rising energy prices, flood and weather issues, cost-of-living pressures, immediate and prospective interest rate rises, as well as inflationary and recession uncertainty in the global economy, which have all impacted consumer and business confidence about their economic future. Sydney seemed to be particularly impacted by these events.

Despite the above there are some positive signs of recovery in the Sydney city economy.

For the period April – June 2022:

- **City output (GDP):** City modelling indicates that following the rebound last quarter, in quarter, we encountered some of the headwinds outlined above and its rate of growth slowed marginally. Whilst we are still below pre-Covid levels, it still represented growth of a little under 3% on an annual basis over the same quarter last year, although less than anticipated.

The newly released ABS Monthly Business Turnover (derived from monthly Business Activity Statements) shows that many of the City-focussed industries had the largest growth in Jan-Mar 2022. These included Transport and Travel; Arts & Recreation Services; Retail Trade; Other Personal Services, Professional & Business Services, and Information & Communication. The latest (May) ABS Retail Sales figures confirm this rebound for this quarter, albeit at slower rate, as spending remained resilient.

Unfortunately, many businesses encountered global and local supply-chain issues as Omicron spread began to surge, and as consumers and workers became health-wary. Indeed, many businesses had staffing issues with employees contracting the virus or becoming a close household contact in isolation and were forced to restrict opening hours/days or staffing levels. This would have impacted on the rate of growth of GDP from what it might have been.

- **Employment:** The increased activity evident over most of the December quarter of 2021 continued into the first quarter of 2022. However, it seems to have stalled over the second quarter. The ABS Payroll Tax Jobs Index for the week ended June (94.8) showed a 0.4% decrease compared to the end of March – having peaked at 96.7 in early-February. Given that this index is set for 100.0 for the beginning of the pandemic in March 2020, this means that the City employment has yet to recover fully from the impact of Covid and restrictions.

In comparison, this is significantly lower than all the other capital city CBD councils, with the next lowest being City of Melbourne at 101.9. In fact, every one of these Councils has exceeded their pre-pandemic employment levels, some by 10-15%. The City of Sydney index is in fact the lowest of every other SA3 level geography in Australia. Notably, the next lowest are the Eastern suburbs, Canterbury, Kogarah, and North Sydney, suggesting a common Sydney issue. These areas all have significant exposure to the global economy.

The City will shortly conduct the 5-yearly Floorspace and Employment Survey which will provide some insight into employment change in the City, as will the release of the ABS Census working profile later this year. However, this issue could be related to the loss of international students located in Sydney since the onset of the pandemic. This may reflect an ongoing skill shortage issue. ABS Job Vacancy data looking at change from February 2020 (pre-pandemic) to May 2022, indicates that the industries finding it difficult to fill job vacancies are the Arts Services, Accommodation and Food Service, Construction, Health Care and Retail. These are all customer-facing industries for which employment and hours have been particularly impacted during the pandemic. They are all more concentrated in city CBDs such as the City of Sydney.

- **Visitation:** City of Sydney pedestrian count figures show that footfall numbers increased from 45% of pre-Covid levels at the beginning of April 2022 to 62% by the end of June. The peak of 69% in mid-May was the highest level recorded since the onset of the pandemic.

Opal Card commuter usage data shows a similar pattern of return to 67% of pre-Covid levels, although the number of tap-offs increased by 10% in May. The end of June quarter saw the proportion of pre-Covid usage at its highest levels since the onset of the pandemic. The latest commuter data is very close to the levels attained in May 2021, prior to the Delta variant.

As a point of comparison, the Property Council's published estimates of office occupancy levels show a similar pattern, increasing from 41% in March to 55% in June, although it stalled between May and June, still below the 68% occupancy recorded in May 2021. Notably, the difference between the peak and low level of occupancy in Sydney by weekday in March was the highest of all Australian city CBDs. The peak of 66% was similar to both Perth and Brisbane, but the low of 38% was closer to Canberra and Melbourne. Worryingly, over 75% of survey respondents did not expect a material increase in occupancy levels for 3 months or more, up from 55% in May and 33% in February.

- **Spend:** The current data relates to domestic Australian consumers and does not include international visitors. It does however, identify domestic visitors to the City as distinct from residents.

It shows domestic spending following the pattern of increased visitation.

For the period from April – June 2022 (compared to the March 2022 quarter):

- Total retail spending by domestic consumers increased by 20%
- Spending at dining and entertainment establishments increased by 30%
- Spending on personal services increased by 9%
- Spending at department and clothing stores increased by 10%

Most pertinently, the monthly change from April to May 2022 shows turnover continuing to regain lost momentum caused by the peak of the initial Omicron outbreak:

- Total retail spending by domestic consumers increased by 8%
- Spending at dining and entertainment establishments increased by 9%
- Spending on personal services decreased by 4%
- Spending at department and clothing stores increased by 16%

However, the cumulative total since the pandemic began gives an understanding of the impact on cash flow of city businesses and their economic viability following the end of JobKeeper and other support arrangements, and in consequence why businesses have been increasingly concerned with the economic impact. Compared to the equivalent quarter in 2019 (ie pre-Covid), spending in the quarter was as follows:

- Total retail spending by domestic consumers increased by 4%
- Spending at dining and entertainment establishments increased by 10%
- Spending on personal services decreased by 4%
- Spending at department and clothing stores decreased by 1%

With the exception of ancillary expenditure (lunch etc) by absent office workers who were working at home, most domestic spending has begun to return. However, this data does not include international visitors who remain notably absent.

- **International travel and students:** As the heart of a global city, the City of Sydney economy is heavily reliant upon international and interstate visitors. The imposition of international visitor caps and border restrictions during the pandemic impacted significantly on many City businesses. Jan-Mar 2022 saw the relaxation of most of the restrictions that had remained from the easing in late 2021.

The City's hotel occupancy rate for the June quarter increased to an average of 65% (reaching a peak of 83% on 28 May 2022 – the first Saturday of Vivid Sydney 2022). Notably, according to Spendmapp, this date/night was the biggest spending night of the 2021-22 financial year. These figures compare to an average 85% pre-Covid and around 50% prior to June 2021.

The ABS overseas arrivals data shows 82,000 short-term arrivals to NSW in May 2022, an increase of 65,510 compared with the corresponding month in 2021 and a more than doubling of the February figure of 35,000. However, the number of international arrivals was 67% lower than the pre-Covid levels in May 2019. Global economic uncertainty with rising

transport prices and health restrictions in other areas, particularly Asia, suggests that it will take some time to recover to pre-pandemic levels. Of particular concern is that these declines are in our traditionally larger markets – UK down 50%; New Zealand down 60%; USA down 70%; South Korea down 83% and China down 95%.

In relation to international students, these are particularly important economically for the City, with an average local spend of \$25,000 per trip – six times the spend of the average international traveller. The international student enrolments data for January-February 2022 (NSW-wide) indicated that, compared to the same period in 2021 is down a further 12% on top of a 16% decline in full-year enrolments in 2021 and a 9% decline in 2020. Only about a quarter have switched to on-line learning. The number of student arrivals in May 2022 was 24% lower than the pre-Covid levels in May 2019.

This has particularly impacted local businesses and shops servicing the resident student community.

The significance of the lack of international students, travel and migration can be seen in the ABS estimated resident population of the City actually declining by 6,431, or more than 2.5%, between June 2020 and June 2021. This is virtually unprecedented in modern times. The recently released Census results confirm the large decline in 18-24 year-old overseas-born usual residents, many of whom will be international students. Similarly, the City of Melbourne, which also has a high proportion of international students, suffered a 16,000 resident population decrease.

More particularly these ‘missing’ students may slow the rate of recovery of the hospitality sector as it seeks to expand, given their significance as a source of labour, with job vacancies being difficult to fill. This could partly explain the sluggish employment growth in the City of Sydney mentioned earlier. In its final Survey of Business Conditions and Sentiment released in the final week of June, the ABS highlighted that nearly a third of employing businesses reported that they were having difficulty finding suitable staff to fill jobs. This was higher than June 2021. Over half of businesses in the accommodation and food services industry reported having trouble finding suitable staff to fill jobs. The results also showed notable increases in difficulty for some industries when compared with June 2021, including education and training (25% to 47%), retail trade (18% to 39%) and administrative and support services (24% to 43%). All of these industries are significantly located in the City.

Additionally, according to Study NSW, 59% of student visa holders from China (our largest source of students) remain offshore due to domestic Covid restrictions and flight shortages. The international education sector will take several years to recover given the ‘pipeline’ effect of lost multi-year enrolments, and intense competition from other Australian cities as well as Canada, New Zealand, UK and USA.

## Confidence

- **Business confidence:** At the beginning of the quarter, business confidence initially held up. However, in April in response to the rising maelstrom of economic issues, business confidence collapsed and fell 13.9% from an index of 113.0 to 97.3 at the end of June. The June monthly figure was the lowest of in over a decade (since the data was first recorded), with the exception of the figure for 2020 at the onset of the pandemic. A combination of disrupted supply chains and labour shortage issues merged with inflation fears, interest rate increase responses and global economic uncertainty.
- **Consumer confidence:** Nationally consumer confidence over the quarter was clearly affected by Omicron and its transmission rate. Over the course of the June quarter confidence fell by 10% to a level of 84.7. This figure for June 2022 was the lowest for the month since 1990 and 25% below the June 2021 figure. Over the course of 2022 the consumer confidence index nationally has fallen more than 20%. The confidence level in

Sydney was even lower than this. This decline in confidence has been a combination of increased health risk and the reality of the economic consequences of the pandemic.

Looking forward, in the second week of July, consumer confidence dropped a further 2.5%, following a 1.2 % drop in the first week. On the health side a surge in cases, hospitalisations and deaths will likely impact confidence further.

The number of people working fewer hours due to catching Covid in April was the second highest level recorded by the ABS during the pandemic (only marginally exceeded by the Delta variant outbreak at this time last year). People are being advised to wear masks again and to take up further vaccine booster shots. Add to that the rain and floods in Sydney, as a reminder of climate change impacts, and a virulent flu outbreak.

On the economic side the Reserve Bank interest rate rises also has weighed on consumer and business sentiment alike. Since March, confidence amongst those paying off a mortgage has fallen 25%. Conversely, tenants are facing some of the highest dwelling rents on record, as the asking rent for units have risen by 5% or \$25 per week to \$525 between April and June, according to the latest Domain Rent Report.

- **Recent trends – towards the “Brave New World” of Covid-normal, caught in a maelstrom:** The second quarter of 2022 can truly be described as an important transition period. The reality of the pandemic becoming ‘endemic’ has shifted the emphasis in managing the health issues and the economic ‘headwinds’ identified earlier have become a ‘maelstrom’.

There seems little doubt that Omicron variants Ba(4) and Ba(5) (and how the economy and governments grapple with these) will dominate the next period. Already we can see differences with the experience of the Original Covid-19 in March 2020 and the Delta variant of June 2021. Unlike the others, Omicron has a ‘long tail’ of cases compared to the ‘bell-shape’ of the other variants, this means we will really have to learn to live with it, or some other variant that arises.

There is little doubt that we need to continue to encourage more workers to return, more often, to their city-based workplaces. Similarly, we need to encourage more visitors, particularly domestic locals, overseas visitors and international students to ‘experience’ the positive benefits of the city.

Unlike previous Covid waves, the economic impact caused by Omicron will be largely determined by consumer hesitancy, business capacity and labour supply issues rather than government restrictions.

The Omicron wave has generated domestic supply chain disruptions that have largely been absent since the initial stages of the pandemic. Staff shortages are the main reason for the disruption, which raises the question of skill shortages and a mismatch of skills on the demand and supply of labour.

Other factors such as the geo-political situation and the state of the global economy that may occur, could further boost inflation, interest rates and slow growth.

How we deal with these economic issues becomes critical to the next phase of the recovery.

What is clear is that in this new world of uncertainty, over the next few years, well-thought-through holistic plans based on collaborative engagement are going to be critical to breaking through this ‘fog of uncertainty’ with appropriate and adept balance between health and economic issues.



# Summary of the plan

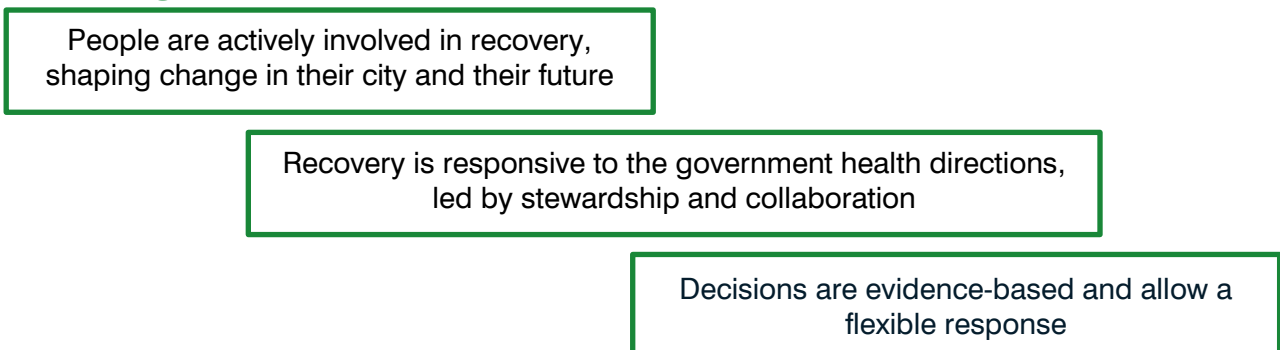
## Recovery goals

- Recovery is inclusive and equitable
  - Recovery supports a resilient economy and community wealth building
  - Recovery is a catalyst for a green and sustainable future
  - Recovery is strengthened by a robust and diverse cultural sector
- 

## Action Areas



## Guiding principles



# What we have done

This section provides an overview of activity under each of the recovery plan actions for the period 1 April – 30 June 2022:

	Total Actions	Actions Underway	Activity this Quarter
Business as usual/transformed actions:	39	39	35
New actions:	18	18	14
<b>Recovery plan total actions:</b>	<b>57</b>	<b>57</b>	<b>51</b>

## Action Area 1

### Safely manage public places and streets to support community life and business

People can move in and around the city safely because space is re-allocated and businesses can successfully reopen.

#### What we are doing to support recovery

- 1.1 Prioritise our business concierge service to support businesses to open and operate safely
- There were 160 contacts to the business concierge service in the quarter and 2,061 since commencement as follows:
 

	Q4 21/22	Since Commencement
Calls:	84	848
Emails:	76	1,213
  - The majority of these enquiries were about the City's grants program.
  - In addition, the concierge team supported planning for Investment NSW's *Sydney Street Party* program, which included events in Kensington St Chippendale and Angle place, Sydney (postponed due to inclement weather). The team serviced 111 enquiries about both events.
  - The concierge team conducted 10 face to face surveys with local business on Crown Street to determine the effectiveness of the Business Needs Survey which is scheduled for August. The feedback has informed the design of the upcoming survey to ensure the format and content is of value to the businesses it is intended to support.

## What we are doing to support recovery

- |     |   |   |
|-----|---|---|
| 1.2 | Continue the acceleration of the capital works program to upgrade city streets, parks and playgrounds | <ul style="list-style-type: none"> <li>– Accelerated landscaping program is now complete.</li> </ul>  |
| 1.3 | Clean public places and streets to a high standard  | <ul style="list-style-type: none"> <li>– City staff and City contractors experienced ongoing strains on staff resources throughout the quarter due to Covid-related absences. To accommodate the changing requirements of public health orders and cases where workers had to isolate, there have been delays to some collection services, including green organics, booked bulky household collections, and reported illegal dumps.</li> <li>– General red bin waste and yellow bin recycling collections continue to be prioritised. These collections continued as per regular schedules with minimal missed collections despite more waste being generated and limitations on available staff resources.</li> <li>– The City’s cleansing operations team continued to provide additional cleansing and support where required. This included removing any urgent illegal dumps, steam cleansing footpaths and street furniture and emptying and cleaning street litter bins.</li> <li>– Areas with high pedestrian activity, especially on weekends, have continued to be prioritised for servicing, including providing more litter bins and more frequent cleansing and waste collections.</li> </ul> |
| 1.4 | Promote safe alternatives to single-use items to address emerging waste issues                        | <ul style="list-style-type: none"> <li>– Pop-up stalls on safe reuse continued during the quarter. City staff engaged with 736 residents, workers, and visitors to promote safe alternatives to single use items and improve waste avoidance behaviours, as part of the City’s community recovery plan across 15 face-to-face events.</li> <li>– City staff engaged with 491 people about the upcoming NSW single use ban taking effect in local businesses in June 2022 and provided education about safe reusable alternatives to single use food and drink containers at seven community pop-up stalls held at Customs House, Newtown and Surry Hills libraries.</li> <li>– In May, City staff facilitated eight online recycling masterclass information sessions. 180 people attended and learned how to reuse and recycle right the City. In June, City staff presented a recycling masterclass to university students, as part of the University of Technology Sydney’s Global Change and the Environment event.</li> </ul>  |

## What we are doing to support recovery

- Two clothing swap events were delivered in partnership with The Clothing Exchange, and six clothing repair workshops were delivered in partnership with Sew Make Create. These events are designed to help reduce clothing ending up in landfill. They provide access to local services, education and engagement on simple actions City residents can do to adopt the circular economy principals of reuse.

At the clothing swap event at Tramsheds in Forest Lodge 115 participants swapped 183kg of clothing for reuse, and at the toy swap event at Cliff Noble Community Centre, Alexandria 30 participants swapped 114kg of good quality toys, diverting all these valuable resources from landfill by re-circulating their clothes and toys for reuse within the community.

In June, six free sewing mending and repair workshops for adults were delivered in Redfern Community Centre and the Juanita Nielsen Community Centre in Woolloomooloo, where a total of 109 registered, 59 attended and participants learnt basic sewing skills to help encourage clothing repair to avoid clothing waste.

- Through the City’s online ‘Ask A Waste Expert’ service, outreach officers responded to responded to 236 questions from 136 residents on a range of topics and items. Common questions were about safe reuse alternatives and how to recycle different kinds of plastics, electronic items and what to do with metals and clothing.

### 1.5 Communicate that Sydney is safe, clean and open for business

- The City’s major city centre revitalisation campaign *Your city is waiting for you* continued during the quarter, wrapping up at the end of June.

The campaign invited residents, workers and students back into the city centre – to eat, drink, dwell, see, and shop. It was funded by the \$20 million CBD Revitalisation partnership with NSW Government.

The campaign used digital, outdoor, local radio and podcast advertising and content marketing and leveraged our What’s On website – a one-stop hub to find the best things to do in the city centre. The campaign included a trial of the City’s first TikTok content which generated 2.4million views, 75% of which was by 18-24 year olds.

**What we are doing to support recovery**

- We have scaled back Covid related content articles on City of Sydney News, but still provide essential and relevant information. The following articles continued to be promoted via City’s social channels and to our weekly email digest subscribers; however numbers are dwindling. This indicates a degree of audience fatigue with this type of messaging. City Communications will continue to adapt the content styles and messaging to ensure it engages the audience:

Page Views:	Q4	Total
• Covid-19 page on CoS website:	15	32,134
• Get your Covid vaccination:	184	19,043
• Covid testing for Aboriginal and Torres Strait Islander community:	81	3,614
• Ultimo pop-up vax clinic:	46	3,688
• Summer Streets (final days of campaign):	311	6,929

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| 1.6 | <p>Work with NSW Government on city management initiatives such as mobility and transport, temporary footpath widening, cycleways, change signal timing, lower speed limits, travel demand planning and reprioritisation of roads</p> | <ul style="list-style-type: none"> <li>- Since the commencement of the outdoor dining in new spaces program in November 2020 until 30 June, 478 applications have been approved, of which 133 relate to 1,787sqm of reallocated road space and 345 relate to 4,266sqm of reallocated footway space. \$5,384,376 in footway dining fees have been waived.</li> <li>- The City continues to advocate for greater priority for pedestrians at crossings to reduce crowding.</li> </ul> |
|-----|---|---|

**Other actions we will take**

1.7	Review and determine if current fee waivers should be extended to continue to support activation of space for community life, cultural participation and commercial use while maintaining accessibility	– Waived footway dining fees have been extended to June 2023:		Since commencement
			Fees waived	\$ 5,384,376
		– Continued rent relief on commercial properties (excluding QVB):		
			Total rent relief forecast	2021/fin year \$11,544,168
			Total rent deferral estimate	\$ 1,520,032

- |     |   |  |
|-----|---|--|
| 1.8 | Invest in the pedestrianisation and activation of south George Street | <ul style="list-style-type: none"> <li>– Construction to permanently convert the southern end of George Street to a pedestrian boulevard, as part of creating 9,000m<sup>2</sup> of additional pedestrianised space began in March 2021 and is now complete.</li> <li>– The new pedestrian boulevard between Bathurst Street and Rawson Place was officially opened on 7 June 2022.</li> <li>– A new pedestrian area on Devonshire Street between Chalmers and Elizabeth streets has also been created and was also opened on 7 June 2022.</li> <li>– Additional public domain improvements including wider footpaths, new trees and street furniture are underway on George Street between Rawson Place and Pitt Street; and in Hay Street, Ultimo Road and Thomas Street. These works will be completed later this year.</li> <li>– The project’s Community Liaison Officer continues to work with local residents and businesses to ensure they are well informed ahead of works in the area. Regular updates are provided to the community.</li> <li>– The project is a positive step in the recovery by providing space for physical distancing, creating new outdoor space for businesses to utilise, and improving the look and feel of the street for people. It will also help to the reinvigorate the southern CBD.</li> <li>– The City has received 18 applications for outdoor dining in the newly pedestrianised sections on George St and Devonshire St since the new spaces have been created.</li> </ul> |
|-----|---|--|

## Action Area 2

### Provide equitable access to the essentials for safe and comfortable daily life for all residents

Address rising inequality within our community by advocating for and supporting access to essential services for all. This includes housing, food, community services, digital resources and skills development.

#### What we are doing to support recovery

- 2.1 Direct existing grant support towards addressing emerging community issues and funding those most in need
- Round 1 of the City’s annual grants and sponsorship was awarded during the quarter to provide cash and in-kind grant support directed to addressing community issues and needs across the following programs:

	Grants Approved	Grant Value
• Community Services	17	\$1,507,673
• Matching Grants	16	\$ 111,515

- 2.2 Continue to provide online and face-to-face programming with a focus on supporting health and wellbeing, digital literacy, social inclusion, reskilling and employment
- 239 program sessions were provided online and face-to-face from 1 April – 30 June 2022.
  - In the last quarter 3,842 people engaged in online and face-to-face programming via City Libraries and Cultural Programs and Services.
  - Online Auslan and English Storytime attracted 3,913 views.
  - 6 lunchtime conversations were delivered with online and face-to-face participation options at Darling Square Library.
  - 8 new online Auslan and English Storytime videos, featuring Deaf presenters as literacy role models were produced and 18 videos were hosted on the City’s website.
  - 16 digital literacy sessions were provided in 3 libraries providing tech support to community members with 68 attendees.
  - 4 library outreach events were attended with 163 attendees.
  - 6 book club meetings were held online and face-to-face with 31 attendees.
  - 109 face-to-face early literacy programs were held with 3,822 attendees (1,513 adults and 1,572 children).
  - 10 library branch focused programs were developed and delivered to 92 attendees.

## What we are doing to support recovery

- 2.3 Manage community spaces, services and facilities to ensure safe, equitable and affordable access and participation
- Accessibility and inclusion were supported through the provision of Auslan interpretation and live captioning at online events and alternative programming such as online Auslan and English Storytime, digital workshops and online webinars. 31 events in this quarter were Auslan interpreted, 218 events were captioned.
  - Of 775 survey responses across all cultural programming, 79% of people attending programs reported feeling welcome and included. While personal connections ratings were low (reflecting the online nature of many events), 66% of respondents agreed that the program helped them feel positive about the future of the community and 91% of respondents reporting that the program helped them to gain new insights.
  - Online programming continued to feature alongside face-to-face and hybrid events to broaden the reach of programs and provide accessible options for the community.
  - This quarter saw a 14% increase in library attendance from last quarter
  - Home library service made 322 deliveries.
  - 10 public computer docking stations were installed in libraries to allow community a second screen experience for their personal laptops.
- 2.4 Increase utilisation of internet and digital access and participation through City libraries and community facilities and explore opportunities to support digital training and advocate for subsidised internet access beyond our own facilities
- Since the City’s community centres re-opened, 59,091 people attended in the last quarter.
  - 16 digital literacy sessions were held, providing tech support to community members with a total of 68 attendees across three locations.
  - 13,252 PC sessions used by visitors to libraries.
  - 52,845 wi-fi sessions were accessed through public wi-fi across the library network.
- 2.5 Work with other government agencies and organisations working in the homelessness sector to support those at risk of or experiencing homelessness
- Seven-day coverage provided by the City’s homelessness unit and public space liaison officers who continue to engage with people experiencing homelessness. Staff continue to provide rough sleepers with the most up to date information from NSW Health, along with information about service provision and accommodation available.
  - 147 people were supported to access long term housing in the last quarter.



## What we are doing to support recovery

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|---|--|
| <p>2.6 Continue to leverage the City’s existing Supported Accommodation, Affordable and Diverse Housing Fund to create more affordable housing</p>                | <ul style="list-style-type: none"> <li>– No activity scheduled this quarter.</li> </ul>  |
| <p>2.7 Advocate to federal and state governments for increased investment in social and affordable housing as well as no forced evictions and tenants' rights</p> | <ul style="list-style-type: none"> <li>– The City continues to advocate to the NSW Government and housing providers for the retention and increased supply of social and affordable housing on state significant and urban renewal sites, including the Waterloo (South) redevelopment, the Pymont Place Strategy and Blackwattle Bay State Significant Precinct, 600 Elizabeth Street, Redfern North Eveleigh Precinct Renewal site and the Central Station state significant precinct.</li> <li>– Public exhibition for the Waterloo Estate proposal by the NSW Government closed on 29 April. The state government is currently reviewing submissions and recruiting a development consortium for the redevelopment. The City continues to support and communicate with the Waterloo community and advocate for an increase in social and affordable housing on the site.</li> <li>– The Lord Mayor wrote to the Prime Minister Anthony Albanese, urging him to adopt a more ambitious social and affordable housing target and to highlight the need for urgent reforms. These included:             <ul style="list-style-type: none"> <li>• Establish a funding and investment strategy to increase the provision of affordable and social housing (and wrap around services as needed) by leveraging projects in the planning stages that rely on the sale of public land and development rights to self-fund.</li> <li>• Collaborate with state, territory and local governments to strengthen the community housing provider sector by giving them more projects to deliver.</li> <li>• Develop minimum targets for social and affordable housing in collaboration with state, territory and local governments in the new Housing and Homelessness agreements.</li> </ul> </li> </ul> |
| <p>2.8 Prioritise the provision of food security services for our vulnerable communities through partnerships, networks, grants and existing services</p>         | <ul style="list-style-type: none"> <li>– Meals on Wheels delivered 11,694 meals to 236 residents.</li> </ul>   |

## Other actions we will take

- 2.9 Work with charities to support their fund-raising to provide ongoing services to people in the local area – With the support of the City of Sydney’s \$50,000 donation in November 2021, Second Bite provided 1,080 hampers of pantry staples to organisations delivering food relief services in this quarter.
- 2.10 Advocate to the federal government for the continuation of financial and other support packages and broadening access to assistance – No activity scheduled this quarter.
- 2.11 Connect impacted international students to accommodation and mental health support services – The fifth cohort of the international student leadership and ambassador program (ISLA) 2021-22 concluded on 25 June. The ISLA program is one of the key deliverables in the City’s International Education Plan. The ISLA program provides leadership training and co-designed projects with international student leaders to address the needs of international students and provide a platform to amplify their voices in the community.
- With the City’s mentoring and support, this cohort of 31 international student ambassadors delivered 23 online and in-person events with close to 1,300 international students attending during their 18 months ambassadorship. The ambassadors contributed over 9,000 hours of volunteer work with a total value of \$225,000 to the city.
- During the pandemic, the ISLA team supported the well-being and connections of international students, linking the broader international student communities to support services.
- Activities conducted this quarter included:
- 2 Career Essentials workshops and 1 International student Employment Panel took place with the City’s ISLA ambassadors as guest speakers sharing career planning and job application and interview tips. In total 99 international students attended the career workshops and employment panel.
  - 2 social events - Autumn City Tour and Amazing Race networking event were held to welcome international students back to the city. These events provided the opportunity for international students to make new friends and get to know about the City’s history, icons, and international student support services. A total of 130 international students attended the two events.

**Other actions we will take**

2.12 Advocate to the NSW Government to direct energy efficiency support to low-income residents and strata communities in the local area

- The City is collaborating with NSW Govt to ensure energy efficiency stimulus, incentives and support include strata communities and also low-income communities. The City has successfully advocated to the NSW Government to ensure sustainability infrastructure and associated by-laws and decision-making support are included in the evolution of relevant legislation. This work is ongoing.

## Action Area 3

# Strengthen community cohesion to build the resilience of local communities

**Communities are connected, engaged and empowered to manage their own recovery and ready to respond to shocks and emergencies.**

### What we are doing to support recovery

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|---|--|
| <p>3.1 Provide grants that facilitate community engagement in City owned spaces and public places</p>                   | <ul style="list-style-type: none"> <li>– Venue hire fee waiver up to \$13,364 was provided to SBE Australia Ltd for their 10 Year Impact event at Sydney Town Hall, to celebrate the women’s entrepreneurship sector. SBE is a not-for-profit (with the foundational support of the City of Sydney) aiming to provide women entrepreneurs with access to tools, networks and knowledge to help them build and scale global, sustainable businesses.</li> </ul>   |
| <p>3.2 Provide residents with links to support services and practical assistance</p>                                    | <ul style="list-style-type: none"> <li>– The City provided information and referral pathways to residents in a range of formats online and in print with links to relevant health, safety and support contacts.</li> <li>– The community hotline received only 3 calls for requests to information or support, compared to 63 calls received during April – June 2021.</li> <li>– Key safety and crime prevention messaging was provided to over 5,200 residents monthly on themes on women’s safety, domestic violence, and avoiding parcel theft.</li> </ul> |
| <p>3.3 Support the provision of health and safety information to residential strata owners</p>                          | <ul style="list-style-type: none"> <li>– The City has continued to provide health, safety and resilience information through to strata communities through Smart Green Apartments and Residential Strata Sustainability Group.</li> </ul> <p>We continue to work closely with other internal teams to ensure essential information is circulated to our high-density strata communities with regular e-newsletters circulated to City residents and strata businesses.</p>   |
| <p>3.4 Advocate to ensure environmental sustainability is of high importance in fast-tracked urban renewal programs</p> | <ul style="list-style-type: none"> <li>– Advocacy has continued to NSW Government for environmental outcomes aligned to City targets in the following renewal projects:                             <ul style="list-style-type: none"> <li>• Waterloo Estate</li> <li>• Central Station</li> </ul> </li> </ul>   |

## What we are doing to support recovery

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| <p>3.5 Coordinate local emergency response through Local Emergency Management Committee</p>                                | <p>– The City continues to coordinate the activities of the Local Emergency Management Committee (LEMC), including the response and recovery to Covid-19. This includes regular reporting on activities and emerging issues. Progress update includes:</p> <ul style="list-style-type: none"> <li>• Monthly LEMC meetings.</li> <li>• Ongoing support to the NSW Health public health response through the use of City facilities as vaccination, testing, and booster clinics.</li> <li>• Coordinated support to vulnerable communities through emergency food distribution (hampers and kitchens), dedicated community hotline, targeted communications and personal protective equipment.</li> <li>• City of Sydney Crisis Management and Incident Response and Recovery Teams continue to meet to address strategic, operational and business continuity requirements of the organisation and community.</li> </ul> |
| <p>3.6 Work with the Resilient Sydney network to share best practice and establish cross boundary recovery initiatives</p> | <p>– The Resilient Sydney program continued to support councils with information and advice through the ongoing adaptations required during the continuing pandemic.</p>  |

## Other actions we will take

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| <p>3.7 Empower communities to manage their own recovery by strengthening local connections through networks, events and forums, for example supporting community celebrations at the end of the pandemic</p> | <p>– The City hosted the quarterly Domestic and Family Violence Forum on 7 June attended by over 35 sector representatives. Attendees heard about best practice for inclusive service design and practice to support women and girls with intellectual and learning disability who have experienced domestic and family violence.</p> <p>– The City has built the capacity of over 60 trusted frontline organisations to deliver food and support to vulnerable communities.</p> |
| <p>3.8 Facilitate capacity building workshops with the community sector and community led organisations to support their planning for the reopening of their services</p>                                    | <p>– The City hosted a session with the grants team and Aboriginal Community Controlled Organisations to discuss the Round 1 Community Services Grant round to discuss the application process, timeframes, and project ideas.</p>   |

## Other actions we will take

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| <p>3.9 Explore with the local Aboriginal and Torres Strait Islander community the idea to facilitate a culturally sensitive commemorative event due to the impacts on participating in <i>Sorry Business</i> during the pandemic, and to provide an opportunity for support, collective reflection and acknowledgement for community members who have passed away.</p> | <p>– No activity against this action was scheduled this quarter.</p> <p>The focus of the City’s work with the community continued to focus on providing support access to services such as on testing, food relief and vaccinations.</p> |
| <p>3.10 Celebrate the work of the community groups and volunteers including at the annual Lord Mayor volunteer thank you event</p>   | <p>– No activity against this action was scheduled this quarter.</p>   |

## Action Area 4

# Protect and empower the cultural sector by prioritising the role of local creativity, cultural spaces, talent and knowledge

The resilience of our cultural sector is strengthened through involvement in recovery efforts, sustaining diverse cultural practice, protecting creative spaces and thriving community participation.

### What we are doing to support recovery

- 4.1 Direct existing grant support to sustain cultural organisations and stimulate development opportunities for local creatives
- Round 1 of the City’s annual grants and sponsorship is currently open for cash and in-kind grant support across the following cultural-focussed programs:
 

	Grants Approved	Grant Value
• Business support – live music & performance	13	\$ 236,452
• Cultural & Creative	29	\$ 519,528
• Festivals & events – artform	10	\$1,503,230
• Festivals & events – village & community	18	\$ 963,122
  - In this round, the City also offered a new grant called precinct activation grants. This grant program encourages collaborative partnerships between businesses, creatives and communities that renew and transform our city centre, local precincts and neighbourhoods. The collaborations needed to include at least one partner from the creative industries, to program special precinct activations to support the creative sector while reactivation the local area.
- 14 grants were awarded for a total of \$3,700,000.
- 4.2 Advocate to federal and state governments for targeted support for culture and no net loss of cultural space
- The Council of Capital City Lord Mayors has prepared a position statement on Culture and the Arts and is seeking:
    - A national cultural plan that provides a shared vision for arts and culture with agreed actions and targets.
    - Improved data collection and reporting.
    - Investment in cultural infrastructure, recognising culture and the arts as social infrastructure.
    - Development of a national framework for valuing social infrastructure that drives appropriate and effective investment.

**What we are doing to support recovery**

4.3 Support Aboriginal and Torres Strait Islander cultural practices and knowledge sharing

- The City is working to better support Aboriginal and Torres Strait Islander grant applications through:
  - Promotion
  - Training
  - Application
  - Assessment

During Q4, the City provided the following support for Aboriginal and Torres Strait Islander grant applications:

- 20 grant applications for Round 1 were received from Aboriginal and Torres Strait Islander applicants and 14 were approved to receive grants to a value of \$766,332 in cash and value in kind. This was across Festivals and Events (village and community), Cultural and Creative Grants and Sponsorship, Matching Grants and Community Services Grants programs.
- Eight of these were verbal applications, all of which were approved.

- As public health orders have now ended, Cultural Practice in public spaces is now able to safely operate again. The Busking and Aboriginal and Torres Strait Islander Cultural Practice Policy supports cultural practice in public space across our local area.
- *bara* is a new public artwork on the Tarpeian Lawn of the Botanic Gardens, officially opened by the City of Sydney in May 2022. The sculpture references fishing hooks used by Gadigal people and has formalised a site for cultural practice, reflection and celebration adjacent the harbour, as part of the *Yananurala* art and culture trail.

4.4 Continue work to maximise opportunities for cultural sector in City owned spaces and community venues

- The City provided rent relief for creative spaces, short-term empty property, creative accommodation grant and live/work Waterloo and William St tenants for an approximate value of:

	Fin YTD	Since Commencement
• Creative spaces:	\$27,503	\$200,000
• Other cultural:	\$83,883	\$381,483
• Other social:	\$44,292	\$181,991

This action is complete

- In total, the City has provided rent relief for Accommodation Grant Program recipients and creative tenants to the value of:

	Fin YTD	Since commencement
Rent relief	\$787,867	\$3,062,129

This action is complete



## What we are doing to support recovery

- In June 2022 the City launched the City of Sydney Creative Studios, a new start of the art production and rehearsal facility featuring 30 purpose-built spaces for artists and creatives. Not-for-profit arts organisation and registered charity Brand X Productions have been engaged to operate and manage the facility. Artists, creative practitioners and organisations can hire spaces in both short and long term capacities. Brand X also offer professional development programs where artists can apply for access to free space, stipends, equipment and mentoring.
  - The City opened an Expression of Interest for two City owned spaces to be made available to the cultural sector under the Accommodation Grants Program. The assessment process is underway, with new tenants expected to commence their tenancies from September 2022.
  - All cultural tenants continue to be provided proactive contract management support, including consultation on performance criteria, development of plans of management, site visits and advocacy for tenants, and promotion of tenant activities and events. Cultural tenants and grantees were also provided with a monthly news digest of links to applicable government support and other opportunities.
- 4.5 Enable diverse local cultural infrastructure and activation through the City’s Open and Creative planning reforms
- The Open and Creative planning reforms, a set of measures to make it easier for small businesses to trade later, or host performances and shows are still with the Department of Planning, Industry and Environment for finalisation. Once drafting by Parliamentary Counsel is complete, the reforms will be published and able to be implemented. The City is reviewing submissions to the draft entertainment sound planning controls and will report back to Council in 2022.

## Other actions we will take

- 4.6 Facilitate opportunities for collaboration and capacity building to ensure cultural sector resilience and sustainability
- Outcomes of the Making Space for Culture Incubation Program were reported in March. This pilot program was funded through the Knowledge Exchange grant program and was undertaken by Left Bank Company.
 

The program brought together 8 participants from the cultural sector and 7 from the property sector to learn from best practice models for developing and delivering creative space. The program focussed on building the capacity of Sydney’s cultural organisations to own and manage affordable creative space, while concurrently helping the property sector to effectively tap into the value created by creative and cultural uses.

In June 2022, the City approved a further two years of funding for the program, to enable a larger number of participants to benefit from the incubator, and to maintain and build upon the network developed through the initial program.
  - Key insights include:
    - The sector needs intermediaries to de-risk and bring specific skillsets to development cycle
    - Measuring the value of proposition of creative spaces remains a hurdle
    - Strategic partnerships need to be established before project opportunities are explored
    - Cultural sector want to own their properties, but need help to get there
    - Affordability of creative space poorly defined
    - Delivery of sqm space cannot come at expense of quality or viability.
- 4.7 Continue to explore opportunities for making space for culture in partnership with public and private sectors
- The City has contracted Arup Australia to develop guidance materials for the design and delivery of cultural infrastructure projects. Titled “Creative Spaces Design Guides”, the documents outline the spatial, operational and structural requirements for best-practice, fit-for-purpose creative spaces like rehearsal rooms, recording studios, small theatres and light industrial workshops. The guides were provided to Councillors for information in quarter and will now be made available to the cultural and property sectors as a free resource to help guide planning and decision making on new creative space projects.
 

Working with Creative Victoria, a second set of Design Guides has now been developed covering additional spaces like galleries, art and photography studios, and tv and film production spaces. The additional guides are due to be published in August.

## Other actions we will take

- The City has appointed a new Cultural and Creative Sector Advisory Panel to help address issues affecting the recovery of the sector and to provide strategic advice on the City’s approach to increasing the supply of cultural infrastructure and creative workspace. The panel has 20 members, chosen from 156 expressions of interest received, and includes representatives from Music NSW, Sydney Opera House, Spectrum Films, Brand X, 107 Projects, and Aboriginal Dance Theatre Redfern, as well as property developers CBRE and Leamac, and Arup, Left Bank Co and TZG architects.
  
  - 4.8 Set up a working group comprising representatives of the cultural sector to agree sites for pop-up or future cultural activity and prepare a report to Council to approve these sites as Covid-19 recovery activity sites
    - Action complete
-

## Action Area 5

# Rebuild the visitor economy through promotion of our vibrant and safe city with activated main streets and nightlife

People in the city are supported to safely return to a 24-hour Sydney through a phased and integrated approach, with government and industry working together.

### What we are doing to support recovery

- 5.1 Use our communications channels to promote shop local and visit local to residents, workers and visitors
- We saw a slight downturn in activity on What’s On this quarter which is likely attributed to poor weather.
  - Leveraged whatson.sydney as the primary event platform:
    - Events submitted: 3,650
    - Page views per month: 221,769
    - Sessions per month: 189,740
    - Email subscribers: 31,463
  - The city centre reactivation marketing campaign *Your city is waiting for you* continued throughout the quarter. Refer to action 1.5 for a full report.
- 5.2 Continue to invest in local festivals and major events that demonstrate Sydney’s vibrancy and encourage local Sydneysiders and others from around the state and country to visit
- The City exhibited major installations as part of *Art & About*:
    - The large-scale mural *As one door closes* by Will Cooke which was installed in 2021 has been extended to run until the end of 2022.
    - *Here lies your story* by Fenella Kernebone and TIDAL by Mike Daly were both installed in May and finished up in late June.
    - Two other projects from the 2021-22 *Art & About* EOI are currently in development and final assessment of six shortlisted projects from the 2022-23 EOI is underway.
- 5.3 Continue to partner with Business Events Sydney (BE Sydney) to build the pipeline of business meetings for Sydney
- BESydney’s events pipeline continues to grow, with the following events secured during the period:
    - In late August this year Sydney will host the Million Dollar Round Table (MDRT) Global Conference at the ICC Sydney. Sydney hosted this event in 2019 with some 7000 attendees and expects between 4,000 and 6,000 predominantly international delegates will attend this year.
    - Sydney is the host city for the 24th International Association of Gerontology and Geriatric (IAGG) World Congress of Gerontology and Geriatrics in 2029. The 2029 Congress is expected to attract around 4,500 delegates to Sydney over five days and

**What we are doing to support recovery**

BESydney estimates it will inject \$21.6 million into the local economy.

- BESydney has secured the Australian edition of the internationally renowned Unbound Innovation series, “Converge AU”, which will take place in October 2022 at the ICC. The three-day event is expected to bring in 3,000 innovators from across the globe to forge new relationships, promote investment and create new business opportunities. The Australian edition of the internationally renowned Unbound Innovation series, “Converge AU”, will draw innovative companies, brands and tech start-ups to Sydney and generate an expected \$4.9 million boost for the tourism industry.
- Sydney has been announced as the host city for the Asia and Oceania Federation of Obstetrics and Gynaecology (AOFOG) Congress in 2026. The event is expected to attract 2,000 delegates to Sydney over four days and BESydney estimates it will inject \$7.4 million into the local economy.

5.4 Continue to engage with the accommodation and entertainment sector to ensure sustainability is promoted and prioritised

- Sustainable Destination Partnership – A leadership panel of the Sustainable Destination Partnership delivered its 2021/22 annual report with 28 percent reduction in carbon emissions and 33 percent potable water savings in the last 3 years.
- Though severely impacted by the pandemic, the sector continued to achieve resource savings and developed sustainability policies and other indicators of growing organisational and sector sustainability capability. A new three-year partnership agreement and strategy has been delivered reflecting the success of the partnership and commitment to ongoing ambitious action to create a sustainable Sydney.
- 13 environmental performance grants were acquitted with organisations implementing sustainability upgrades resulting in 6,676 tonnes of carbon savings
  - The City participated in the Global Destination Sustainability Index in 2022 delivering a rank of 15 for Sydney.

5.5 In line with health advice, welcome people back to Sydney through roaming ambassadors, maps and digital services

- Limited visitor services have operated from Customs House welcome desk during the April – June period but generally this service has been predominantly utilised by international visitors, who have been very low in arrivals during this period. Domestic visitors are not the dominant group requiring this type of service.

## What we are doing to support recovery

- The volunteer Destination Ambassador services will recommence this September to meet international cruises at both OPT and White Bay. Recruitment of new and re-engagement with past volunteers has commenced and training is on-going over the next few months in preparation of Spring/Summer international visitor arrivals.
- The City’s Destination Ambassador services will service the Circular Quay area as well as the Cruise terminals from September – assuming we are able to recruit sufficient volunteer ambassadors.
- The Sydney Visitor Centre, formerly located in The Rocks, has now closed due to poor visitor numbers and business pressures as a result of the pandemic.
- The City continues to work closely with Tourism groups and Destination NSW to promote and support visitor experiences across our local government area.

5.6 Advocate to state and federal governments for ongoing support for international students while they continue to be impacted by the pandemic

- No activity scheduled this quarter.

## Other actions we will take

5.7 Engage local creatives in the City’s programs and work with others to do the same to activate precincts to support local businesses, sustain local culture and drive footfall on main streets

- With sponsorship support from City of Sydney, Vivid Sydney returned in May 2022, after a hiatus of 2 years due to the pandemic. Attendance for the 23-night festival is estimated at a record 2.58 million, including visits to the 8km Vivid Light Walk as well as concerts and talks held as part of Vivid Music and Ideas.
- Sponsored by the City, Australian Fashion Week 2022 saw 23,600 attendees from Sydney and beyond. The event featured 84 Australian fashion designers, including 19 percent First Nation designers. The event was also livestreamed with audiences tuning in virtually from 71 countries from around the world, helping increase the profile of Sydney as a tourism and events destination.
- To help activate Sydney’s precincts, a series of place-based festivals were held across the LGA with support from the City, including Pyrmont Festival (20,000 visitors); Whiskey on the Rocks (3000 visitors); and Archie Rose Festival at Hyde Park

**Other actions we will take**

Barrack (2000 visitors and 17 participating businesses).

- In June, the City also supported 14 Precinct Activation Grants for businesses to the value of \$3,000,000, which will support the development of emerging and existing precincts in our LGA, such as Haymarket, South Eveleigh, Hollywood Precinct (Surry Hills) and Quay Quarter (Circular Quay).

5.8 Partner with Destination NSW to develop a local and domestic visitor marketing campaign for Sydney, with focus on the cultural offering over the 2020–2021 summer

- This action is now complete, however the City’s marketing team continues to liaise with Destination NSW to ensure ongoing marketing activity by the two organisations to promote Sydney is complementary.

5.9 Encourage and facilitate the return of international students back to Sydney in partnership with education sector

- The City contributed to an advocacy position paper developed by the Council of Capital City Lord Mayors which seeks changes to the post-study work arrangement for international students. Extending the length of the post-study work visas as a pathway to permanent residency and citizenship will enhance the value of an educational experience in Australia, enhance Australia’s attractiveness as a study destination, retain our global competitiveness in this market and help address labour skills shortages.

The joint-advocacy paper was developed in partnership with the CCCLM members, the Group of Eight Universities along with University of Tasmania (Hobart) and Charles Darwin University (Darwin).

## Action Area 6

# Support businesses and organisations to innovate and adapt, so that industries can evolve and grow

Connecting people to new ways of thinking and working, harnessing their creative capacity to solve problems, pivot and transform through skills development, new models and partnerships so more businesses can share in the benefits.

### What we are doing to support recovery

- 6.1 Facilitate dialogue with heavily impacted sectors to support their recovery
- The City facilitated connections between the organisers of Sydney World Pride - the 17-day LGBTQIA+ festival coming to Sydney in 2023 - and local chambers of commerce including Darlinghurst Business Partnership, Potts Point Partnership, and Surry Hills Creative Precinct, to ensure that local businesses within the festival footprint have the opportunity to leverage this major event. Supported by City of Sydney, Sydney World Pride is expecting an estimate 500,000 visitors from around the world.
- 6.2 Direct existing grant support for organisations, businesses and industry, including those dominated by women, to assist them to innovate, adapt and grow
- |   | Grants Approved | Grant Value |
|---|-----------------|-------------|
| • Business support – night-time diversification | 5               | \$ 117,000  |
| • Business support – place & industry           | 6               | \$ 252,341  |
- 6.3 Continue to support collaboration across the innovation precincts within the Camperdown Ultimo collaboration area
- In June 2022, the City delivered the 2022 Visiting Entrepreneur Program, a series of 17 free events across 10 days featuring 11 global thinkers and 35 local experts across emerging sectors including synthetic biology, quantum computing, autonomous vehicles and the future of immersive experiences. The program, supported by Tech Central, attracted 2,600 people. 84% agreed the program helped raise the positive profile of Sydney's startup ecosystem.
  - The City is working closely with the Greater Cities Commission to support their engagement work across the precinct which includes developing an engagement framework to facilitate a coordinated approach to engagement. The GCC has committed to establishing a working group of engagement teams from key agencies and stakeholders in the precinct to ensure a coordinated approach to engagement.



## What we are doing to support recovery

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| 6.4 | Implement the Central Sydney planning strategy to support a pipeline of development and investment certainty                 | <ul style="list-style-type: none"> <li>– Central Sydney planning framework including new planning controls and a new contributions plan was finalised in November 2021. The City is continuing to progress site specific planning proposals in line with the adopted strategy.</li> </ul>   |
| 6.5 | Continue to use City procurement to support local businesses and a shift to a circular economy                               | <ul style="list-style-type: none"> <li>– The City has continued to utilise tools such as the ‘Local Buy Database’ to assist City employees in identifying suppliers such as those located within the City and surrounding LGAs, small to medium and start-up businesses, Indigenous businesses and social enterprises, which supports community recovery, buying locally and aligns to our Sustainable Procurement Policy. The inclusion of sustainability considerations in selected tender returnable schedules has been in place for some time and will continue to be refined and developed.</li> </ul>   |
| 6.6 | Continue to support communities and businesses to accelerate their uptake of renewable energy to stimulate the green economy | <ul style="list-style-type: none"> <li>– Action to support businesses is largely delivered through the flagship programs of the Better Buildings Partnership (BBP) and CitySwitch Green Office. Key activities in the quarter included:                             <ul style="list-style-type: none"> <li>• The Better Buildings Partnership launched a new three-year strategy with a focus on circular economy, resilience and climate positive projects.</li> <li>• The FY21 annual report was delivered showing 63 percent emissions reduction and 33 percent potable water reduction since FY06.</li> <li>• CitySwitch Sydney was delivered to local office-based businesses, with two face-to-face events and regular webinars. Four new signatories joined the program.</li> <li>• The CitySwitch National Program has undergone a strategic evolution to increase its impact and address the urgent need for office-based business to decarbonise; a flexible pathway model has been developed for business to use as a framework to achieve net zero emissions. A national awards event was held in April; businesses collectively reduced carbon emissions by 762,341 tonnes through energy efficiency and offsetting measures equating to cost savings of \$62.6million.</li> </ul> </li> <li>– There is now 20.9 MW of rooftop solar installed on 2,041 rooftops in the LGA, an increase of 1,100kW from last quarter.</li> <li>– The City's Get GreenPower campaign was launched to support individuals to easily make the switch to a renewables energy plan.</li> </ul> |

## What we are doing to support recovery

- Tailored support on renewables was delivered through the CitySwitch webinar: *Pathways to Renewables* for small energy users and distribution of the online GreenPower guide through City Business channels.
- Innovation Grants focused on renewables have enabled greater community support for onsite and offsite options. Sydney Solar Villages has held three solar information nights as part of its Knowledge Exchange Grant, working with the City to promote tailored planning information for residents looking to install solar in heritage areas. Ultimo Solar Roadmap grants was acquitted and successful in identifying a range of viable community solar projects in Ultimo and a feasibility study on solar on industrial roofs generated information on the opportunities and barriers for the southern part of our local area.

6.7 Continue to assist businesses and apartment buildings owners' corporations to implement retrofits for increased efficiency

- The Smart Green Apartments program has reduced emissions by 31,776 tonnes CO2e per year and saved owners' corporations \$4.6 M.
- The Strata Sustainability Reference Group was held during the quarter and focused on sustainability and resilience support for high density communities.
- To date, the City has supported 147 apartment buildings to get a NABERS rating with eight procuring GreenPower. This quarter 12 strata schemes received a NABERS energy rating and NABERS water rating.
- 22 Smart Green Apartments buildings and 31 grant recipient buildings are participating in the City's food scraps recycling trial.
- One e-news was sent to 3,398 subscribers.
- The City continued to advocate for improved environmental standards for apartment buildings.
- The City has supported the NSW Government's development of the new NABERS Renewable Energy Indicator for apartment buildings launching later this year.

6.8 Prioritise investment in City projects that provide significant local green economy benefits

- The City continues to work with Investible to establish the new Greenhouse climate technology startup innovation hub at Circular Quay, due to open 2023.

## Other actions we will take

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| <p>6.9 Produce skills development programs to enhance innovation, collaboration, digitisation and e-commerce</p> | <ul style="list-style-type: none"> <li>– The City successfully delivered the 2022 Reboot Webinar Series, a 9-week webinar series providing free digital upskilling and training for small business to continue to support their recovery from the pandemic. The 2022 series was sponsored by NSW Government’s Business Connect, to expand the reach of the program to regional businesses across NSW. Held between 29 March and 31 May, the program featured digital experts including Naomi Simson, founder of RedBalloon and Lisa Muxworthy, Editor in Chief at news.com.au. Each webinar delivered practical information on specific digital skills, followed by live Q&amp;A with real business owners. The series’ content attracted a total of 3,613 businesses from retail and hospitality (22%), digital entrepreneurs (7%), creative (23%) and professional services (15%). Survey results show that 94% of attendees gained new knowledge and 92% agreed the knowledge gained will help grow their businesses.</li> <li>– With grant funding support from City of Sydney, Australian Fashion Council delivered the FashTech Lab, a 6-month program for ten local fashion brands to learn how to adopt 3D design technology, bringing significant reductions in sampling costs, textile waste, carbon and water usage. 100% of participants are intending to implement learnings from the program. The City has also approved funding for the next iteration of this program to be delivered in 2023.</li> <li>– In April-May 2022, the City delivered a 10-week accelerator program for small businesses called ‘Charge Up Challenge’. The program supported 20 small retail, hospitality and tourism businesses with programming and 1-1 mentorship to strengthen their business models, innovate and grow. 85% of participants were satisfied with the program and 50% intend to develop newly identified revenue streams.</li> </ul> |
| <p>6.10 Advocate to federal and state governments to invest in green economy as major generator of jobs</p>      | <ul style="list-style-type: none"> <li>– No activity scheduled this quarter</li> </ul>  |

