

Attachment B

Engagement Report

Engagement report – Draft Resilience Strategy public exhibition



Contents

Engagement summary	2
Participation	3
Background	4
Key findings	5
Communication activities	22
Appendix	23

Engagement summary

From 17 July to 8 September 2023, we asked people to share their experiences, thoughts, and ideas on how our communities can be more prepared for emergencies and cope with the impact of shocks and stresses.

Feedback was sought from residents across the City as well as business and interest groups.

Consultation activities included online engagement, face to face engagement and a digital communications plan. This engagement report summarises the feedback received during the consultation.

Purpose of engagement

The purpose of the consultation was to:

1. To seek community feedback on the draft Strategy during public exhibition.
2. Inform the further development and implementation of the City of Sydney resilience strategy

The objectives of the consultation were:

- to capture a range of perspectives from the community
- to ensure the public exhibition is accessible
- to seek endorsement from industry bodies
- to seek feedback on priority areas
- to understand current needs, ideas or inspiration and priorities for action for sustainable food systems

Community survey

A community survey was open between 17 July and 8 September 2023. The survey was available online via our Sydney Your Say webpage. Hard copies were available at community meetings that the project team attended over the course of the consultation period.

Participation

In total, 198 people gave feedback. This included 185 online survey responses, 13 hard copy survey responses. Two submissions were also received via email from Go Get and the Green Building Council of Australia.

Snapshot of survey respondents

198 people responded to the survey.

27% live and 27% work in the City.
12% are visitors and 6% study here.

11% own property and 4% own a business here.

63% have been in Sydney more than 10 years.

40% are aged 35-54 years, 27% are aged over 55 years, 15% are aged 18-35.

8% are living with disability.

14% are living with a mental health condition.

76% mainly speak English at home.

3% identify as an Aboriginal or Torres Strait Islander person.

Further demographic details can be found from page 13

Background

The City of Sydney local area is facing more challenges from the impacts of climate change and social and economic disruptions, which threaten the city's stability and prosperity. To address these challenges, we've developed a local resilience strategy that sets out a vision for a more adaptive and prosperous city.

The strategy's challenges and opportunities are described across 5 directions:

Direction 1: An equitable, inclusive and connected community – collaborate with partners and community to increase equity and create connected communities that are more resilient to shocks and stresses.

Direction 2: A climate resilient city – adapt to a changing climate by understanding risks and creating equitable solutions.

Direction 3: Places, buildings and infrastructure for resilience – strengthen infrastructure and assets to withstand shocks and stresses and build community resilience.

Direction 4: A robust local economy – improve community economic resilience through diversity, inclusivity and revitalising our city.

Direction 5: A prepared community – work with communities and government to prepare organisations, services and people to respond to and recover from shock events.

Our resilience strategy requires partnerships and collaboration between the City of Sydney and other levels of government, business and community organisations. We're prioritising action and investment in physical infrastructure, social systems, economic sustainability, and programs, people and existing initiatives.

We invited the community to share their experiences, thoughts and ideas on how our communities can be more prepared for emergencies and cope with the impact of shocks and stresses.

Community feedback will help shape the final version of the City's updated Resilience Strategy.

Key findings

Importance of the City’s five key directions

People were asked to rate the importance (not at all, somewhat, important, very important, not sure) of the five key directions in the resilience strategy.

Respondents to the survey overwhelmingly picked the directions as either important or very important as represented in the table below.

Direction 1: An equitable, inclusive and connected community	79% said this is very important or important
Direction 2: A climate resilient city	87% said this is very important or important
Direction 3: Places, buildings and infrastructure for resilience	83% said this is very important or important
Direction 4: A robust local economy	85% said this is very important or important
Direction 5: A prepared community	87% said this is very important or important

Importance of action areas

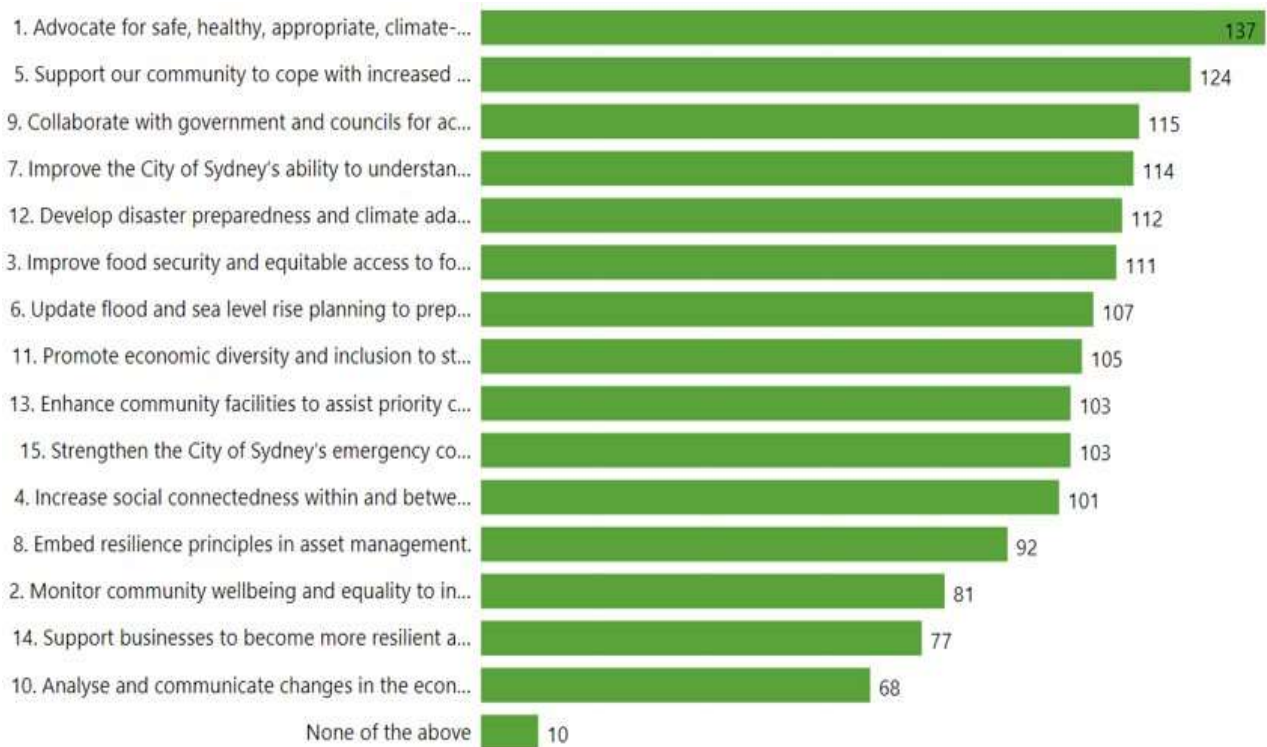
Within the five directions highlighted in the strategy there are 15 actions. People were asked to select if they viewed these actions as important (respondents could select multiple actions). The five actions people saw as most important are below.

Percentages listed represent the number of survey respondents that selected each action.

1. Advocate for safe, healthy, appropriate, climate-proofed crisis, social, affordable, and rental housing (68.5%)
2. Support our community to cope with increased heat and drought (62.5%)
3. Collaborate with government and councils for accessible waste and recycling facilities with reserve capacity (58%)
4. Improve the City of Sydney’s ability to understand and manage climate risks and equity implications (57%)
5. Improve food security and equitable access to food (56%)

The full table of people’s selections, noting they could select more than one, can be seen in Figure 1 below.

Figure 1. Which actions are important to you?



Reasons for prioritising directions and actions

198 people provided responses, via free text fields, for why they ranked the key directions and action areas and key themes in the way they did.

Their feedback highlights the importance of climate change, community connectedness, prioritizing society over the economy, and the need for long-term green policies.

It emphasises the need for resilience, addressing climate challenges, and collaboration between government, councils, and communities.

The feedback also mentions the importance of addressing equity, trust in governance, and the impact of these actions on the well-being of society.

Percentages listed below represent the total comments received on that topic in the survey responses.

Climate change (31.6%) was the strongest theme across all community feedback. People acknowledged climate change is the most pressing issue they face in terms of resilience and preparing for the future and that addressing it is crucial.

People are aware that those in lower socioeconomic areas and vulnerable people are more likely to feel the future impacts of climate change. While not providing suggestions on how, they would like the City to assist these people in becoming better prepared.

There is strong sentiment that we need to be prepared for future climate change and some suggestions were limiting the use of petrol vehicles, encouraging solar panels on buildings and creating more green spaces.

Their comments called out the role of community infrastructure and resilience in tackling climate challenges and creating a liveable city.

- “Climate change is getting increasingly worse and it is vital to prepare society for the extremes of this crisis to preserve it for future generations”
- “Climate change is here and we need to be able to adapt to it and cope with its impacts”
- “Climate resilience is an absolute priority”

Building a resilient community (23.1%) was another strong theme. People said that to be resilient, we need a prepared, inclusive, and engaged community that supports and understands the needs of its members.

People are aware that disadvantaged groups can often be left behind and not have access to information and resources during emergencies and would like to see this addressed.

They want the City to make sure communications and consultations on plans and actions reach all members of society.

Suggestions included providing educational material about what to do in an emergency (what to pack, where to go etc.) and having community assembly centres that people can access during emergencies.

- “We need to be an organised and functional community with plenty of options for support and growth for different needs of society”
- “I believe that having an inclusive and connected community creates an engaged community.”
- “Resilience and community are essential for tackling the future climate challenges.”

Climate adaption (14.6%) is another aspect people want addressed by both the City and State governments to help with community resilience.

People told us they would like support to install practical solutions such as internal blinds, curtains, or external shutters to combat heatwaves. They asked for improved drainage systems to prevent flooding during heavy rain, more native trees and grass to reduce heat, and for building designs to incorporate green spaces and green power.

They would like to see smart infrastructure guidelines set by governing bodies to future proof new buildings as well as retrofitting older pieces of infrastructure where possible.

- “Smart architectural designs to have good ventilation and heat management”

- “Water sensitive urban design, urban farming and green corridors should be considered”
- “Good maintenance of the drainage system and awareness of low-lying areas which could flood”

Local economy/business (9.9%) is a theme that people were conflicted on. Whilst there is some understanding that having a strong local economy is beneficial for the community, people do not want it to be the driving force.

People before business is the position of respondents as many believe that businesses are already given too much assistance, whilst they are forgotten. There is a sentiment that the economy will adjust if people are taken care of.

- “Climate change also has knock on effects to local economies, so strengthening climate resilience simultaneously strengthens economy”
- “Society (aka community) should always come before economy.”
- “Being able to turn to each other and having the ability to help each other is far more important than whether the economy is functioning.”

Other comments raised with less frequency were:

Housing – Housing should be available for all. More public and affordable housing needs to be made available as well as limiting short term rentals to help alleviate the current rental crisis.

Transport - Petrol vehicles should be phased out and green transport options implemented. Public transport needs to be improved and run more efficiently and frequently and speed limits throughout the City should be lowered.

Costs – People are feeling the impacts of rising costs of all aspects of life, particularly for housing and utilities. Whilst no suggestions are made to address this, people do recognise it as an impediment to resilience.

Communication – People would like regular updates on how they can stay better prepared for emergencies and what they need to do in the case of one.

What would help you prepare for heatwaves and long periods of heavy rain and storms?

All 198 survey respondents answered this question. Suggestions included:

- better communication (e.g. through SMS and social media)
- promoting sustainable practices such as solar energy, green spaces and efficient design
- increased access to emergency accommodation and food banks
- better water management
- more reliable public transport
- enforcing building standards and improving infrastructure, such as:

- improved drainage systems
- internal blinds, curtains, or external shutters to combat heatwaves
- planting more native trees and grass to reduce heat

Just over 20% of comments were on the theme of improving housing conditions to address climate resilience. Suggestions included:

- sustainable and efficient architecture
- access to air conditioning or air-conditioned spaces
- incentivising renewable energy
- providing resources for homeowners to prepare their homes
- promoting education on cooling techniques and the health impacts of heatwaves
- stronger buildings and better construction rules

Is there anything else about the City of Sydney draft resilience strategy you would like to tell us?

The feedback suggests several key areas of focus for the City of Sydney, including fixing potholes, promoting tree planting and cycling, and prioritizing energy efficiency.

People also emphasised the need for transparency, community engagement, and support for small businesses and vulnerable populations.

Additionally, there are calls for addressing climate change, improving communication, and investing in vital infrastructure. Overall, the feedback highlights the importance of a comprehensive and inclusive approach to building a resilient and sustainable city.

Submission table

The table below categorises and summarises the combined feedback received in all survey responses:

Topic raised	Times raised
<p>Climate adaptation</p> <p>The feedback emphasises the need for infrastructure improvements to address climate change and enhance resilience. Suggestions include increasing tree coverage and shade areas, installing shade sails in public spaces, implementing solar panels on commercial buildings, improving drainage systems, retrofitting buildings to meet standards, and promoting renewable energy sources.</p>	143
<p>Climate change</p> <p>It highlights the importance of being prepared for climate change, building resilient communities, and taking meaningful action to mitigate its effects. The feedback also emphasizes the need for sustainable and energy-efficient solutions, such as planting native trees, improving housing quality, and implementing environmentally friendly standards in construction.</p>	119
<p>Building a resilient community</p> <p>Building a resilient community is of equal importance in various aspects. By prioritizing inclusiveness, tolerance, and acceptance, we can address the challenges posed by climate change and create a better society</p> <p>Collaboration between government, councils, and communities is key to effective planning and communication of practical actions.</p>	79
<p>Nature</p> <p>The feedback emphasizes the importance of nature and the need for more trees and green spaces in urban areas. It suggests planting native trees and grass, creating green spaces in public places, and implementing green policies. The feedback also highlights the benefits of trees in reducing heat, absorbing excess water, and providing shade.</p>	54
<p>Communication and information</p> <p>The feedback emphasizes the importance of education, communication, and preparation in the face of disasters and climate change. It suggests collaborating with government, councils, and communities to avoid duplication of efforts and ensure effective planning.</p> <p>The feedback also highlights the need for clear and regular communication, access to information and resources, and support for mental health and emotional well-being.</p>	44

<p>Transport</p> <p>The feedback emphasizes the need for improvements in public transport systems, walkability, and infrastructure to support safe movement.</p> <p>It also highlights the importance of a greener energy grid, reducing vehicle traffic, and providing better transport options.</p>	<p>43</p>
<p>Housing</p> <p>The feedback emphasizes the need for housing improvements related to air conditioning, insulation, and renewable energy sources.</p> <p>The feedback also emphasizes the need for affordable housing near city centres and the importance of community support and inclusivity.</p>	<p>42</p>
<p>Adapting to weather events</p> <p>To adapt to weather events, it is important to focus on several key areas.</p> <p>Firstly, implementing adequate drainage systems to prevent flooding during heavy rain, both in residential areas and on roads.</p> <p>Secondly, incorporating measures such as tanks to collect stormwater and upgrading sewer systems to handle heavy water influx.</p> <p>Additionally, it is crucial to address the impact of heatwaves by promoting heat-resistant buildings, educating vulnerable populations through media campaigns, and providing access to cooling facilities for those without shelter.</p>	<p>37</p>
<p>Costs</p> <p>The feedback highlights the importance of addressing costs in various aspects of daily living.</p> <p>This includes affordable housing, cheaper electricity, and reducing energy prices.</p> <p>It also emphasizes the need for support in vulnerable communities, advocating for wealth redistribution and increased connectedness.</p>	<p>36</p>
<p>Food</p> <p>The feedback emphasizes the importance of food security and sustainable food systems in cities.</p> <p>It suggests the need for local food production, distribution, and consumption, as well as the promotion of community gardens and the reduction of food waste.</p>	<p>31</p>
<p>Local economy</p> <p>The feedback emphasizes the importance of a thriving local economy in the face of challenges such as climate change.</p> <p>While some prioritize community and environmental concerns over the economy, others argue that a strong economy is necessary for</p>	<p>24</p>

<p>resilience and support for small businesses. Balancing economic growth with sustainability and inclusivity is crucial for creating a liveable city.</p>	
<p>Public health</p> <p>The feedback emphasizes the importance of prioritizing public health in city planning and decision-making. It highlights the need for preparedness in the face of disasters, climate change, and mental health challenges.</p> <p>Suggestions include prioritizing access to water, food, and healthcare, addressing the risks associated with power outages and public transport, and providing support for mental health and homelessness.</p>	<p>17</p>
<p>Environment</p> <p>The feedback emphasizes the importance of prioritizing the environment, sustainability, and the well-being of people.</p> <p>It suggests addressing the root causes of environmental harm, banning construction in vulnerable areas, and focusing on climate change as a top priority.</p>	<p>11</p>
<p>Human focused</p> <p>The feedback emphasizes the importance of prioritizing human well-being and safety in various aspects of society.</p> <p>It highlights the need to address the impact of heat on humans and animals, focus on communities rather than business, be prepared for disasters, and respect Aboriginal guidance on caring for the environment.</p> <p>It also suggests moving away from measuring well-being solely through monetary means and instead focusing on increasing human joy and community building.</p>	<p>10</p>

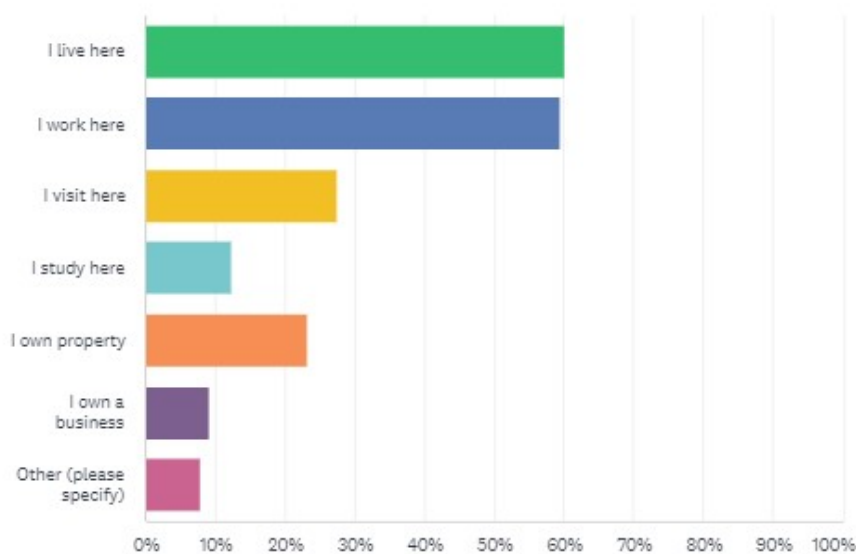
Respondent profile

We asked survey respondents to share their demographic information, so we could understand different perspectives and capture a range of views from different people. Questions in this section of the survey were optional. The graphs below show demographic information as a percentage of the total number of survey responses.

Thinking about the City of Sydney local government area, which of the following applies to you?

People were asked to tell us how they were connected to the City. More than one option was allowed to be selected.

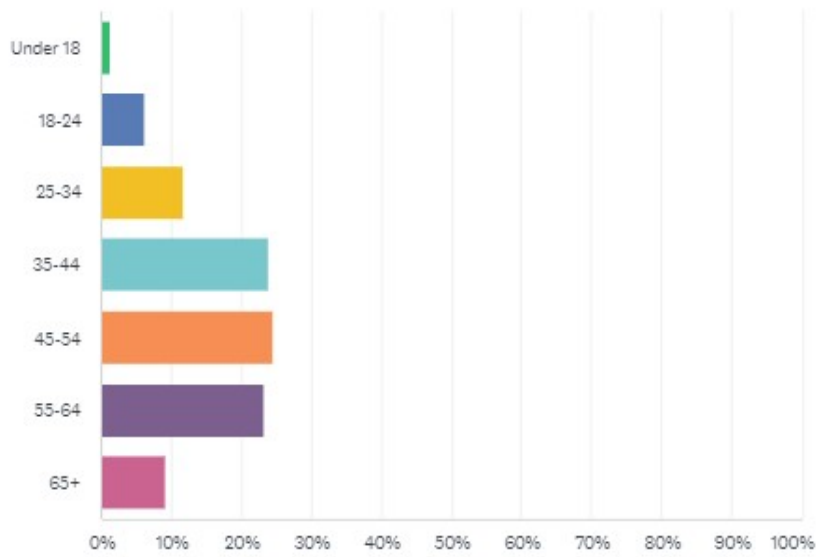
Answered: 163 Skipped: 37



ANSWER CHOICES	RESPONSES
I live here	60.12% 98
I work here	59.51% 97
I visit here	27.61% 45
I study here	12.27% 20
I own property	23.31% 38
I own a business	9.20% 15
Other (please specify)	Responses 7.98% 13
Total Respondents: 163	

Which age group are you in?

Answered: 163 Skipped: 37

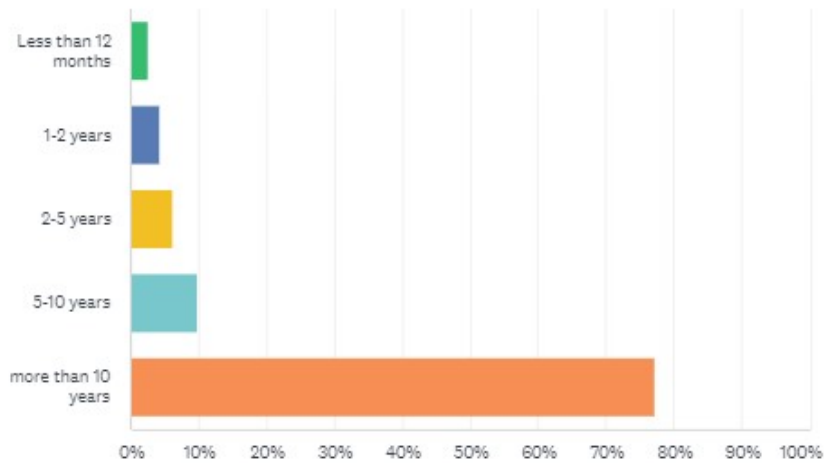


ANSWER CHOICES	RESPONSES
Under 18	1.23% 2
18-24	6.13% 10
25-34	11.66% 19
35-44	23.93% 39
45-54	24.54% 40
55-64	23.31% 38
65+	9.20% 15
TOTAL	163

How long have you been in Sydney

People were asked how long they have been in Sydney for. 77% of people who responded to this question have been living in Sydney for more than 10 years.

Answered: 162 Skipped: 38

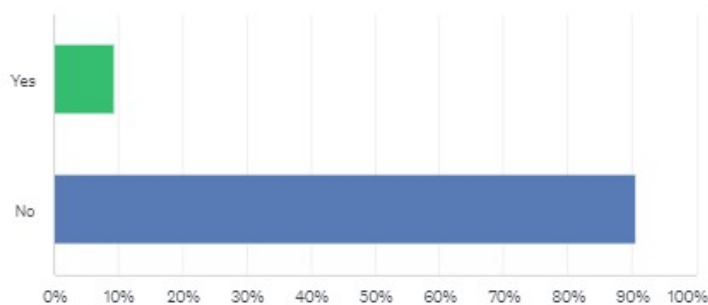


ANSWER CHOICES	RESPONSES
Less than 12 months	2.47% 4
1-2 years	4.32% 7
2-5 years	6.17% 10
5-10 years	9.88% 16
more than 10 years	77.16% 125
TOTAL	162

Do you identify as a person with disability?

9.5% of respondents told us they identify as a person with disability.

Answered: 159 Skipped: 41

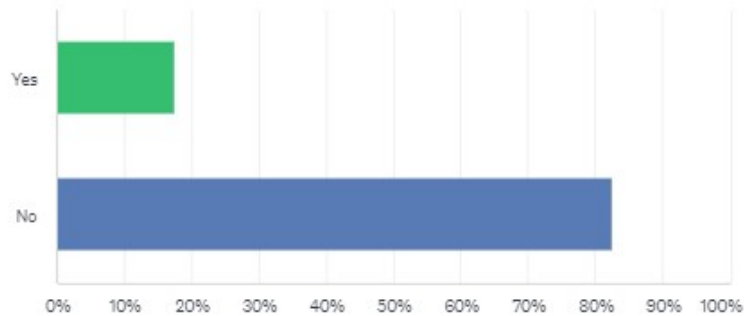


ANSWER CHOICES	RESPONSES
Yes	9.43% 15
No	90.57% 144
TOTAL	159

Do you identify as a person with a mental health condition?

17.5% of people identified as having a mental health condition

Answered: 160 Skipped: 40

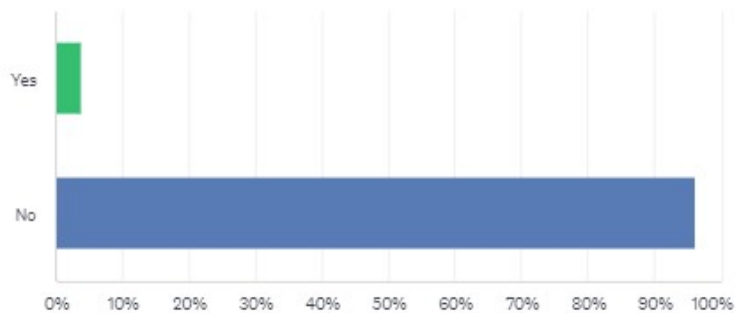


ANSWER CHOICES	RESPONSES	
▼ Yes	17.50%	28
▼ No	82.50%	132
TOTAL		160

Are you an Aboriginal or Torres Strait Islander?

3.8% of people identified as Aboriginal or Torres Strait Islander

Answered: 158 Skipped: 42

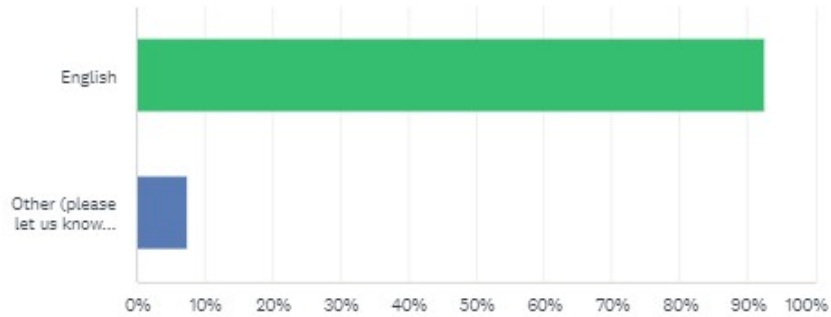


ANSWER CHOICES	RESPONSES	
▼ Yes	3.80%	6
▼ No	96.20%	152
TOTAL		158

What language do you speak at home?

7.4% of people speak a language other than English at home

Answered: 163 Skipped: 37



ANSWER CHOICES	RESPONSES	
English	92.64%	161
Other (please let us know which language)	Responses 7.36%	12
TOTAL		163

Community meetings

City staff attended community meetings and advisory panels during the consultation period to speak to community members about the strategy and get the feedback. All feedback received from these sessions from hard copy surveys is captured in the summaries above.

The following table provides details of the meeting schedule.

Advisory panels	Date
Aboriginal and Torres Strait Islander Advisory Panel	16 August
Social Housing Forums/ Neighbourhood Advisory Boards	
Waterloo NAB Coordination Group	1 August
Redfern Lord Mayor's Social Housing Forum	3 August
Erskineville/Alexandria/Eveleigh/Darlington Lord Mayor's Social Housing Forum	10 August
Surry Hills NAB	14 August
Redfern NAB	15 August
Glebe/Camperdown Lord Mayors Social Housing Forum	24 August
Targeted sessions	
Forest Lodge and Glebe Coordination Group (FLAG)	8 August
Online briefing for business stakeholders, including members of the City's Business, Economic Development and Covid Recovery Advisory Panel and sustainability business programs	18 August
Youth Civic Participation Group	19 July

Information regarding the draft strategy was also communicated to the following advisory panels for their information:

- Inclusion (Disability) Advisory Panel
- Business, Economic Development and Covid Recovery Advisory Panel (BEDCRAP)
- Multicultural Advisory Panel

Business engagement

Online business briefing

On 18 August, City staff ran an online briefing for business stakeholders, including members of the City’s Business, Economic Development and Covid Recovery Advisory Panel and sustainability business programs. 48 members of the City of Sydney’s business community attended. Using polls, we asked them what shocks (sudden, sharp events that threaten a city) and stresses (chronic stresses weaken the fabric of a city on longer-term basis) they were most concerned about from a business perspective.

The top three stresses businesses identified were:

- critical infrastructure failure
- extreme weather including heatwaves, severe storms and flooding
- cyberattack.

The top three stresses businesses identified were:

- economic stress from lack of economic diversity and supply chain disruption
- skill and labour shortage, employment conditions, demand on essential workers
- lack of affordable housing.

The graphs in Figures 2 & 3 show the number of people that selected which option, noting they were able to make more than one selection.

Figure 2. What shocks are you concerned about?

What shocks are you concerned about?

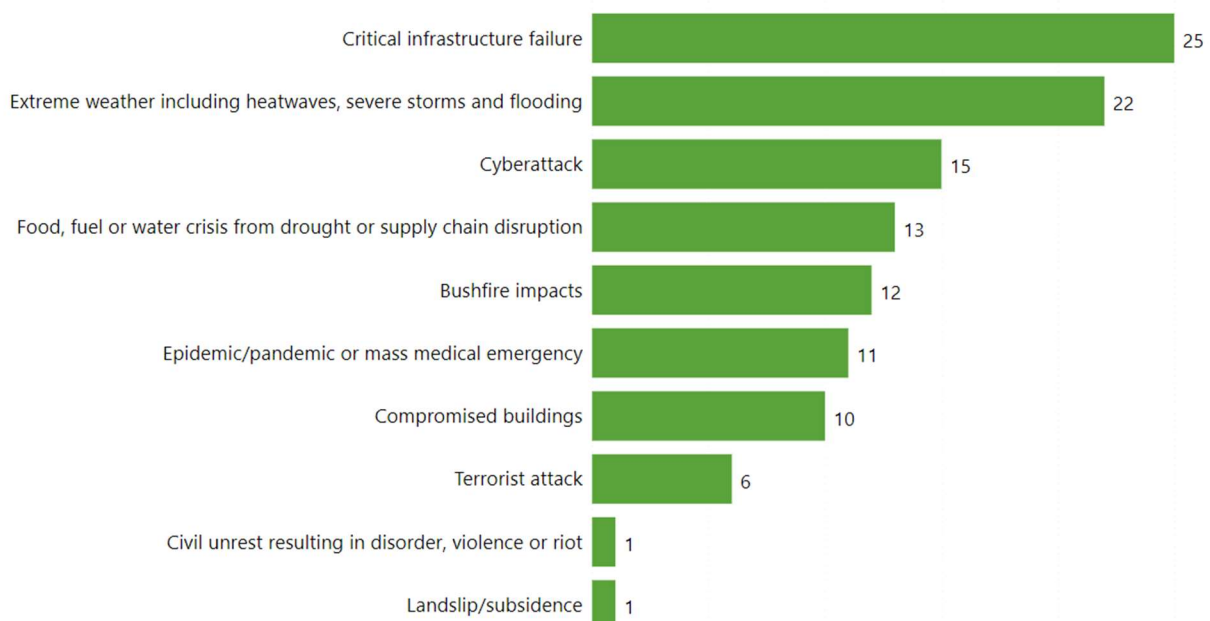
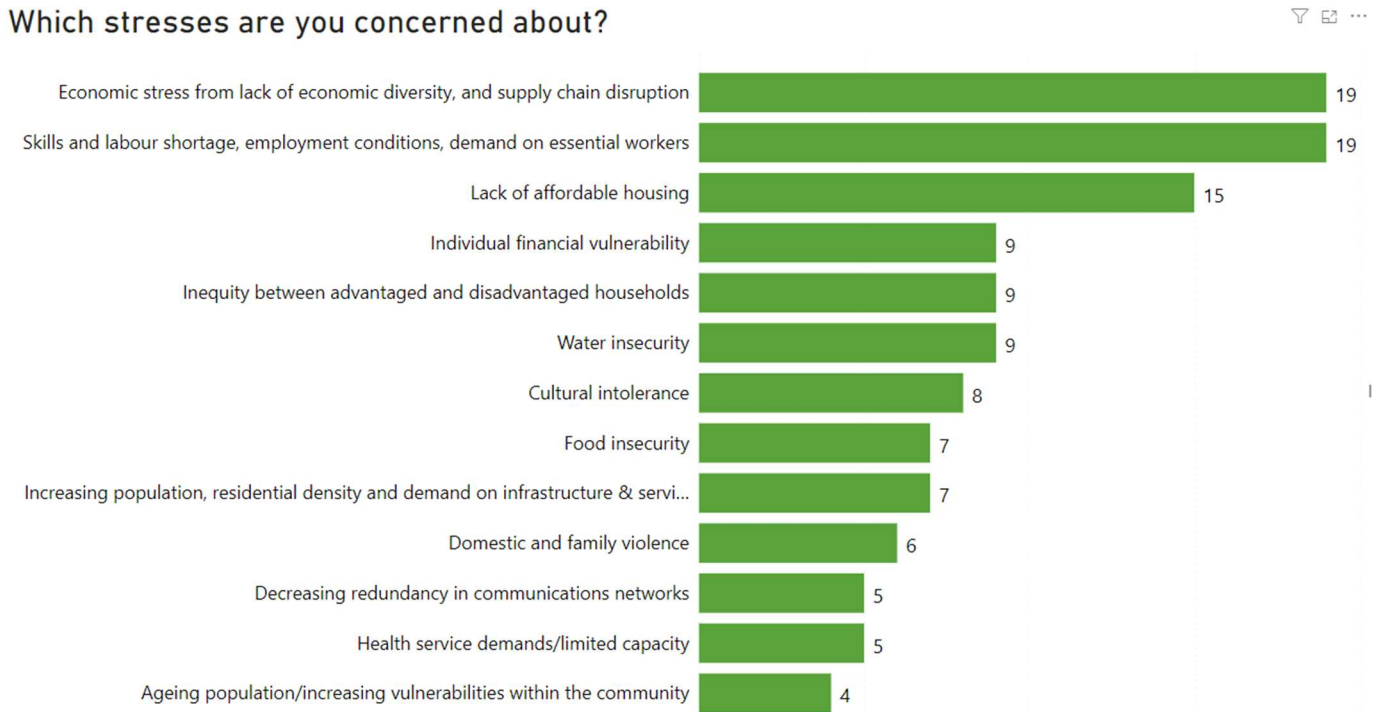


Figure 3. What stresses are you concerned about?



Industry submissions

The City received written submissions from the Green Building Council of Australia (GBCA) and Go Get.

Green Building Council of Australia (GBCA)

GBCA is a national industry association for Australia’s sustainable development industry, working to deliver buildings and communities that are healthy, productive, sustainable and resilient.

GBCA ranked the five directives in the strategy as ‘very important’. They state all the actions proposed are equally important to them.

Go Get

Go Get is a car share provider operating in the LGA.

They suggest the strategy should include commitments to leverage the benefits of carshare and to raise awareness about carshare to help make the city more resilient.

They recommend increasing carshare accessibility by providing more carshare spaces, especially in the CBD area.

They also recommend increasing carshare awareness by creating carshare flyers, adding carshare to the City of Sydney’s Resilience Strategy to relevant sections and spreading information regarding carshare to the areas and communities that have suffered from a disaster during disaster recovery events.

Communication activities

Sydney Your Say webpage

A [Sydney Your Say webpage](#) was created. The page included an information about the five key directions of the Resilience Strategy and other key information about the consultation. There were 577 unique views of the page. The draft strategy was downloaded 201 times and the resilience strategy summary was downloaded 105 times.

Online feedback form via Survey Monkey

The community and stakeholders were able to give feedback using an online feedback form. A link to the feedback form was provided on the Sydney Your Say website.

Sydney Your Say e-news

The consultation was included in the Sydney Your Say e-newsletter on 25 July 2023 (7075 subscribers).

Notification email

An email was sent to 64 key stakeholders representing residents' groups and community groups as well as those who engaged in the previous consultation earlier in the year. This was sent on 31 July 2023 inviting them to give feedback on the draft strategy.

Newsletter and social media inclusions

CoS News Story	415 unique pageviews
Edm inclusion	176 click throughs to CoS News Story
<ul style="list-style-type: none">• 25 July• 8 August• 15 August• 22 August• 29 August	
Edm inclusion – Smart Sustainable Apartments	11 unique click throughs to Sydney Your Say page
Facebook post - organic	16 click throughs
Linked In post - organic	2 click throughs
Instagram story - organic	13 click throughs
Facebook ads	1,415 click throughs
Linked in ads	516 click throughs
Instagram ads	152 click throughs

Digital screens

The consultation was promoted on QMS screens across the LGA

Appendix

Appendix A: Sydney Your Say enews article



Your say on our resilience strategy

We invite your feedback on our draft strategy to prepare for, withstand and adapt following major disruptions.

The draft strategy sets out a vision for a more connected and prepared city and proposes ways to help cope with the impacts of shocks and stresses that challenge our community.

Have your say by Monday 28 August.

[Learn more](#)

Appendix B: Stakeholder notification email



Your say on our resilience strategy

We've developed a draft resilience strategy that sets out a vision for a more connected and prepared city. It explains what resilience is and proposes ways to help cope with the impacts of shocks and stresses that challenge our community.

We invite you to share your experiences, thoughts and ideas on how our communities can be more prepared for emergencies and cope with the impact of shocks and stresses.

[View the strategy](#) and complete the short online form to share your feedback.

Consultation closes on Monday 28 August 2023.

The City of Sydney acknowledges the Gadigal of the Eora nation as the Traditional Custodians of our local area.

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Appendix C: City of Sydney news announcement



Our new strategy building resilience together

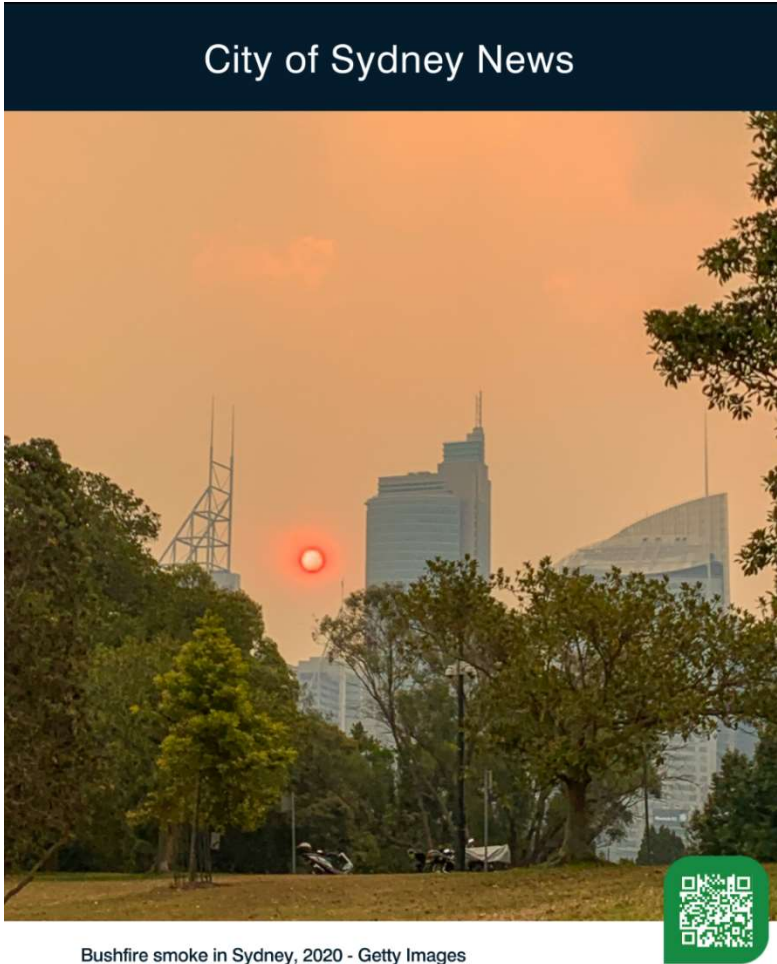
Wild storms, fires and heat waves: what do you think is important to make our communities resilient? Have your say by 8 September.



Our new strategy building resilience together

We're calling on residents and business to help make Sydney stronger. Have your say by 28 August.

Appendix D: Digital screen promotion



Bushfire smoke in Sydney, 2020 - Getty Images

**Let us know what
you think of our new
resilience strategy**

citynews.sydney/new-resilience-strategy

CITY OF SYDNEY 

Appendix F: Facebook and Instagram story ad (sample screenshots)

The image displays two side-by-side screenshots of a sponsored social media advertisement for the City of Sydney. Both screenshots feature a background image of a sunset over a city skyline, with a prominent red sun icon overlaid on the scene.

Left Screenshot (Instagram):
- Header: "Instagram" logo.
- Profile: "cityofsydney" with a "Sponsored" label.
- Text: "Wild storms, fires, and heat waves: what do you think is important to make our communities resilient? Have your say by 8 Sep."
- Action: "Learn more" button with a right-pointing arrow.
- Interaction icons: Heart, Comment, and Share icons.
- Footer: "cityofsydney Wild storms, fires, and heat waves: what do you think is important to make our communities ... more"

Right Screenshot (Facebook):
- Profile: "City of Sydney" with a "Sponsored" label.
- Text: "Wild storms, fires, and heat waves: what do you think is important to make our communities resilient? Have your say by 8 Sep."
- URL: "SURVEY.CITYOFSYDNEY"
- Title: "City of Sydney draft resilience strategy"
- Action: "Learn more" button.
- Interaction icons: Like, Comment, and Share icons.

