

Attachment B

<p>Draft Resilience Strategy Engagement Report</p>

Engagement report – developing a Resilience Strategy



Contents

Overview	3
Background	3
Engagement summary	3
Purpose of engagement	3
Methodology	4
Outcomes of engagement	5
Key findings	6
What is resilience?	6
Safe places in our community	6
Impacts of climate change	7
Food security	7
Communication	8
General comments	8
Engagement activities	9
Social Housing forums	9
Community drop-in sessions	10
International student workshop	11
Survey and social pinpoint site	13
Survey responses	16
Marketing and communications	26
Appendix	27

Table of figures

Figure 1. Where do you feel safe?	11
Figure 2. How do you find information?	12
Figure 3. What steps would you take to prepare for an extreme weather event or emergency such as a heatwave or a blackout?	14
Figure 4. Do you have any ideas on how access to fresh and healthy food can be improved in our community?	15

Overview

Background

Resilience is our ability to prepare for, withstand and adapt following major disruptions. Disruptions can be short-term shocks such as storms, heatwaves, or electricity outages. They can be ongoing stresses such as lack of green space, rising cost of living or traffic congestion.

In 2018, Resilient Sydney collaborated with all 33 greater Sydney councils to deliver and implement a city-wide Resilience Sydney Strategy. That strategy provides framework and guidance for councils to develop a strategy specific to their local area. We are developing a resilience strategy for the City of Sydney to strengthen our community resilience across social, economic, environmental, and cultural areas.

We know our communities face many challenges. We want to understand what's important to plan for how we'll respond to those challenges. Community feedback will be combined with information from a technical review and evidence-based research to create a draft strategy for exhibition in 2023.

Engagement summary

From **8 March to 21 April 2023**, we asked the community to share their experiences with emergency situations, their ideas on how our communities can be more prepared for emergencies and their thoughts on what will help our communities cope with the impact of shocks and stresses.

The consultation focused on understanding community concerns, interests, and diverse perspectives on resilience challenges and inequities. We asked about four key topic areas: safe places in our community, the impacts of climate change, food security, and communication.

Feedback was gathered through conversations with community members at pop-ups in Redfern, Glebe, Woolloomooloo, and Green Square, as well as social housing meetings. A hard copy survey was distributed at those events and through community centres, customer services centres and library branches. An online survey and social pinpoint tool to map places of safety were available on our website. We ran a workshop with international students to capture a youth voice.

This engagement report summarises the feedback received during the consultation.

Purpose of engagement

- Establish a conversation about the City of Sydney resilience strategy with community stakeholders.
- Understand the concerns, interests, and diverse perspectives on resilience challenges and inequities, especially those exacerbated by climate change, of Aboriginal and Torres Strait Islander people, people with disability, vulnerable community groups and social housing residents.
- Inform the further development and implementation of the City of Sydney resilience strategy.

Methodology

As shown in Table 1, the engagement program included face to face and online opportunities for community members to have their say, especially Aboriginal and Torres Strait Islander people, people with disability, vulnerable community groups and social housing residents.

Table 1: Overview of community engagement program

Activity	Location	Date and time	Target audience
Pop-up info stalls	Redfern social housing forum	Monday 9 March, 10:30am – 11am	Social housing tenants
	Ultimo Pymont social housing forum	Wednesday 15 March, 10:30pm – 11am	
	Camperdown Glebe social housing forum	Wednesday 22 March, 10:30pm – 11am	
Drop-in sessions	Green Square Library (with Mandarin interpreter)	Tuesday 21 March, 2:30pm – 5:30pm	Young families, Chinese speaking community members
	Juanita Nielsen community centre	Thursday 23 March, 10am – 1pm	Woolloomooloo residents, social housing tenants
	Glebe Library front lawn	Thursday 5 April, 1pm – 3pm	Glebe residents, Aboriginal and Torres Strait Islander people, people over 65
	Redfern Community Centre forecourt	Wednesday 6 April, 3pm – 6pm	Aboriginal and Torres Strait Islander people, people who rent
International student workshop	ISLA meeting @ Pitt Street	Saturday 25 March, 10am	Young people, people who rent, non-citizens
Survey	Online via Sydney Your Say webpage	8 March – 21 April	People who live, work and study in the City
	Paper copies distributed via social housing forums, through libraries, community centres and customer service centres		Social housing tenants, library and community centre users, people over 65
Social pinpoint	Online via Sydney Your Say webpage	8 March – 21 April	People who live, work and study in the City

Outcomes of engagement

The following is a snapshot of the outcomes from the engagement. It shows good face to face and online engagement that has reached a range of audiences.

Submissions and engagement activity

Quantity	Description of activity
63	Conversations at community drop-in sessions
48	Online survey submissions
9	Paper survey submissions
22	Conversations with social housing residents
19	Social pinpoint comments from 9 contributors
20	International students attended a workshop
17	Stakeholder emails sent
592	Sydney Your Say webpage visits

Key themes

The following key themes were consistent in feedback received across all channels.

- People we spoke to said they feel safe in their own homes.
- People who rent (including social housing residents) would like options to adapt their homes to deal with the impacts of climate change (e.g., air conditioning, blackout curtains, solar power with batteries, large freezer).
- People do not feel prepared for an emergency caused by extreme weather.
- More information about emergency resources and places of refuge communicated in short, simple formats both online and face-to-face would be useful.
- We can improve community resilience by supporting well connected communities.
- People are experiencing food insecurity and more affordable options to buy or trade fresh healthy food close to home would help improve food security.
- The safety of pets is important to people.

Key findings

What is resilience?

We asked people to tell us what resilience means to them.

- “Resilience means strength”.
- “It means bouncing back from difficult times.”
- “I think it means being able to pick yourself up even if you have setbacks”.
- “Resilience means the ability to live long, healthy and prosperous through good and bad times.”
- “Resilience - bouncing back after adversity. Ongoing reminders that there is help out there.”
- “For me, resilience means being able to access support or recover after a disaster or emergency...”

Safe places in our community

We asked people to tell us about their experiences with emergencies or disasters, and where they felt safe during events like heat waves or flash floods.

Extreme heat and sustained blackout were the most experienced emergency situations, followed by flooding, severe storms, and bushfire smoke.

Most people who had experienced a weather-driven emergency chose to stay home. Some people chose to seek shelter nearby, with friends, or at a local shopping centre.

People told us they feel safe at home during an emergency event like a heatwave or flash flooding. Some people told us they feel safe at local council facilities (including community centres, libraries, and aquatic centres), indoor air-conditioned spaces (including shopping centres and cinemas) and at local green spaces.

- “I imagine I’d feel most safe at home in these situations. I’d know best ways of staying cool in my own home.”
- “My home because it’s safer there than outside having recently been through the floods we had.”
- “At home. If home was not safe, I don’t know where I’d go...”
- “Victoria Park Pool is a refuge on hot days, however needs more shade.”

Impacts of extreme weather

People do not feel prepared for an emergency caused by extreme weather. When asked how they would prepare, people told us they would organise household supplies, stockpile food and water and adapt their home to cope with the emergency. People who rent expressed strong concern that they are not able to make changes that would make their home more comfortable in an emergency.

People feel concerned about having enough essential items at home, having accurate information, and getting home when an emergency occurs. Many people are concerned about accessing essential medical assistance, communicating with family and helping neighbours.

- “I would like to install solar panels and a battery and insulate the home, however am unable to due to renting.”
- “Solar panel systems should be installed in the apartments when new apartments are being built.”
- “During a heatwave I would make sure that I have enough water, the blinds work, I can close the curtains, and put the fan on the cat and the family. Then I will ring my elderly mother in the afternoon to make sure she is okay. Honestly, I am not prepared for a blackout. I probably should buy some candles.”
- “I work in the city, getting home and making sure my family and neighbours are safe, and getting timely and accurate information from public authorities are my main concerns.”

Food security

People told us there had been times when they had experienced difficulty accessing fresh, healthy food and had experienced food insecurity. Suggestions to improve access to fresh healthy food in our community included addressing affordability issues, encouraging ‘grow your own’ options, and improving physical access to fresh affordable food supplies (e.g., local growers markets).

People who have experienced difficulty accessing fresh healthy food told us they coped by seeking low-cost options, careful budgeting, with help from support services and from friends and family.

- “More farmers markets, so everyone has a local market selling reasonably priced produce within walking distance.”
- “I like the idea of offering reduced fresh foods in small packets - it is more affordable for some people and also reduces wastage with veg and fruit going out of date”.
- “Encouraging more community gardens. Having publicly accessible commercial scale kitchens in community centres to encourage processing of produce peaks.”
- “Ideally it would be possible for residents to be within walking distance of a grocery shop. For people who are unable to walk - or who can't drive to shops - there could be a plan in place to get food to them. ...”

Communication

People told us they would like more information about emergency resources and places of refuge in their local area. They would like both online and face-to face options to learn more about disaster preparedness. Comments suggested that short, simple formats would be most effective, such as checklists, maps, or social media videos.

We heard that people find information online, through word of mouth and through social media. Many people also find information through news outlets, email, and radio.

General comments

People told us we can support community resilience by supporting community connection and wellbeing. They value how people in a well-connected community can help look after each other.

Many people commented on the need to adapt rented homes and the need to provide for the safety of pets in an emergency. These concerns were raised consistently across the topics of safe places, the impacts of climate change, communication, and general feedback.

- “Keep activities going and attract residents to get involved and make contributions to the local communities.”
- “Engagement with neighbours adds to community resilience lessening the call on emergency services, when a neighbour can step in before the problem becomes critical.”
- “Not having control over my living space due to renting, e.g. not being able to choose how to heat, cool, insulate or power our home makes it and us much less resilient to extreme weather.”
- “Provide pet friendly refuges”.

Engagement activities

Social Housing forums

We hosted pop-up information stalls at three social housing forums during March 2023. We spoke to social housing residents about the development of a resilience strategy, asked about the key challenges facing residents and distributed paper copies of the survey.

This section summarises the comments and ideas discussed in 22 conversations with social housing tenants from Redfern, Pyrmont, Ultimo, Camperdown and Glebe.

Safe places in our community

- People feel safest at home, and prefer to stay home during extreme weather, even if their home is not comfortable.
- Heatwaves are challenging and so is the cold during winter, especially if it is raining or damp.

Impacts of climate change

- People do not feel prepared for an emergency. Many people were not sure what exactly was meant by 'emergency' or 'disaster' and are not sure how they would prepare. Heatwaves were not perceived by most people as an emergency.
- Adapting social housing to be comfortable during extreme weather is very challenging. Many people told us they would like to install thermal curtains, air conditioning or solar power but are not able to access them due to the cost or rental restrictions.
- Glebe residents generally felt their properties coped well in the heat, but were cold during winter due to leaks, drafts, and damp.

Food security

- People support 'grow your own' as a good supplement of fresh food.
- Food support services that bring supplies to the housing estates would help improve access to fresh food. Many people had limited ability to travel or carry supplies home.
- Local markets and community gardens also create social connections that increase resilience in the community.

Communication

- People find information through news outlets and word of mouth.
- More information about places of refuge in the community and emergency resources would be helpful.
- Suggestions for resource/training formats were varied, and included a central online site, leaflets, and a video.

Community drop-in sessions

Four community drop-in sessions were held during March and April 2023. The sessions were held at City of Sydney library and community centre locations in Glebe, Redfern, Woolloomooloo, and Green Square. A Mandarin interpreter was available at the Green Square session. Information boards (Appendix F) presented an overview of the strategy process and purpose, and comment boards gathered community thoughts and ideas on key consultation topics. City staff were onsite to answer community questions and lead discussions.

This section summarises the feedback collected from 63 conversations at community drop-in sessions.

Safe places in our community

- During extreme weather, people who attended the drop-in sessions said they felt safe at a local council facility (including community centres, libraries and aquatic centres). People also told us they feel safe in air-conditioned spaces (like a shopping centre or cinema), at home, at a friend's house or at church.
- Although they nominated local council facilities as places they feel safe, when asked what steps they would take in an emergency most people said they would stay home in situations like a heatwave or extreme smoke, so they can control their environment by closing windows and shades, running air purifiers and air conditioners.

Impacts of climate change

- There was an equal mix of people who felt either very prepared or very unprepared for an emergency, with a small group who felt unsure.
- People told us they would prepare household supplies and stockpile food and water to prepare for an emergency, as long as they had some warning to do so.
- People felt a wide range of concerns in equal measure around being in the City when an emergency or disaster occurred. Concerns included getting home, reaching or communicating with family, being stuck in an impacted home, helping neighbours, having enough essential items at home and access to accurate information.

Food security

- Most people had not experienced a time when they found it difficult to access fresh healthy food.
- People told us that supporting spaces for community members to 'grow their own' would help improve access to fresh healthy food, as would addressing general cost of living and affordability issues.
- People in Woolloomooloo particularly spoke about the challenge of small kitchens lacking storage space for food, including space for large freezers.

Communication

- People find information through radio, internet search and word of mouth. Some people find information by watching TV, or at their local library or community centre.
- Suggestions for helpful resources include a checklist, a map of safe/shaded walking routes, and tips on helping neighbours.

International student workshop

During March, 20 international students participated in a workshop session about resilience. The students are part of the City’s International student leadership and ambassador program. The students discussed resilience and emergency preparation from their perspective as young people who rent, people who are new to Sydney and who are not Australian citizens.

This section summarises the feedback from that workshop.

Participants

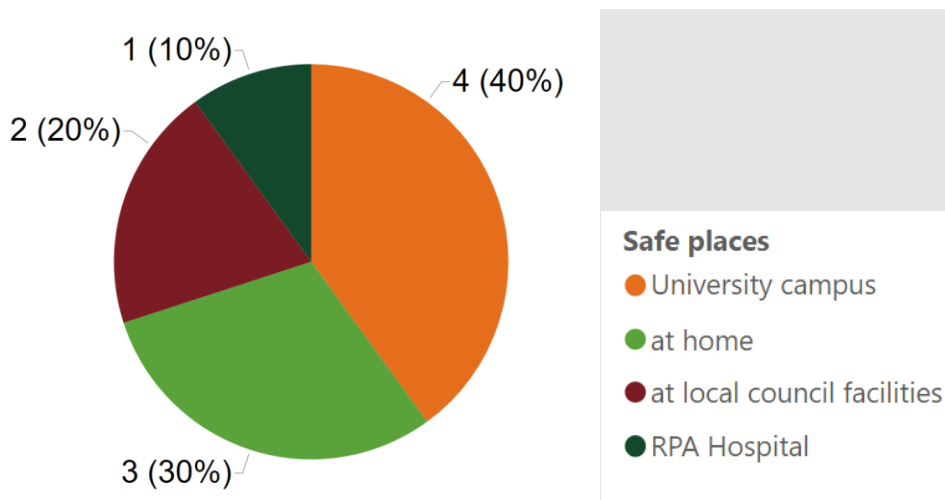
- 100% of participants were not Australian citizens.
- 38% of participants study in the City, 22% live here, 20% visit and 20% work here.
- Most participants (74%) are aged 18-24. Some (26%) are aged 25-34.
- Most participants have been in Sydney for less than 2 years.
 - 37% for less than 12 months.
 - 21% for 1-2 years
 - 32% for 2-5 years
 - 11% for 5-10 years

Safe places in our community

Most participants said they feel safe and would seek refuge at their university campus (40%) or at home (30%). Some participants said they felt safe in local council facilities, like libraries and community centres (20%), and one participant said they would seek refuge at RPA Hospital.

Many participants (25%) said they were not sure what steps they would take to prepare for an emergency. Others said they would stay home (25%), prepare household supplies (15%) or seek information/instructions (15%).

Figure 1. Where do you feel safe?
(International student responses)



Impacts of climate change

- Most participants do not feel prepared for an emergency.
 - 67% feel very unprepared.
 - 22% feel very prepared.
 - 11% are not sure.
- Thinking about being in the City when an emergency occurs, participants are most concerned about:
 - Having accurate information (28%)
 - Having enough essential items at home (24%)
 - Getting home (20%)
 - Accessing essential medical assistance (12%).
- The main reasons for their concerns are:
 - Safety and security (56%)
 - Concern about infrastructure (22%)

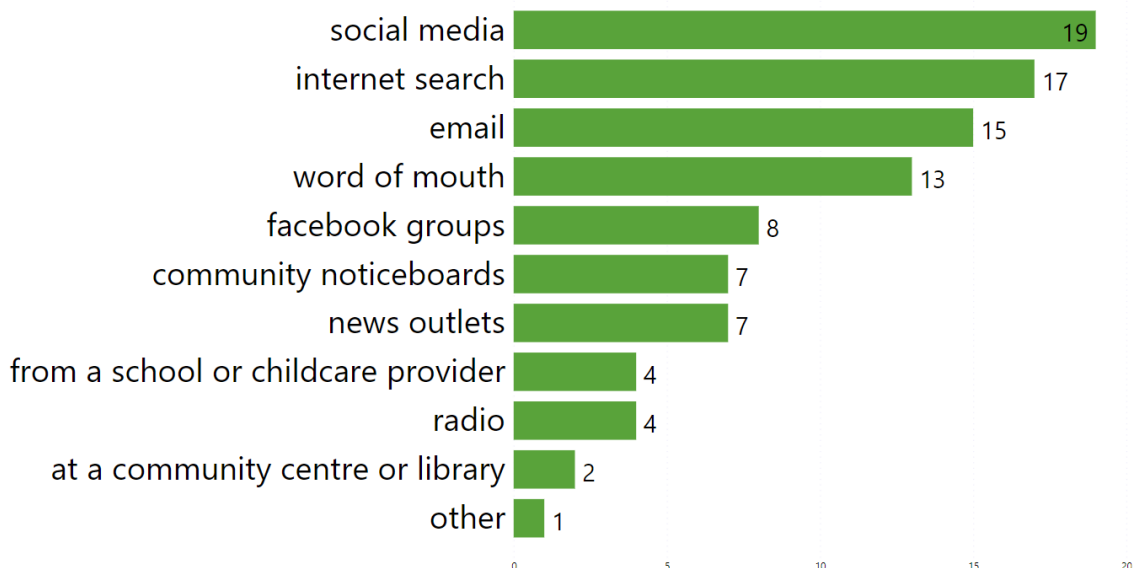
Food security

- 27% of participants had experienced difficulty accessing fresh healthy food. Those participants sought low-cost options to cope with that situation.
- Suggestions on improving access to fresh food reflected included:
 - Increasing awareness of services that support young people accessing fresh healthy food.
 - Improving affordability of organic and culturally appropriate fresh food
 - More fresh food markets
 - Food vouchers offered through university.

Communication

- Participants find information through a wide variety of channels, including social media, internet search and email.
- Suggestions for useful training showed a preference for short, simple formats (like tiktoks and reels), and information pushed out to community members through texts, newsletters and notifications through related apps (like weather or maps).

Figure 2. How do you find information?
(International student responses)



Survey and social pinpoint site

A survey on resilience was open from 8 March to 21 April 2023. The survey was available online through the Sydney Your Say webpage. Paper copies were available at City of Sydney community centres, libraries, and customer service centres, and were distributed at the social housing forum pop-ups and community drop-in sessions.

A social pinpoint site was open from 8 March to 21 April. The site was available through the Sydney Your Say webpage and through a link at the end of the online survey. The social pinpoint site invited people to drop a pin on places they felt safe, and to tell us why they felt safe in that place. We asked people to tell us their postcode and whether they owned or rented their home.

In total, 57 people responded through the survey. This included 48 online responses and 9 paper surveys. Nine people left a total of 19 comments and 6 up votes through the social pinpoint site.

This section summarises feedback received through the survey and social pinpoint. Survey questions were optional. Percentages reflect the proportion of answers received for that question.

Survey respondent snapshot

43% live and 22% work in the City

88% have been in Sydney more than 10 years

67% are aged over 55 years
26% are aged 35-54 years, 7% are aged 18-35.

22% are living with disability.

21% are living with a mental health condition.

11% are not Australian citizens.

11% are part of a family with children under 5.

Including social pinpoint respondents:

- 67% own their home
- 18% rent
- 15% rent through a social housing program

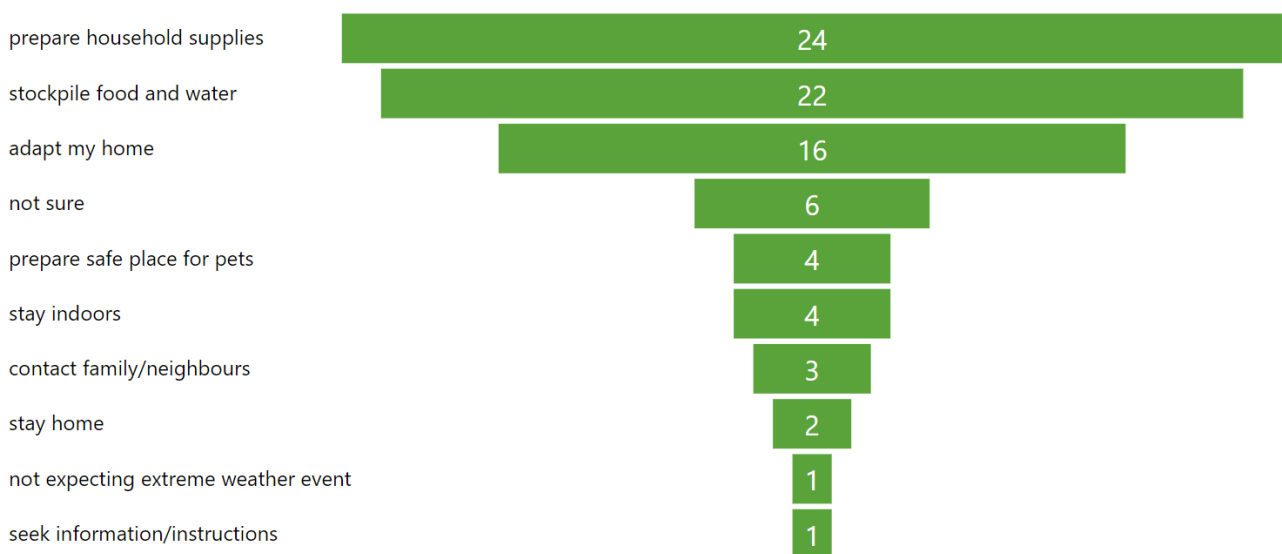
Safe places in our community

- 56% of people said they had experienced an emergency or disaster in the local area.
- The type of emergencies most people had experienced were extreme heat, sustained blackout, flooding or severe storm.
- Most people who had experienced an emergency stayed at home. Some people sheltered close to home, sought help from friends, or went to the local shopping centre.
- Most people (59%) said they feel safe at home. Other places that people feel safe at include:
 - local council facilities like community centres, libraries, and aquatic centres (11%)
 - indoor air-conditioned spaces like shopping centres and cinemas (8%)
 - local green spaces (7%)

Impacts of climate change

- Most people do not feel prepared for an emergency.
 - 28% of respondents said they feel unprepared or very unprepared.
 - 52% are not sure.
 - 7% of people said they felt prepared or very prepared for an emergency.
- The three top concerns for survey respondents thinking about being in the City when an emergency occurs are:
 - Having enough essential items at home (18%)
 - Getting home (16%)
 - Having accurate information (16%).
- Most survey respondents (77%) who gave a reason for their concern said it was their lack of ability to adapt their living space to cope with the emergency.
- People told us they would prepare for an emergency by preparing household supplies like candles, torches, a first aid kit, and by stocking up on food and water.

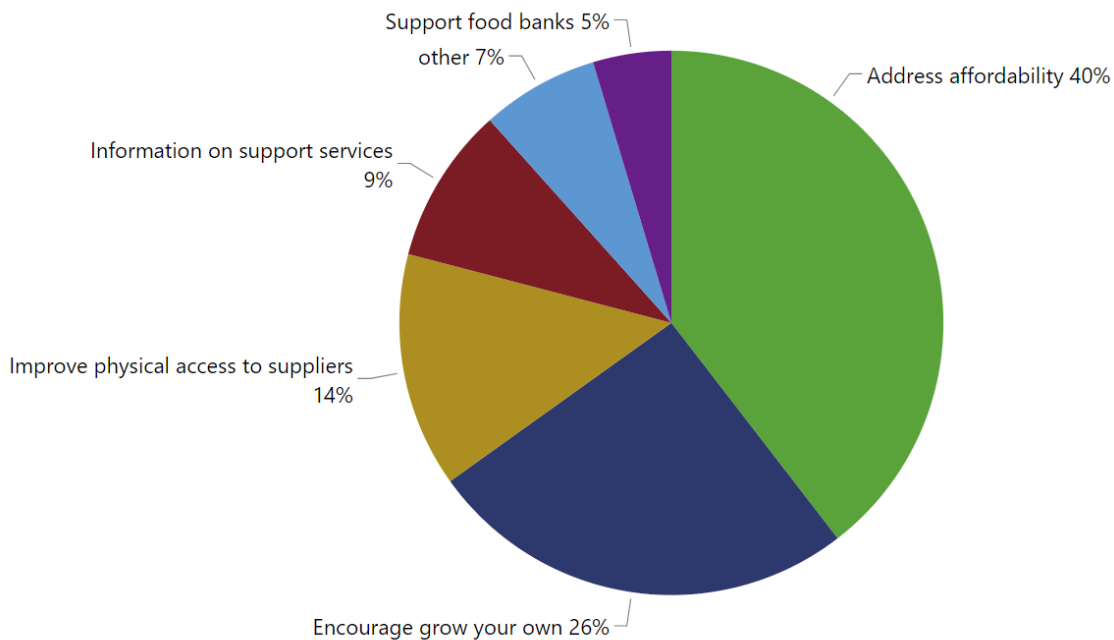
Figure 3. What steps would you take to prepare for an extreme weather event or emergency such as a heatwave or a blackout? (survey responses)



Food security

- 32% of survey respondents had experienced difficulty accessing fresh healthy food. Most of those people sought low-cost options and utilised careful budgeting to deal with the experience.
- The ideas most suggested to improve access to fresh healthy food are:
 - Address affordability (40%)
 - Encourage 'grow your own' (26%)
 - Improve physical access to suppliers (14%)
- People who had experienced difficulty accessing fresh healthy food told us that information on support services would also help improve access.

Figure 4. Do you have any ideas on how access to fresh and healthy food can be improved in our community?
(survey responses, people chose more than one option)



Communication

- Survey respondents said they find information through internet search (16%), word of mouth (16%) and news outlets (15%).
- They told us that if the City of Sydney provided information or training to help them be more prepared, they would like:
 - Information about emergency resources in their area (24%)
 - Information about places of refuge in their area (24%)
 - Online training (18%)
 - Talks by experts (13%)
 - Face to face training (9%)
 - Disaster preparedness training in their workplace (7%)

Survey responses

Q1. What is the suburb of the postcode where you live?

Postcode	Suburb name	Number of responses
2037	Glebe/Forrest Lodge	11
2000	Sydney	5
2010	Surry Hills/Darlinghurst	5
2011	Woolloomooloo/Elizabeth Bay	5
2016	Redfern	5
2008	Chippendale	4
2017	Waterloo/Zetland	4
2009	Pymont	3
2043	Erskineville	3
2042	Newtown/Enmore	2
2015	Alexandria/Eveleigh	1
2018	Eastlakes/Rosebery	1
2021	Paddington/Moore Park	1
2030	Vaucluse/Watsons Bay	1
2048	Stanmore	1
2050	Camperdown	1
2076	Wahroonga	1
2118	Carlingford	1
2127	Sydney Olympic Park/Newington	1
2137	Concord/North Strathfield	1
2216	Rockdale/Kyeemagh	1

Q2. What is your relationship with the City of Sydney local area?

Response summary	Number of responses	% of total
I live here	46	43%
I work here	24	22%
I own property here	18	17%
I visit here	12	11%
I study here	5	5%
I own a business here	1	1%
Health and support services are nearby	1	1%

Q3. How long have you been in Sydney?

Response summary	Number of responses	% of total
More than 10 years	50	88%
5-10 years	4	7%
1-2 years	2	4%
2-5 years	1	1%

Q4. Have you experienced an emergency or disaster in your local area? (for example: a heatwave, severe storms or prolonged blackout)

Responses summary	Number of responses	% of total
Yes	32	56%
No	25	44%

Q5. Tell us about your experience. What steps did you take? Where did you go for assistance? What difficulties did you face?

Response summary	Number of responses	% of total
Stayed at home	9	53%
Sheltered close to home	2	12%
Sought help from friends	2	12%
Went to local shopping centre (heat)	2	12%
Moved out due to damage	1	6%
Went to workplace and cinema (heat)	1	6%

Q6. Where do you feel safe during events like a heatwave or flash flooding caused by a storm? Why?

Response summary	Number of responses	% of total
At home	36	59%
Local council facilities	9	15%
Indoor airconditioned spaces	6	10%
Local green spaces	4	7%
Unsure	4	7%
Nowhere	2	3%

Q7. In a time of emergency or disaster, how likely is it that you would go to a community centre for help?

Response summary	Number of responses	% of total
Not sure	18	38%
Very likely	13	28%
Very unlikely	10	21%
Likely	3	6%
Unlikely	3	6%

Q8. How prepared do you feel for an emergency caused by extreme weather? (for example: a heatwave, flash flood or blackout caused by a storm, poor air quality caused by bushfire smoke)

Response summary	Number of responses	% of total
Not sure	27	52%
Unprepared	13	25%
Very prepared	5	9%
Prepared	4	7%
Very unprepared	3	6%

Q9. Thinking about being in the City of Sydney local area when a major emergency event happens, what most concerns you? (Choose your top 3)

Response summary	Number of responses	% of total
Having enough essential items at home (for example: food or medicine)	37	18%
Getting home	33	16%
Having accurate information	32	15%
Communicating with my family	23	11%
Accessing essential medical supplies	22	10%
Helping my neighbours	17	8%
Reaching vulnerable family members	16	8%
Being stuck in a home impacted by the event	14	7%
Being able to continue working	11	5%
Other	5	2%

Q9a. Why are these your top concerns?

Response summary	Number of responses	% of total
Ability to adapt living space	46	77%
Family is important	4	7%
Medication is essential to my health	4	7%
Knowing what to do	3	5%
Concern about infrastructure	1	1.3%
Neighbours are important	1	1.3%
Previous experience	1	1.3%

Q10. What steps would you take to prepare for an extreme weather event or emergency such as a heatwave or a blackout?

Response summary	Number of responses	% of total
Prepare household supplies	24	29%
Stockpile food and water	22	27%
Adapt my living space	16	19%
Not sure	6	7%
Prepare a safe place for my pet	4	5%
Stay indoors	4	5%
Contact family/neighbours	3	4%
Stay home	2	2%
Not expecting an extreme weather event	1	1%
Seek information/instructions	1	1%

Q11. If the City of Sydney provided information or training to help you be more prepared, what format would suit you best?

Response summary	Number of responses	% of total
Information about emergency resources in my area	40	24%
Information about places of refuge in my area	39	24%
Online training	29	18%
Talks by experts	21	13%
Face to face training	14	9%
Disaster preparedness training in my workplace	12	7%
Other	9	5%

Q12. Have you experienced a time in the last 5 years when you found it difficult to access fresh healthy food?

Responses summary	Number of responses	% of total
Yes	18	32%
No	38	68%

Q13. If yes, tell us about your experience. What did you do?

Response summary	Number of responses	% of total
Sought low-cost options	5	45%
Careful budgeting	3	27%
Help from support services	2	18%
Help from family and friends	1	9%

Q14. Do you have any ideas on how access to fresh and healthy food can be improved in our community?

Response summary	Number of responses	% of total
Address affordability	17	40%
Encourage 'grow your own'	11	26%
Improve physical access to suppliers	6	14%
Information on support services	4	9%
Support food banks	2	5%
Other	3	6%

Q15. How do you find information?

Response summary	Number of responses	% of total
Internet search	38	16%
Word of mouth	38	16%
News outlets	35	15%
Social media	30	13%
Email	26	11%
Radio	25	11%
Facebook groups	20	8%
At a community centre or library	10	4%
Community noticeboards	9	4%
Other	4	1%
From a school or childcare provider	2	1%

Q16. What age are you?

Response summary	Number of responses	% of total
65+	17	30%
55-64	21	37%
45-54	10	17%
35-44	5	9%
25-34	2	3.5%
18-24	2	3.5%

Q17. Thinking about the place that you usually live or stay, do you own or rent the property?

Response summary	Number of responses	% of total
Own (including property with a mortgage)	36	65%
Rent	10	18%
Rent through a social housing program	9	17%

Q18. Do you identify as a person living with disability?

Responses summary	Number of responses	% of total
Yes	12	22%
No	42	78%

Q19. 19. Do you identify as a person with a mental health condition?

Responses summary	Number of responses	% of total
Yes	11	21%
No	42	79%

Q20. Are you an Aboriginal or Torres Strait Islander person?

Responses summary	Number of responses	% of total
Yes	1	2%
No	55	98%

Q21. Are you an Australian citizen?

Responses summary	Number of responses	% of total
Yes	49	89%
No	6	11%

Q22. What language do you mainly speak at home?

Response summary	Number of responses	% of total
English	54	96%
Mandarin	1	2%
Swedish	1	2%

Q23. Are you part of a family that includes children under 5?

Responses summary	Number of responses	% of total
Yes	6	11%
No	48	89%

Q24. Is there anything else you would like to tell us about what resilience means to you or how we can support resilience in our community?

Response themes	Number of responses
Help build community connection	11
Increase access to information	9
Support community wellbeing	4
Support adaptation of rented homes	3
Support resilient and inclusive transport	2
Provide pet friendly refuges	1
Support access to food	1
Support consistent energy supply	1

Marketing and communications

The following is a snapshot of marketing and communications activities undertaken to support the consultation. Activities reached a range of audience segments through stakeholder networks and existing City of Sydney channels.

Sydney Your Say webpage

A [Sydney Your Say webpage](#) was created. The page included an explanation of resilience, overview of strategy development and information on how to participate.

Sydney Your Say e-news

The consultation was included in the Sydney Your Say March e-newsletter (7004 subscribers).

On-site signage

Posters in English and Simplified Chinese were displayed at libraries, community centres and customer service centres inviting people to give feedback on the proposal.

Social media

Organic posts were published by the City of Sydney on Twitter (1935 impressions) and LinkedIn (487 impressions).

The Tenants' Union of NSW published posts on their Twitter, Facebook and Instagram accounts encouraging renters to participate in the consultation.

Website promotion

The consultation was featured on a banner on the City of Sydney website homepage during March.

Stakeholder email

An email was sent to 17 key stakeholders representing community groups, local action groups and tenant support organisations with a request to help promote the consultation. The email included a shareable enews item for them to forward to their networks.

Appendix

Appendix A: Sydney Your Say enews article.



Developing a resilience strategy

Our resilience strategy will strengthen our community's ability to prepare for, withstand and adapt following major disruptions.

We invite you to tell us how prepared you feel for an emergency. Share your ideas about how we can help you cope with disruptions like heatwaves, storms or the ongoing stress caused by the rising cost of living.

Have your say by Friday 21 April.

[Read more](#)

Appendix B: City of Sydney social media posts



City of Sydney @cityofsydney

We're asking our communities to tell us what resources, training or information would help to look after yourself, your family and friends in an emergency.

Click through to find out how you can share your ideas and experiences.

#resilience #Sydney



news.cityofsydney.nsw.gov.au
Shape our new resilience strategy: share your ideas and experiences | City of ...
Together we can prepare our communities better for emergencies and minimise the impact of shocks and stresses.

1:04 PM · Mar 14, 2023 · 1,937 Views

View Tweet analytics

2 Retweets 5 Likes



City of Sydney
46,170 followers
1d · 🌐

We're asking our communities to tell us what resources, training or information would help to look after yourself, your family and friends in an emergency.

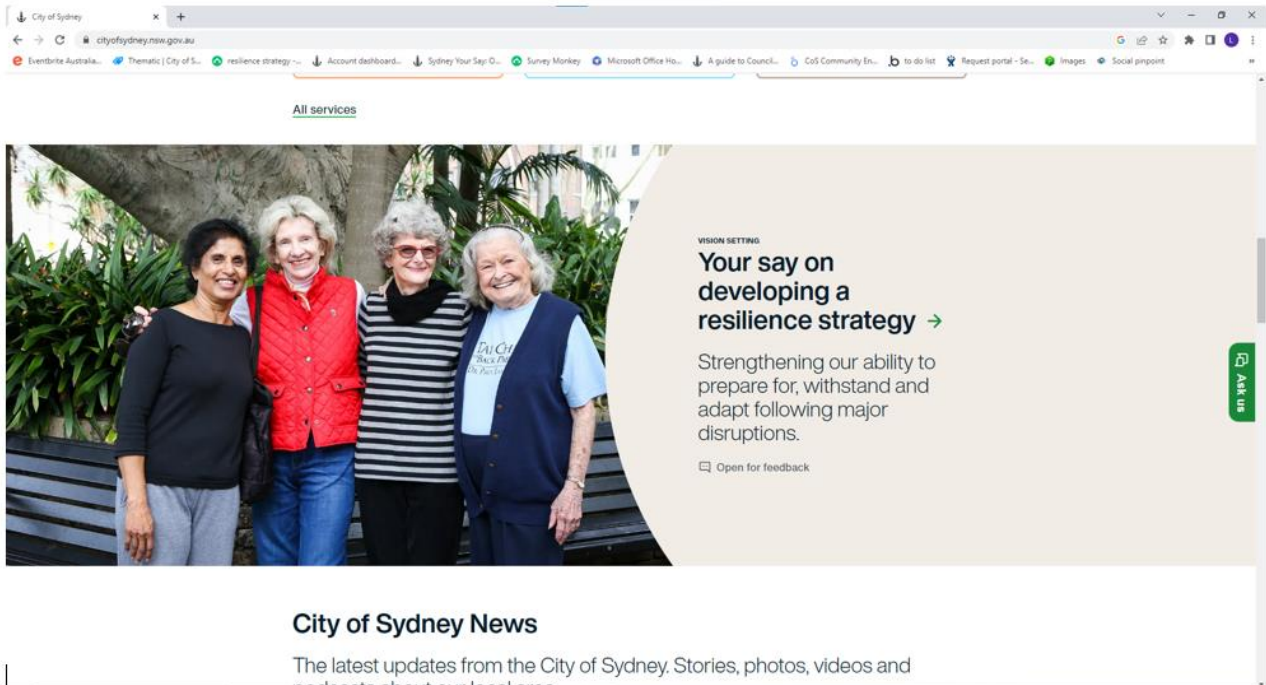
...see more



Shape our new resilience strategy: share your ideas and experiences
news.cityofsydney.nsw.gov.au · 1 min read

Like Comment


Appendix C: City of Sydney homepage banner promotion



City of Sydney

cityofsydney.nsw.gov.au

All services



VISION SETTING
Your say on developing a resilience strategy →

Strengthening our ability to prepare for, withstand and adapt following major disruptions.

Open for feedback

Ask us

City of Sydney News

The latest updates from the City of Sydney. Stories, photos, videos and podcasts about our local area.

Engagement report – developing a Resilience Strategy

Appendix D: Tenants' Union of NSW social media posts, published on Twitter, Facebook and Instagram on 22 March 2023.



Appendix E: Posters in English and Simplified Chinese displayed at libraries, community centres and customer service centres

CITY OF SYDNEY

就增强 抗逆能力 发表您的意见

在紧急情况下，有什么能帮助您照顾好自己、家人和朋友？

请来和我们谈谈您的想法。参加本活动无需预约。
地点：绿色广场图书馆的Anything Room
时间：3月21日星期二，下午2:30-5:30

活动现场将有一名普通话翻译提供帮助

了解详情，请发送电邮至 sydneyyoursay@cityofsydney.nsw.gov.au



cityofsydney.nsw.gov.au

CITY OF SYDNEY

Have your say on developing a resilience strategy

Share your ideas on how we can help the community cope with heatwaves, storms or the ongoing stress caused by the rising cost of living.

What would help you to look after yourself, your family and friends in an emergency?



For more information, please email sydneyyoursay@cityofsydney.nsw.gov.au

cityofsydney.nsw.gov.au



Have your say on developing our resilience strategy

Share your ideas on how we can help the community cope with heatwaves, storms or the ongoing stress caused by the cost of living.

What would help you to look after yourself, your family and friends in an emergency?

Talk to us at a community drop-in session
Green Square Library, Anything Room
Tuesday 21 March, 2:30pm – 5:30pm

Juanita Nielsen Community Centre
Thursday 23 March, 10am – 1pm

Riedern Community Centre
Wednesday 5 April, 3pm – 6pm

Glebe Library lawn
Thursday 6 April, 10am – 1pm

Give feedback via our interactive map by scanning the QR code with your smartphone.
Or visit city.sydney/consultations



Consultation closes at 5pm Friday 21 April 2023

For more information, contact
Ross Edwards, Emergency Planning Manager, or
Leornie Hancock, Community Engagement:
02 9269 9933 or
sydneyyoursay@cityofsydney.nsw.gov.au

CITY OF SYDNEY

cityofsydney.nsw.gov.au

Appendix F: community drop-in session boards

Your Say on developing a resilience strategy

We're developing a resilience strategy to strengthen our community's ability to prepare for, withstand and adapt following major disruptions.

We invite you to tell us how prepared you feel for an emergency. Share your ideas about how we can help you cope with disruptions like heatwaves, storms or the ongoing stress caused by the rising cost of living.

Register to receive email updates on this project.



Research
2021-23

Community
consultation
March/April
2023

Exhibit
draft strategy
mid 2023

Adopt
strategy
late 2023


Implement
strategy
2023 - 2028

Developing a resilience strategy
cityofsydney.nsw.gov.au/consultations



Safe places in our community

Where do you go to seek refuge from the heat, or poor air quality caused by bushfire smoke? How easily can you get home or to your safe place? Your feedback will help us plan for the future to create safe spaces.




Thinking about being in the City of Sydney local area when a major emergency event happens, what most concerns you?

Why?

- Getting home
- Reaching family members
- Access to medical assistance
- Being stuck in an impacted home
- Having essential items like food at home
- Accurate information
- Helping neighbours
- Being able to work

Developing a resilience strategy
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Finding information

How do you find information to help you to be prepared for an emergency, like information about heatwaves or transport disruptions?

If the City of Sydney provided information or training to help you be more prepared, what format would suit you best?

Developing a resilience strategy
cityofsydney.nsw.gov.au/consultations



Being prepared for an emergency


How prepared do you feel for an emergency caused by extreme weather?

Very unprepared

Very prepared

What steps would you take to prepare for an extreme weather event or emergency such as a heatwave or a blackout?


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Food security

Reliable access to affordable fresh and healthy food for all members of our community is important. More people are finding it difficult to access fresh food.

Do you have any ideas on how access to fresh and healthy food can be improved in our community?



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Food security

Have you experienced a time in the last 5 years when you found it difficult to access fresh healthy food?

Yes


No

If yes, tell us about your experience. What did you do?

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Mark on the map where you would go to feel safe. Why would you go to this place?



Appendix G: International student workshop



Appendix H: Redfern Community Centre community drop in session



