

# Our Future 2036

COMMUNITY ENGAGEMENT REPORT (PHASE 2)

FEBRUARY 2022

*Our Future 2036. Our community led plan.*



Last revised: 09/02/22

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## Introduction

Earlier this year, we asked the community for their feedback and ideas to help shape our Community Strategic Plan (CSP). The first phase of engagement took place from 1 June – 1 August 2021 and findings can be found [here](#).

Feedback was used to develop key elements of our CSP, including:

- 5 strategic directions (previously referred to as themes)
- Priorities for each strategic direction
- Key objectives to address identified priorities

This consultation seeks community feedback on key elements of the CSP which have been drafted to date. The consultation commenced on 22 October 2021 and will close 31 January 2022.

This is a preliminary engagement report, which analyses feedback received until 13 December 2021.



## Engagement snapshot



## Communication methods and reach

Similar to the first phase of engagement, a variety of communication methods were used to inform the community about this consultation and encourage submissions.

Methods used included:

- Project page on Collaborate Canada Bay: [ourfuture2036.com.au](https://ourfuture2036.com.au)
- Social media (Facebook and Instagram)
- Council newsletters and e-newsletters
- Direct email to phase 1 participants and project followers
- Posters and postcards in all Council venues
- Digital signage
- Bus shelter ads across the City
- Council events and town centre drop-ins

See appendix A for more detail, including communications reach.

## Engagement methods

### Focus groups

Online focus groups were organised to address the top 3 priorities identified in the first phase of engagement which took place from June – August 2021. They are:

- Managing traffic and parking and supporting alternative modes of transport
- The natural environment
- Nurturing a sense of community

In total 9 focus groups were held with the community throughout November and December 2021 to discuss the following topics:

- Traffic and parking
- Concord town centre
- Five Dock town centre
- Rhodes town centre
- Drummoyne town centre
- Supporting local business
- Inclusivity and diversity (2 sessions were held for this topic)
- The environment

Participants expressed their interest during the first phase of engagement and representatives of local community groups, charities and service providers were invited to participate via direct email. Questions for each focus group can be found at appendix B.

## **School workshops**

All primary and high schools in the Canada Bay area were invited to participate in an online workshop to help shape our community-led plan. 8 workshops were held online, with a total of 166 student participants (128 primary students and 38 high school students). Many schools put forward student leadership teams or senior students to participate and workshops were held with students from the following local schools:

- Abbotsford Public School
- Concord West Public School
- Russell Lea Public School
- St Ambrose Catholic Primary School
- St Mark's Catholic Primary School
- Victoria Avenue Public School
- Domremy College
- Rosebank College

School workshop questions can be found at appendix C.

## **Staff workshop**

All Council staff were invited to participate in an online workshop held over Microsoft Teams. The workshop educated staff about Council's Integrated Planning and Reporting framework and sought feedback on key elements of the CSP drafted to date.

Staff workshop questions can be found at appendix D.

## **Vision statement poll**

The poll was translated into our three most prevalent community languages; Italian, Korean and Chinese Simplified. It was available online at [ourfuture2036.com.au](http://ourfuture2036.com.au) and also added to the promotional postcard which was placed in all Council venues including Five Dock Leisure Centre, Civic Centre and all libraries.

A copy of the online poll can found at appendix E.

## **Survey**

The survey was translated into our three most prevalent community languages; Italian, Korean and Chinese Simplified. It was available online at [ourfuture2036.com.au](http://ourfuture2036.com.au) and hard copies were placed in all Council libraries.

Survey questions can be found at appendix F.

# Results

## Overview

### Key findings

- All drafted priorities are of high importance to the community
- 69% of survey respondents strongly agree or agree that the drafted strategic directions and priorities capture key challenges and opportunities from now until 2036
- Findings from focus groups and workshops was synonymous with feedback received through phase 1 in terms of top priorities and challenges
- Community safety and more outdoor recreation facilities is particularly important to our young people

### Areas of improvement

- Looking after the environment is particularly important to the community, and some community members feel it should be given more weight or should be considered the top priority
- Concern was expressed over lack of specific targets
- Some residents believe the strategic directions and priorities need to more adequately address population growth and development
- Ideas would be conveyed more clearly if simpler language was used

### Top ranked priorities

Strategic direction	Top ranked priority (survey)	Top ranked priority (school workshops)
Connected community	Services and facilities	Community safety
Sustainable natural environment	Climate change	Biodiversity
Vibrant urban living	Thriving villages	Thriving villages
Infrastructure and transport	Walking, cycling and public transport	Walking, cycling and public transport
Civic leadership	Good governance	NA (priorities were simplified for the school workshops)

## Focus groups

A summary of findings from each focus group are summarised below and questions for each focus group can be found at appendix B. Numbers in parentheses are used to indicate ideas supported by more than one participant.

## Traffic and parking

Participants (5):

- WalkSydney
- Drummoyne
- Mortlake, Breakfast Point and Cabarita Traffic Study Action Group (MBPCTSAG)
- BayBug
- Rhodes Community Committee

Representatives from the following community groups were also invited to attend:

- Concord Senior Citizen's Club
- Drummoyne Community Centre

## Key areas of improvement

- Traffic and road safety
- Use of public transport and reliance on private vehicles

*"Council's first priority should be to improve active transport and public transport and the net result will be reduced traffic and impact on parking"*

## Projects to prioritise

- Introduce traffic calming measures and reduce speed limits in town centres (3)
- Encourage active transport and reduce the community's reliance on cars (2)
- Giving local residents priority to park on the street in high density areas (2) eg. more permit parking schemes
- Advocate to State Government for improved public transport across the City (2)

## Other feedback

- There was no support for increasing community education programs around driving and road safety

## Concord town centre

Participants (4)

Words used to describe Concord today	Words to describe Concord in the future
Welcoming	More accessible (3)
Community	Welcoming
Family	More sustainable
Green	

A village atmosphere was defined as:

- Accessible and connected eg. bike path circuits with wayfinding signage in Canberra
- Clean and accessible public toilets
- Spaces where all ages are welcome eg. Lane Cove Canopy
- A variety of facilities for people of all ages, abilities and cultures to come together

Key focus area	Suggestions
Public art	<ul style="list-style-type: none"> <li>• Educational and interactive art (2)</li> <li>• Engage local artists (2)</li> <li>• Interactive maps for children to go on art walks (2)</li> <li>• Educational art that celebrates native flora and fauna and indigenous history of the area</li> <li>• Living art using trees eg. corridors of Jacaranda trees</li> <li>• Laneway art using murals on garage doors</li> </ul>
Public domain	<ul style="list-style-type: none"> <li>• More water refill stations (2)</li> <li>• More cycle routes to increase connectivity (2)</li> <li>• Increase accessibility of water eg. launch facilities and swim sites</li> <li>• Programs to get children outdoors and learning about the environment eg. walking trails, bush play group, outdoor cinemas</li> </ul>

## Five Dock town centre

### Participants (4)

#### Projects to prioritise

- Replanning open space around the metro (2) eg. use open space near the Post Office
- Vibrant evening activities in the town centre
- Maintain low density character of the area

Words used to describe Five Dock today	Words to describe Five Dock in the future
Eclectic	Small, local and intimate
Emerging	More vibrant
Friendly and welcoming	Friendly and welcoming
Bland	More gentrified

#### A village atmosphere was defined as:

- Control building height (2)
- Plenty of green space
- Accessible and free of congestion

Key focus area	Suggestions
Evening economy	<ul style="list-style-type: none"><li>• Better use of open space for outdoor dining and events (2)</li><li>• More family friendly offerings (2)</li></ul>
Café culture, shopping and entertainment	<ul style="list-style-type: none"><li>• Improve parking to make it easier for people to visit during the day (3)</li><li>• Increase outdoor spaces</li><li>• Have daytime activities for older people</li></ul>
The natural environment	<ul style="list-style-type: none"><li>• A mix of plantings (2)</li><li>• High plantings would be less obstructive for pedestrians</li></ul>

#### Other comments:

- More public art is needed
- More picnic tables and water features in parks

## Drummoyne town centre

Participants (5)

Words used to describe Drummoyne today	Words to describe Drummoyne in the future
Community (2)	Overdeveloped (2)
Friendly	More connectedness
Privilege	Trees everywhere

A village atmosphere was defined as:

- Events and activities to bring people together (4) eg. markets, women's shed, community gardens
- Streets that are less congested
- Lots of trees and greenery

Key focus area	Suggestions
The natural environment	<ul style="list-style-type: none"> <li>• More trees and shrubs (4)</li> <li>• More plantings (2) eg. along Lyons Road, Howley Park and Taplin Park</li> <li>• Community gardens</li> </ul>
Evening economy	<ul style="list-style-type: none"> <li>• Events such as food markets (3)</li> <li>• Live music and entertainment in public spaces (2)</li> <li>• Repurpose existing small venues as live music venues</li> </ul>
Public domain	<ul style="list-style-type: none"> <li>• Improve facilities (2) - more public toilets, seating, water bubblers and BBQ facilities to encourage people to spend time outdoors</li> <li>• More dog parks as they are very social</li> </ul>

## Rhodes town centre

### Participants (3)

Words used to describe Rhodes today	Words to describe Rhodes in the future
Overbuilt	User friendly
Quiet during the day	Busier during the day
Lacking in activities and infrastructure	Safe

### Projects to prioritise

- Community safety
- Maintenance of community facilities and open spaces
- Activities, particularly for seniors and adults

### A village atmosphere was defined as:

- A calm atmosphere where everyone knows everyone (2)
- Pedestrian friendly
- One participant was not familiar with the term 'village atmosphere'

Key focus area	Suggestions
Evening economy	<ul style="list-style-type: none"><li>• More activities eg. outdoor dancing, bingo for older people (2)</li><li>• Improve public transport connections</li></ul>
Café culture, shopping and entertainment	<ul style="list-style-type: none"><li>• Accessibility (2) - improve public transport connections, cycleways and reduce parking rates</li><li>• Variety of retail offerings (2) eg. well known cafes, gold class cinema</li><li>• More community activities to bring people to the area during the day</li></ul>
The natural environment	<ul style="list-style-type: none"><li>• Community education programs to encourage sustainable practices</li><li>• More community gardens</li></ul>

## Local business

### Participants (4)

- Drummoyne Chamber of Commerce
- Local business owners

Representatives from the following community groups were also invited to attend:

- Majors Bay Chamber of Commerce
- Five Dock Chamber of Commerce

### Key areas of improvement

- Improve parking around town centres (3)
- Better engagement with local business
- Improve signage for wayfinding purposes

*“Canada Bay in my opinion is the centre of the universe...as long as you can navigate through. We have a good bus service, we have a good ferry service, and we’ll have the metro and it’s only going to get better.”*

### An attractive and welcoming City was described as:

- Safe and well-lit
- Having a variety of businesses that attract people to live and shop in the area

Key focus area	Suggestions
Extending local business hours	<ul style="list-style-type: none"><li>• Make it easier to communicate with Council (4)</li><li>• Improve town centres to make them more welcoming at night eg. lighting and fountains</li></ul>
Events and activations	<ul style="list-style-type: none"><li>• More public art (2)</li><li>• Pop up events eg. theatre and dance performances (2)</li><li>• Extend Ferragosto into a multiday event (2)</li></ul>
Parking	<ul style="list-style-type: none"><li>• Need a variety of timed parking options (2)</li><li>• Increase accessibility for people with disability</li><li>• Make some streets one-way to reduce congestion</li></ul>
Encouraging local spending	<ul style="list-style-type: none"><li>• Need to access the community through key online community groups (3)</li></ul>

### Other suggestions:

- Have a key Council contact for local business
- More events to promote the arts
- Support work experience programs

### Inclusivity and diversity

Two focus groups were held for this topic so that a wide range of community groups and local charities could be invited to participate. The same set of questions were used so results have been combined.

Participants (9) included representatives from the following organisations and groups:

- St Merkorious
- Burwood Community Welfare Services
- Abbotsford Presbyterian Church
- Inner West Council
- Five Dock Public School P&C
- Health Promotion Unit Sydney Local Health District
- The Burdekin Association
- Bridge Housing/Home Ground

Key focus area	Feedback/suggestions
Equitable access to services and facilities	<ul style="list-style-type: none"><li>• Communication and lack of promotion is the key barrier (5)</li><li>• Need a 'hub' or newsletter where the community can find all necessary information related to Council services and facilities (5)</li><li>• Access to technology is a key barrier (4)</li><li>• Greater emphasis on face to face communication (3)</li><li>• Need better youth engagement</li><li>• Need to ensure public spaces are accessible (2)</li></ul>
Inclusivity	<ul style="list-style-type: none"><li>• Provide more opportunities for people to come together and promote Council services at these events (5)</li><li>• Information needs to be more accessible for everyone (3)</li><li>• Affordable housing needs to be prioritised (2)</li><li>• Ensure contractors are aware of accessibility needs when conducting work</li><li>• More community engagement</li></ul>
Diversity	<ul style="list-style-type: none"><li>• Negative views of youth need to change (2)</li><li>• Need to ensure all voices are heard when engaging the community</li></ul>

## The environment

### Participants (7):

- Love Your Place volunteers (1)
- Bushcare volunteers (3)
- Environmental Advisory Committee members (2)
- Climate Action Burwood-Canada Bay (1)

Representatives from the following community groups were also invited to attend:

- Drummoyne Community Centre
- Riverkeeper

Key focus area	Suggestions
Preparing the community to cope with effects of climate change	<ul style="list-style-type: none"><li>• Better communication about the climate emergency (2)</li><li>• Promote eco-friendly living (2) eg. charging stations for EVs, improve public transport</li><li>• Development controls eg. solar energy</li><li>• Engage businesses in sustainability initiatives</li></ul>
Transitioning to net zero	<ul style="list-style-type: none"><li>• More community education programs (2) eg. information about energy providers or having an app to track a household's contribution to emission levels</li><li>• Plant giveaways</li></ul>
Waste services	<ul style="list-style-type: none"><li>• All participants agreed Council is doing very well in this space</li></ul>
Reducing litter and illegal dumping	<ul style="list-style-type: none"><li>• Community education programs around reuse and recycling (2)</li><li>• Collaborate with neighbouring Councils</li><li>• Provide separate bins for food waste</li><li>• More bins for apartment buildings</li><li>• Have shared green bins that everyone can access</li></ul>
Increasing tree cover	<ul style="list-style-type: none"><li>• Community education programs (2)</li><li>• More community gardens</li></ul>
Enhancing local biodiversity	<ul style="list-style-type: none"><li>• Engage community members to create and distribute products to promote biodiversity (3) eg. bird baths, tree hallows etc</li><li>• Plant more trees and shrubs for birdlife</li><li>• Better enforcement to ensure construction complies with vegetation requirements</li></ul>

## School workshops

166 students participated across 8 online workshops. A breakdown of participants for each workshop can be found at appendix F.

### What's one word you'd use to describe your area today?

Most common words used	No. of mentions
Friendly	22
Good	12
Busy	8
Safe	8

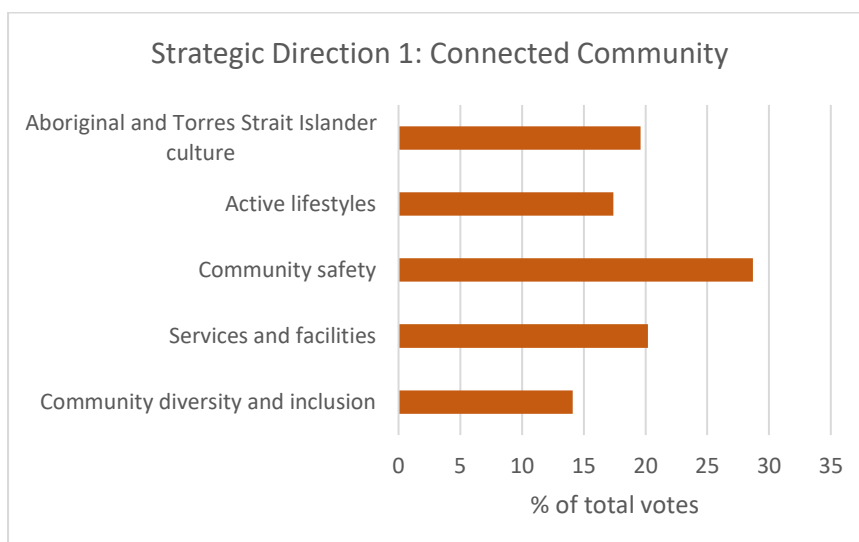
### What's one word you like to describe your area in the future?

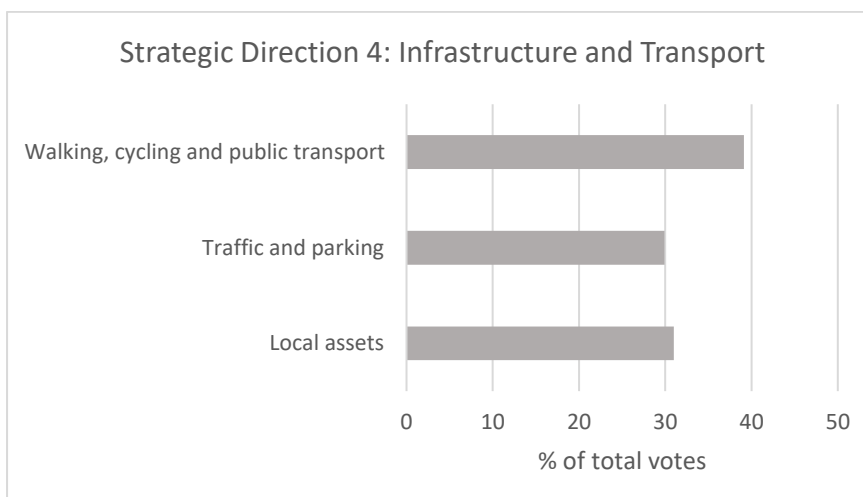
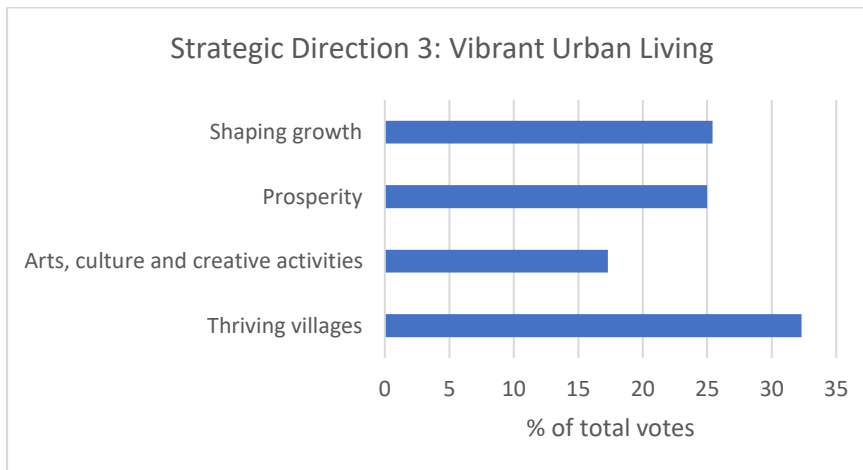
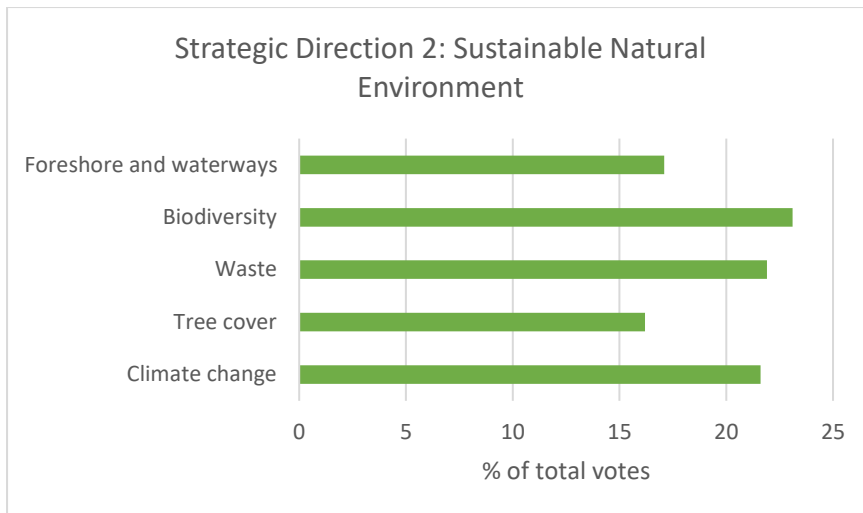
Most common words used	No. of mentions
Clean	39
Eco friendly	16
Safe	14
Modern	7

### Top ranked priorities

- Connected community – community safety (7 out of 8 schools)
- Sustainable natural environment – biodiversity (6 out of 8 schools)
- Vibrant urban living – thriving villages (all 8 schools)
- Infrastructure and transport – walking, cycling and public transport (6 out of 8 schools)

*Score = sum of the weight of each ranked position, multiplied by the response count for the position of choice, divided by the total contributions.*



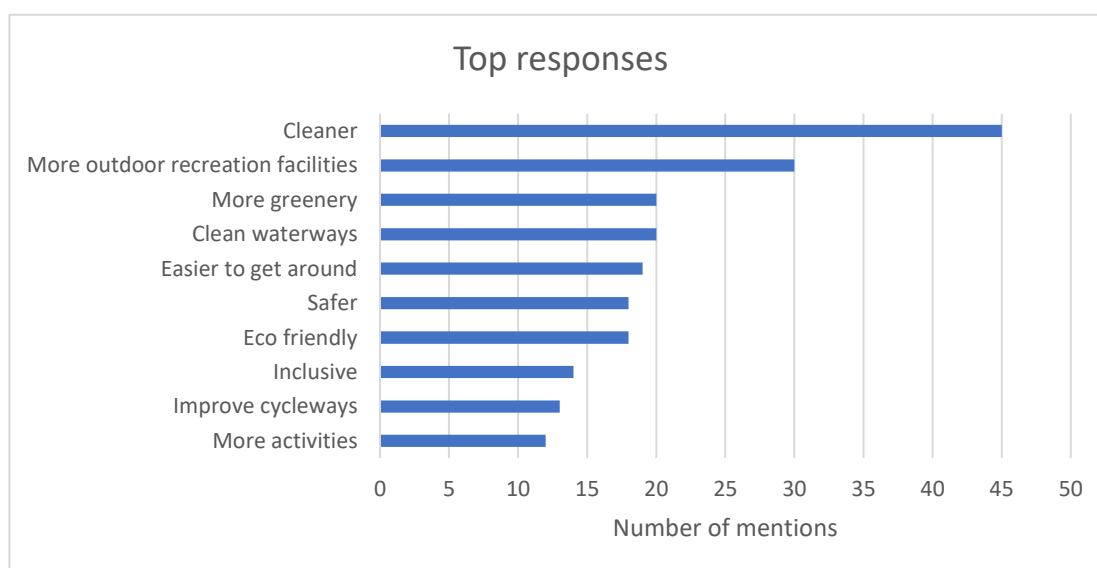


Key suggestions put forward to address top ranked priorities are summarised below. The number after each suggestion indicates the number of school workshops where the idea was mentioned.

Strategic direction	Top ranked priority	Feedback/suggestions
Connected community	Feeling safe	<ul style="list-style-type: none"> <li>• Make areas more pedestrian friendly (5)</li> <li>• Improve bike paths (4)</li> <li>• Ensure public spaces are well lit (3)</li> <li>• Increase police presence (2)</li> </ul>
Sustainable natural environment	Protecting native plants and animals	<ul style="list-style-type: none"> <li>• Signage to spread awareness (4)</li> <li>• Section off areas for animals and plants to grow (3)</li> <li>• Reduce litter (3)</li> <li>• Plant more trees (2)</li> </ul>
Vibrant urban living	Friendly public spaces to hang out with friends and family	<ul style="list-style-type: none"> <li>• More seating, picnic tables and BBQs in parks (4)</li> <li>• More events such as markets and movie nights in the park (4)</li> <li>• Reduce litter in public spaces (3)</li> <li>• More public art (2)</li> <li>• Improve education around responsible dog ownership (2)</li> </ul>
Infrastructure and transport	Making it easier to safely walk, cycle and use public transport to get around	<ul style="list-style-type: none"> <li>• More pedestrian crossings (4)</li> <li>• Improve bike paths (4)</li> <li>• Maintenance of roads and footpaths (3)</li> </ul>
Civic leadership	Options were simplified for school groups and this strategic direction was not included.	

If you could wave a magic wand and make one change to your area, what would it be?

Responses mentioned more than once are outlined below.



## Staff workshop

14 staff members participated in the workshop, however it should be noted that not all teams across Council were represented and not all departments were equally represented.

### Summary

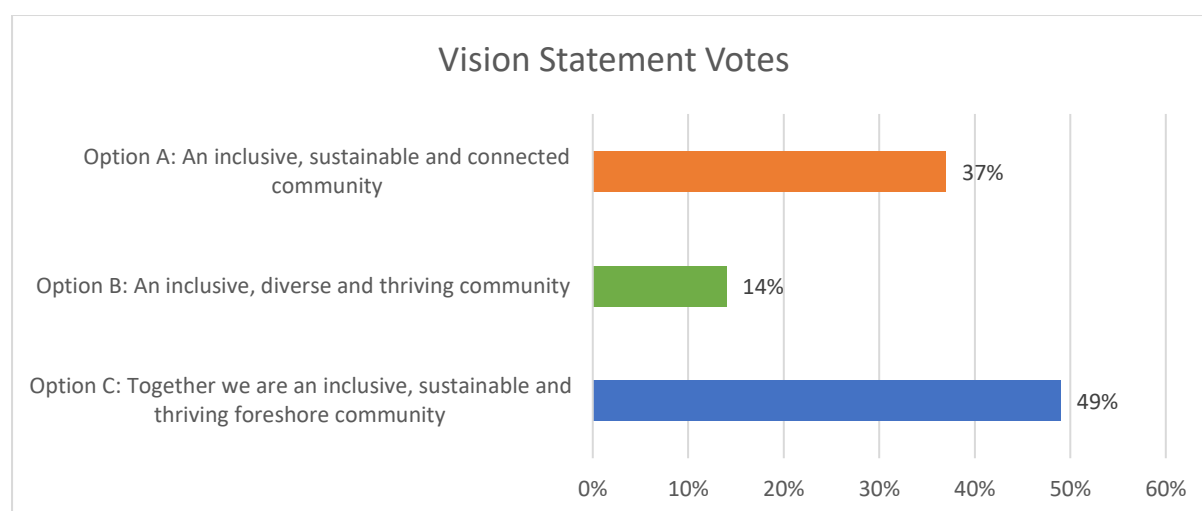
- 91% agree the drafted strategic directions, priorities and objectives capture key challenges and opportunities from now until 2036
- 78% agree drafted objectives are clear and easy to understand
- 89% can see where their work fits into what has been drafted

Strategic direction	Top ranked priority	Feedback/suggestions
Connected community	Community diversity and inclusion	<ul style="list-style-type: none"> <li>• Recognise and celebrate volunteers</li> <li>• More community engagement</li> <li>• Celebrate cultural events publicly to bring people together</li> <li>• Ensure access for people with disability</li> </ul>
Sustainable natural environment	Climate change	<p>Participants agreed greater emphasis needs to be placed on reuse, recycling and energy efficiency</p> <ul style="list-style-type: none"> <li>• Improve asset management practices as replacements have a lot of embedded carbon (2)</li> <li>• Upcycling projects for the community eg. child restraints (2)</li> <li>• Reuse and recycle building products, or offer them to the community</li> <li>• More recycling bins in open spaces</li> <li>• Increase community education on recycling</li> <li>• Increase use of solar in the community</li> <li>• Introduce energy efficient devices and charging stations</li> <li>• Lighting is Council's largest consumer of energy. Support remote controlled lights in public spaces so they can be turned off/on and manage community views of this.</li> </ul>
Vibrant urban living	Thriving villages	<ul style="list-style-type: none"> <li>• More trees</li> <li>• Need better planning to link all processes</li> <li>• Greater consideration of fairy lighting guidelines (management and technical requirements)</li> <li>• More public spaces to gather eg. Georges River Council 'Smart Chillout Hubs'</li> </ul>
Infrastructure and transport	Walking, cycling and public transport	<ul style="list-style-type: none"> <li>• Improve cycleways (3)</li> <li>• Community education around loss of parking to improve connectivity of cycleways</li> </ul>

		<ul style="list-style-type: none"> <li>• Improve pedestrian access across the City and with neighbouring LGAs</li> <li>• Improve public transport access to town centres with an emphasis on short trips</li> </ul>
Civic leadership	Good governance	<ul style="list-style-type: none"> <li>• Greater transparency in decision making (4)</li> <li>• Ensure authentic community engagement <i>“engagement is engagement and not informing, collaboration is key”</i> (2)</li> <li>• More involvement of asset custodians when high level decisions are made (2)</li> <li>• Procurement that follows appropriate procedures</li> <li>• Community leadership initiatives to raise community confidence in Council’s decision making</li> </ul>

### Vision statement poll

The poll received a total of 743 votes.



The table below shows a breakdown of votes.

Voting method	Number of votes		
	Option A	Option B	Option C
Online	143	40	158
School workshops	58	33	89
Drop-in sessions	33	14	67
Mail	0	2	1
Social media	40	16	49

## Survey

The survey received a total of 160 submissions.

### Respondent demographics

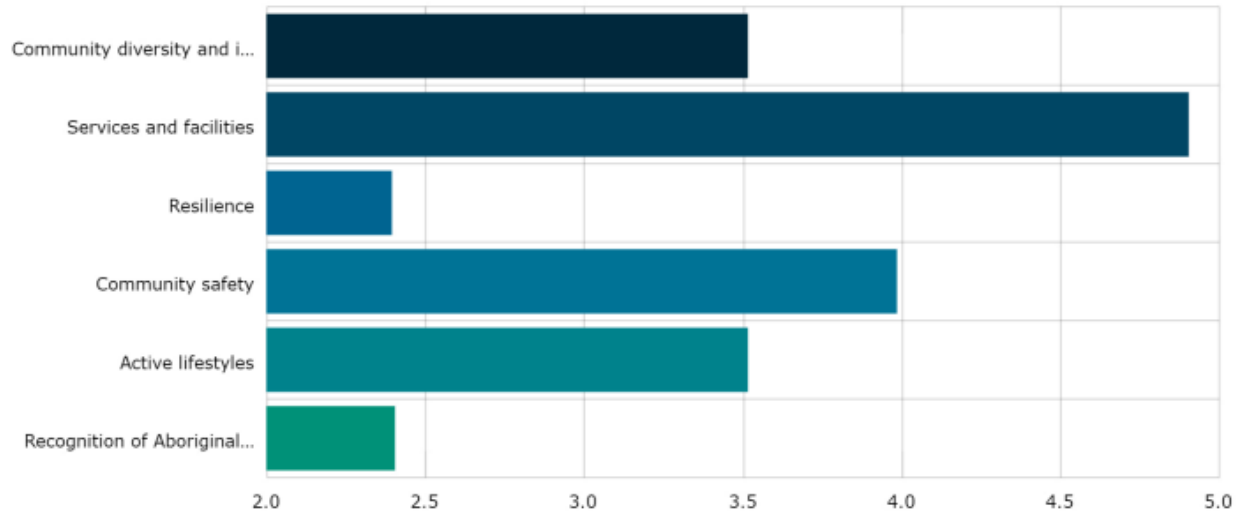
Relationship to the area	<ul style="list-style-type: none"><li>• 88% live in the Canada Bay area</li><li>• 61% are ratepayers</li><li>• 9% work at the City of Canada Bay Council</li><li>• 5% own a business in the Canada Bay area</li><li>• 2% visit the Canada Bay area often</li></ul>
Age	<ul style="list-style-type: none"><li>• 4% of respondents are 18-25 years old</li><li>• 19% are 26-35 years old</li><li>• 21% are 36-45 years old</li><li>• 19% are 56-65 years</li><li>• 20% are over 65 years old</li></ul>
Gender	<ul style="list-style-type: none"><li>• 62% female</li><li>• 34% male</li><li>• 1% non-binary/gender diverse</li></ul>
Suburb	The most highly represented suburbs were Five Dock (17%), Drummoyne (13%) and Concord (12%)
Participated in the first phase of consultation	57% of respondents provided feedback during the first phase

## Summary of results

### Strategic Direction 1: Connected Community

#### 1. 1. Please rank these priorities in order of importance to you. Required

Ranking | Skipped: 0 | Answered: 160 (100%)

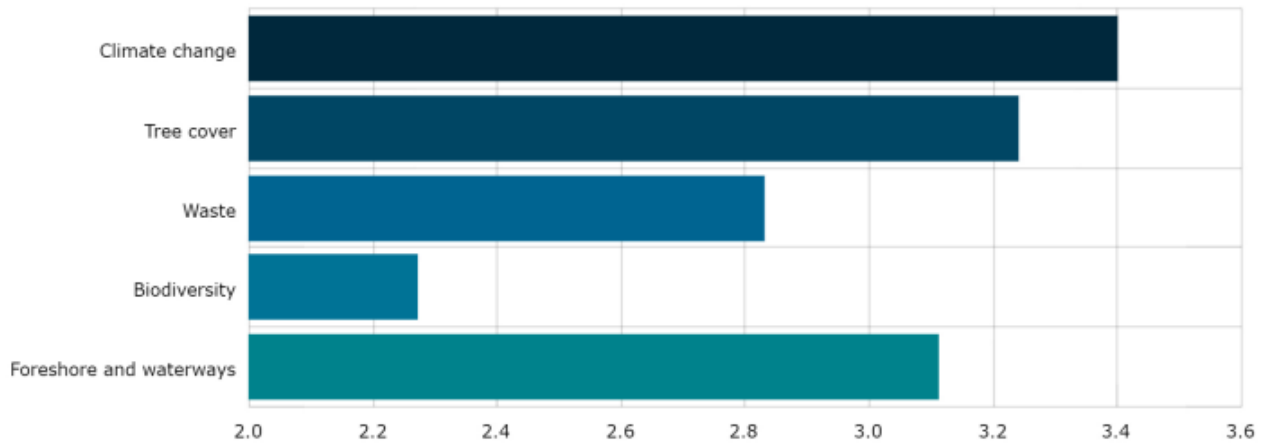


	1	2	3	4	5	6	Count	Score	Avg Rank
Community diversity and inclusion	12.10% 19	17.20% 27	19.75% 31	24.20% 38	21.02% 33	5.73% 9	157	3.51	3.42
Services and facilities	43.67% 69	27.85% 44	15.19% 24	8.86% 14	3.16% 5	1.27% 2	158	4.90	2.04
Resilience	3.25% 5	5.19% 8	13.64% 21	22.73% 35	25.32% 39	29.87% 46	154	2.39	4.51
Community safety	19.87% 31	26.92% 42	21.15% 33	13.46% 21	10.26% 16	8.33% 13	156	3.98	2.92
Active lifestyles	11.32% 18	17.61% 28	22.01% 35	20.13% 32	19.50% 31	9.43% 15	159	3.51	3.47
Recognition of Aboriginal and Torres Strait Islander culture	11.92% 18	6.62% 10	9.27% 14	9.93% 15	20.53% 31	41.72% 63	151	2.40	4.46
Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions. Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.									

## Strategic Direction 2: Sustainable Natural Environment

### 2. 2. Please rank these priorities in order of importance to you. Required

Ranking | Skipped: 0 | Answered: 160 (100%)



	1	2	3	4	5	Count	Score	Avg Rank
Climate change	43.59% 68	14.10% 22	8.33% 13	15.38% 24	18.59% 29	156	3.40	2.51
Tree cover	16.56% 26	33.12% 52	24.84% 39	14.65% 23	10.83% 17	157	3.24	2.70
Waste	15.72% 25	19.50% 31	22.01% 35	18.87% 30	23.90% 38	159	2.83	3.16
Biodiversity	3.82% 6	10.19% 16	26.75% 42	31.85% 50	27.39% 43	157	2.27	3.69
Foreshore and waterways	22.29% 35	24.20% 38	18.47% 29	17.83% 28	17.20% 27	157	3.11	2.83

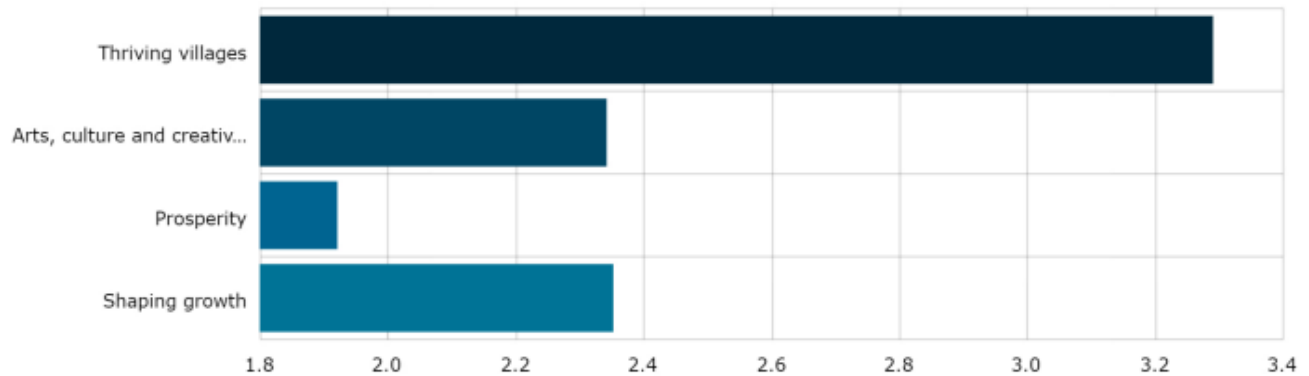
Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions.

Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.

### Strategic Direction 3: Vibrant Urban Living

#### 3. 3. Please rank these priorities in order of importance to you. Required

Ranking | Skipped: 0 | Answered: 160 (100%)



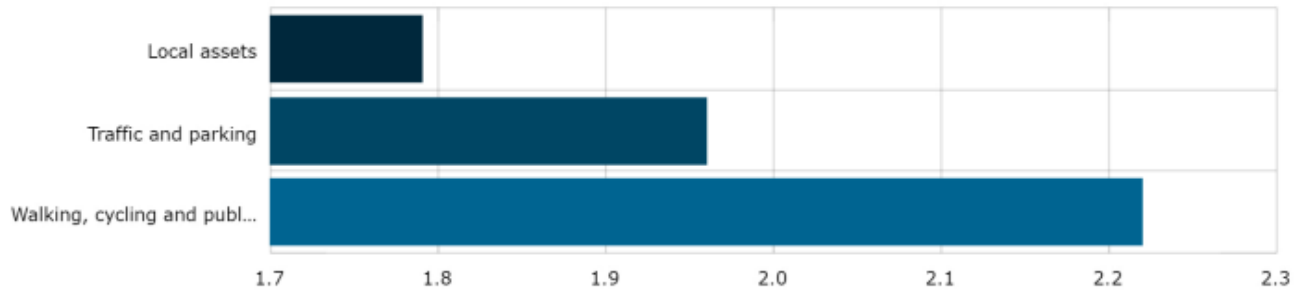
	1	2	3	4	Count	Score	Avg Rank
Thriving villages	52.83% 84	27.67% 44	17.61% 28	1.89% 3	159	3.29	1.69
Arts, culture and creative activities	19.35% 30	31.61% 49	20.65% 32	28.39% 44	155	2.34	2.58
Prosperity	11.54% 18	17.31% 27	27.56% 43	43.59% 68	156	1.92	3.03
Shaping growth	17.50% 28	24.38% 39	33.75% 54	24.38% 39	160	2.35	2.65

Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions.  
Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.

## Strategic Direction 4: Infrastructure and Transport

### 4. Please rank these priorities in order of importance to you. Required

Ranking | Skipped: 0 | Answered: 160 (100%)



	1	2	3	Count	Score	Avg Rank
Local assets	23.42% 37	34.18% 54	42.41% 67	158	1.79	2.19
Traffic and parking	31.25% 50	33.13% 53	35.63% 57	160	1.96	2.04
Walking, cycling and public transport	46.20% 73	32.28% 51	21.52% 34	158	2.22	1.75

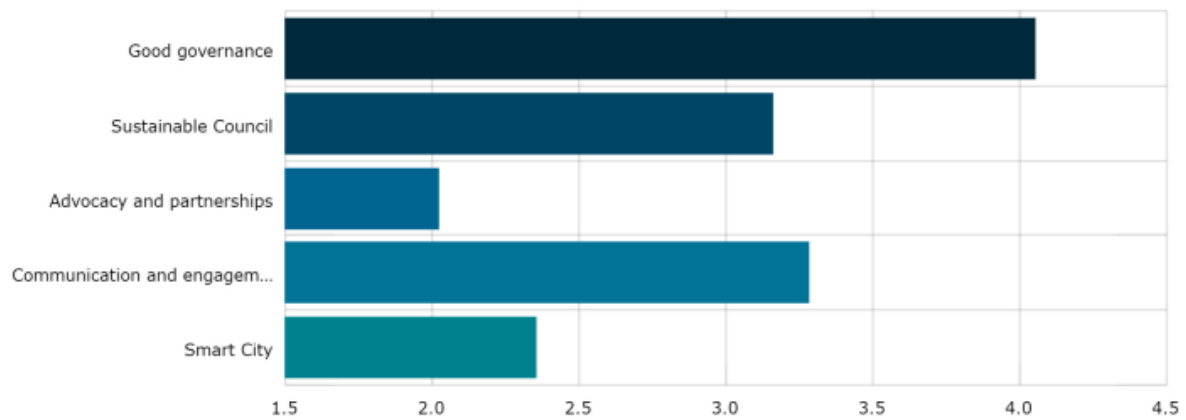
Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions.

Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.

## Strategic Direction 5: Civic Leadership

### 5. 5. Please rank these priorities in order of importance to you. Required

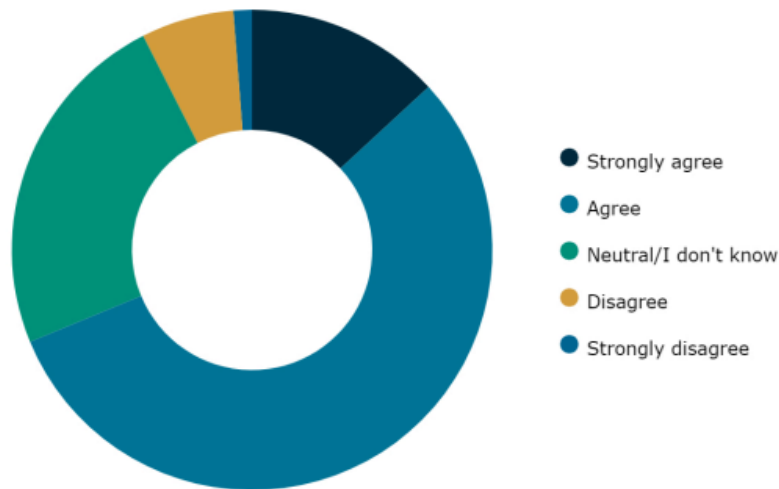
Ranking | Skipped: 0 | Answered: 160 (100%)



	1	2	3	4	5	Count	Score	Avg Rank
Good governance	50.00% 79	21.52% 34	19.62% 31	6.33% 10	2.53% 4	158	4.05	1.90
Sustainable Council	23.87% 37	21.29% 33	21.29% 33	23.87% 37	9.68% 15	155	3.16	2.74
Advocacy and partnerships	1.91% 3	12.10% 19	16.56% 26	28.66% 45	40.76% 64	157	2.02	3.94
Communication and engagement	18.24% 29	28.30% 45	25.79% 41	20.75% 33	6.92% 11	159	3.28	2.70
Smart City	7.59% 12	17.72% 28	17.09% 27	20.25% 32	37.34% 59	158	2.35	3.62

Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions.  
Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.

6. 6. Do the proposed strategic directions and priorities capture the key challenges for Council management from now until 2036? Required  
Multi Choice | Skipped: 0 | Answered: 160 (100%)



Answer choices	Percent	Count
Strongly agree	13.13%	21
Agree	55.63%	89
Neutral/I don't know	23.75%	38
Disagree	6.25%	10
Strongly disagree	1.25%	2
Total	100.00%	160

Respondents were asked to provide comments to explain their answer to this question. How survey feedback is analysed:

- **Tags** were created to group 2 or more responses which expressed similar ideas. If a response covered multiple points it was assigned more than one tag.
- **Word clouds** highlight the most prevalent tags for each question. The size of the word correlates to the number of times the tag was mentioned.
- **Comments** were categorised into 4 sentiment types:
  - Positive – statements which show support for what has been drafted
  - Mixed – statements which provide suggestions for improvement
  - Negative – statements which provide no suggestions, but do not support what has been drafted
  - Neutral – statements outside the scope of this consultation

### Strongly agree (13%)

- 11 respondents added extra comments

7

7. Please provide any comments to explain your response to the previous question.

Long Text | Skipped: 149 | Answered: 11 (6.9%)

Analyse

#### Sentiment

27.3% Positive

72.7% Mixed

#### Tags



**More community engagement**  
**Transparency** Need specific targets  
**More focus on the environment**  
Address population growth and development

Tag	Percent	Count
Transparency	45.5%	5
More community engagement	36.4%	4
More focus on the environment	27.3%	3
Address population growth and development	9.1%	1
Need specific targets	9.1%	1

### Agree (56%)

- 39 respondents added extra comments
- 2 respondents noted that what's been drafted is on track for now but will need to adapt to social and environmental changes in the future

8

7. Please provide any comments to explain your response to the previous question.

Long Text | Skipped: 121 | Answered: 39 (24.4%)

Analyse

#### Sentiment

46.2% Positive

51.3% Mixed

2.6%

#### Tags

More community engagement  
More focus on the environment  
Transparency  
**Need specific targets**  
Address population growth and development



Tag	Percent	Count
Need specific targets	48.7%	19
More focus on the environment	28.2%	11
Address population growth and development	20.5%	8
Transparency	12.8%	5
More community engagement	7.7%	3

### Neutral/I don't know (24%)

- 14 respondents added extra comments

9

7. Please provide any comments to explain your response to the previous question.

Long Text | Skipped: 146 | Answered: 14 (8.8%)

Analyse

#### Sentiment

71.4% Mixed

28.6% Neutral

#### Tags



Transparency  
Address population growth and development  
**Need specific targets**  
More community engagement  
More focus on the environment

Tag	Percent	Count
Need specific targets	50%	7
Address population growth and development	21.4%	3
More focus on the environment	21.4%	3
More community engagement	14.3%	2
Transparency	7.1%	1

### Disagree (6%)

- 10 respondents added extra comments
- 3 respondents stated that Council should focus on core services that benefit residents and rate payers

10

7. Please provide any comments to explain your response to the previous question.

Long Text | Skipped: 150 | Answered: 10 (6.3%)

Analyse

#### Sentiment

70% Mixed

30% Negative

#### Tags



Address population growth and development  
**Need specific targets**  
More focus on the environment

Tag	Percent	Count
Need specific targets	80%	8
Address population growth and development	30%	3
More focus on the environment	30%	3

### Strongly disagree (1%)

- 2 respondents added extra comments

11

7. Please provide any comments to explain your response to the previous question.

Long Text | Skipped: 158 | Answered: 2 (1.3%)

Analyse

Sentiment

100% Negative

Tags



More focus on the environment

# Address population growth and development

Need specific targets

Tag	Percent	Count
Address population growth and development	100%	2
More focus on the environment	50%	1
Need specific targets	50%	1

## Email feedback

Five pieces of feedback were submitted via email and related to the following strategic directions:

- Sustainable natural environment (2)
- Vibrant urban living (1)
- Infrastructure and transport (2)

### **Sustainable natural environment**

- One respondent showed support for Council's current Emissions Reduction Action Plan, however believes short term goals and targets need to be set
- Climate Action Burwood-Canada Bay submitted a detailed set of recommendations which include:
  - Making climate change, emissions reductions and sustainable development the top Council priority
  - Implementing a program to effectively communicate the issue to Council staff, residents and the wider community
  - Targets for renewable energy use
  - Mandating regulations for new development to maximise energy efficiency
  - Prioritising use of electric vehicles and machinery and improving public transport options
  - Making FOGO bins available to all residents and businesses
  - Increasing planting across the City
  - Adopting a rainwater rebate scheme similar to that of Inner West Council

### **Vibrant urban living**

One respondent submitted suggestions to improve Drummoyne town centre which included:

- Recharging stations for electric vehicles
- Bike parking to encourage active transport
- Upgrade Drummoyne Town Hall
- Events such as food tours or live music

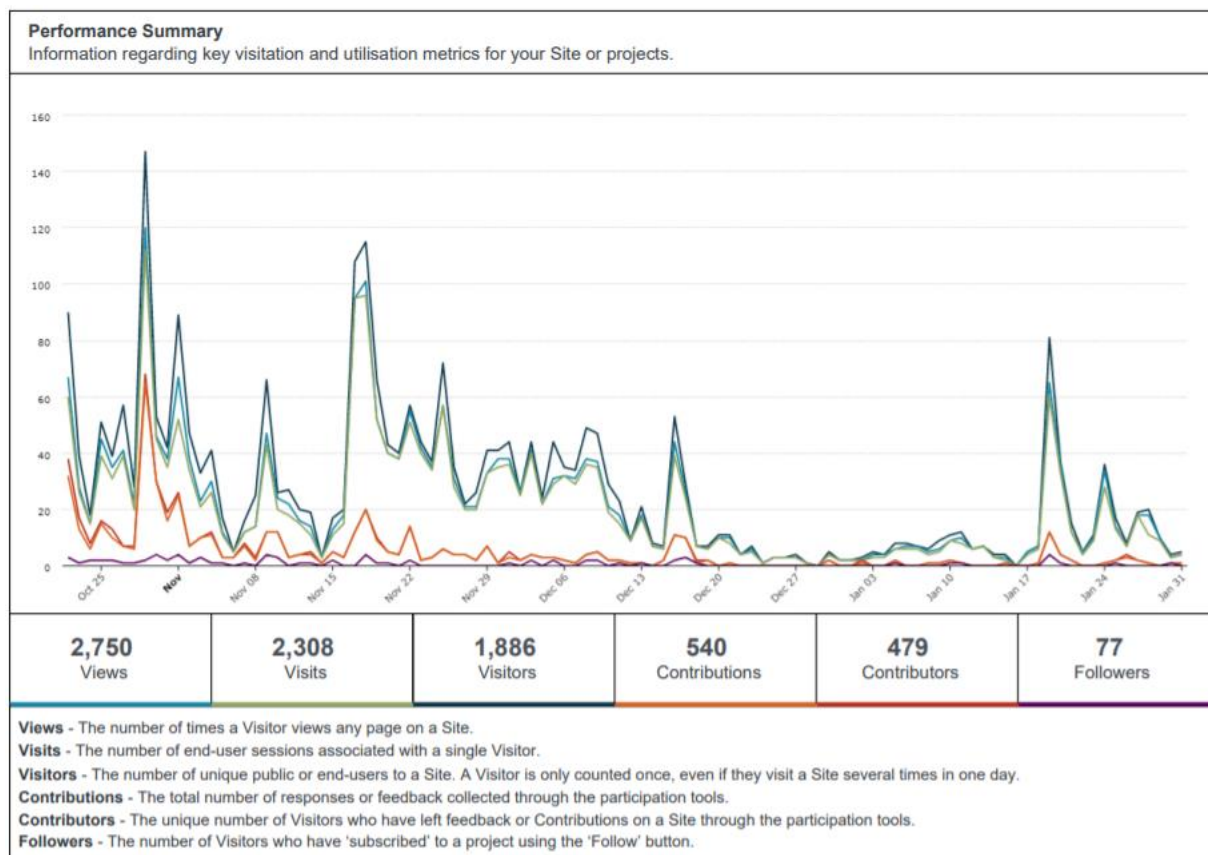
### **Infrastructure and transport**

- One respondent expressed concerns over traffic congestion in Concord and suggested a two-lane road be constructed to join Gipps Street and Parramatta Road on the east side of Concord oval
- One respondent expressed concerns over parking in Majors Bay Road shopping precinct and suggested:
  - Increasing disabled parking spaces
  - Increasing ranger patrols
  - Addressing problematic bike use by delivery riders

## Appendices

### A. Communications reach

**Project page on Collaborate Canada Bay:** [ourfuture2036.com.au](http://ourfuture2036.com.au)



### Social media (Facebook and Instagram)

	No. of posts	Reach	Engagements
Facebook	4	7,300	565
Instagram	1 (and 5 story posts)	2,381	83

### Council newsletters and newsletters

Council newsletter	Reach	Opens	Link clicks
City of Canada Bay News (November)	1,932	1,119	47
City of Canada Bay News (January)	2,110	1,362	106
@Rhodes enews (November)	1,583	450	19
@Rhodes enews (December)	1,281	690	12
Library enews (November)	23,126	4,653	38
Library enews (December)	23,074	5,254	56
Library enews (January)	22,820	6,294	40

Sustainable Living ezine (November)	3,332	1,865	45
Sustainable Living ezine (December)	3,314	1,064	15

## B. Focus group questions

### Traffic and parking

1. What is one thing Council is going well in regards to management of traffic and parking?
2. What is one area of improvement?
3. What does managing congestion mean to you?
4. What parking improvements should be implemented across the City?
5. What should Council prioritise - more footpaths and cycle paths or increasing road capacity?
6. What does connectivity within the City of Canada Bay look like?
7. What should advocating for improved public transport involve?
8. What kind of community education programs would you like to see around walking and cycling?

### Concord town centre

1. What's one word you'd use to describe Concord today?
2. What's one word you'd like to describe Concord in the future?
3. What makes Concord special?
4. What does a 'village atmosphere' mean to you?
5. How can public art in Concord be improved?
6. How can the public domain be improved?
7. Of the ideas discussed, which do you believe is the most important and why?

### Five Dock town centre

1. What's one word you'd use to describe Five Dock today?
2. What's one word you'd like to describe Five Dock in the future?
3. What makes Five Dock special?
4. What do you want the new metro station to look like?
5. What does a 'village atmosphere' mean to you?
6. How can we create more things to do in the evening in Five Dock?
7. How can café culture, shopping and entertainment options be improved?
8. How can we improve the natural environment?
9. Of the ideas discussed, which do you believe is the most important and why?

### Drummoyne town centre

1. What's one word you'd use to describe Drummoyne today?
2. What's one word you'd like to describe Drummoyne in the future?
3. What makes Drummoyne special?
4. What does a 'village atmosphere' mean to you?
5. How can the natural environment be improved in Drummoyne?
6. How can we create more things to do in the evening?
7. How can the public domain be improved?
8. Of the ideas discussed, which do you believe is the most important and why?

### **Rhodes town centre**

1. What's one word you'd use to describe Rhodes today?
2. What's one word you'd like to describe Rhodes in the future?
3. What makes Rhodes special?
4. What does a 'village atmosphere' mean to you?
5. How can we create more things to do in the evening in Rhodes?
6. How can café culture, shopping and entertainment options be improved?
7. How can we improve the natural environment?
8. Of the ideas discussed, which do you believe is the most important and why?

### **Local business**

1. What's one thing Council is doing well to support local business?
2. What's one area of improvement?
3. What does an attractive and welcoming City mean to you and your business?
4. How can we support businesses to extend operating hours?
5. What events and activations would bring people to our town centres?
6. What kind of parking improvements would be beneficial to your business?
7. How can we effectively encourage local spending?

### **Inclusivity and diversity**

1. What barriers do people in our community face when accessing information, services and/or facilities?
2. How can we reduce these barriers?
3. How can we work together to improve equitable access to services and facilities?
4. What does being inclusive mean to you?
5. How can we improve our inclusive practice?
6. What projects/initiatives should be prioritised?
7. What community attitudes or behaviours need to change to create a community that fosters and celebrates diversity?

## The environment

1. How can Council better prepare our community to cope with the effects of climate change?
2. How could Council support the community to transition to net zero by 2050?
3. What is working well/what could be improved in terms of our waste services?
4. How can we further work with the community to reduce litter and illegal dumping?
5. Council has a target to achieve 25% tree cover across the City by 2040. What ideas do you have for how we can achieve this?
6. What projects or programs should Council focus on to better protect and enhance local biodiversity?

## C. School workshop questions

1. What's one word you'd use to describe your area today? [open field]
2. What's one word you'd like to describe your area in the future? [open field]
3. What do you value most about your area? Rank these options in order of importance to you with 1 being the most important and 5 being the least important.
  - a. A community that celebrates diversity
  - b. Everyone having access to services and facilities eg. libraries, sports centres
  - c. Feeling safe
  - d. Opportunities for outdoor recreation eg. community sport, playgrounds, basketball courts
  - e. Recognition of Aboriginal and Torres Strait Islander culture
4. We want to make sure we're looking after the environment. What action should we take? Rank the following actions with 1 being the most important and 5 being the least important.
  - a. Reduce greenhouse gas emissions
  - b. Plant more trees
  - c. Reduce waste and encourage more recycling
  - d. Protect native plants and animals
  - e. Improve the quality of our waterways
5. Think about the places you shop, eat out or spend time with family and friends on the weekends. Rank these options in order of importance to you (with 1 being the most important and 4 being the least important).
  - a. Friendly spaces to hang out with friends and family
  - b. Local art and creative activities
  - c. Supporting local businesses
  - d. Responding to the needs of the population as more people move into the area
6. Getting around. What's most important to you?

- a. Maintaining what we have eg. repairing roads, footpaths and street lights and replacing them when they are broken
  - b. Making sure there's not too much traffic on the roads and that roads are safe for drivers and pedestrians
  - c. Making it easier to safely walk, cycle and use public transport to get around
7. Do you have any ideas for how we can make our area great in the future? [open field]
8. We need to select a vision for our community-led plan. How would you like your area to be described in the future? [multi choice]
- a. An inclusive, sustainable and connected community
  - b. An inclusive, diverse and thriving community
  - c. Together we are an inclusive, sustainable and thriving foreshore community

Follow up questions were also asked about top ranked priorities.

#### D. Staff workshop questions

1. [Questions 1-5 from survey] Follow up questions were then asked about top ranked priorities.
2. Do these priorities capture key challenges and opportunities from now until 2036?
3. Are they clear and easy to understand?
4. Can you see where your work plan fits in?

#### E. Online poll

##### Help us set a vision for the future

Our community-led plan is required to have a vision statement which sets out what the City of Canada Bay will be like in 2036. The following vision statements have been drafted following feedback from the community. Select your preferred option and pre

- ☐ An inclusive, sustainable and connected community
- ☐ An inclusive, diverse and thriving community
- ☐ Together we are an inclusive, sustainable and thriving foreshore community

Submit

## F. Survey questions

### 1. Connected community

Feedback received earlier this year indicates that a sense of community, safety and recreation services are highly important to the community. This strategic direction has been broken down into a number of priorities listed below.

- Community diversity and inclusion: celebrating our diverse community and promoting inclusiveness across all aspects of community life (eg. affordable housing, providing support services for our culturally diverse community, people with disability, young people etc)
- Services and facilities: ensuring equitable access to community services and facilities
- Community safety: ensuring residents feel safe in our City and enjoy good health
- Active lifestyles: having outdoor facilities and programs that meet our diverse needs and preferences
- Aboriginal and Torres Strait Islander culture: increasing recognition of Aboriginal and Torres Strait Islander culture

Please rank these priorities in order of importance to you. *To rank, click and drag each priority into the box on the right.*

- Community diversity and inclusion
- Services and facilities
- Community safety
- Active lifestyles
- Aboriginal and Torres Strait Islander culture

### 2. Sustainable natural environment

Feedback received earlier this year indicates that protecting our natural environment, enhancing foreshore access and mitigating the impacts of climate change is highly important to the community. This strategic direction has been broken down into a number of priorities listed below.

- Climate change: reducing greenhouse gas emissions
- Tree cover: planting more trees across the City
- Waste: reducing waste to landfill and encouraging reuse and recycling
- Biodiversity: protecting and enhancing native flora and fauna
- Foreshore and waterways: improving access to the foreshore and the quality of our waterways

Please rank these priorities in order of importance to you. *To rank, click and drag each priority into the box on the right.*

- Climate change
- Tree cover
- Waste
- Biodiversity
- Foreshore and waterways

### 3. Vibrant urban living

Feedback received earlier this year indicates that supporting the local economy, providing great planning for our growing population and creating thriving town centres is highly important to the community. This strategic direction has been broken down into a number of priorities listed below.

- Thriving villages: reinforcing a village atmosphere in our local centres
- Arts, culture, and creative activities: improving access to local art, culture and creative activities
- Prosperity: creating a City that is attractive, welcoming and supportive of business
- Shaping growth: respecting the unique character of our areas and responding to the needs of the community as our population grows

Please rank these priorities in order of importance to you. *To rank, click and drag each priority into the box on the right.*

- Thriving villages
- Arts, culture, and creative activities
- Prosperity
- Shaping growth

### 4. Infrastructure and transport

Feedback received earlier this year indicates that managing traffic and parking and supporting alternative modes of transport is highly important to the community. This strategic direction has been broken down into a number of priorities listed below.

- Local assets: effectively managing public assets (eg. roads, footpaths, light poles)
- Traffic and parking: minimising congestion and increasing road safety
- Walking, cycling and public transport: making it easier to safely walk, cycle and use public transport within the City

Please rank these priorities in order of importance to you. *To rank, click and drag each priority into the box on the right.*

- Local assets
- Traffic and parking
- Walking, cycling and public transport

### 5. Civic leadership

Feedback received earlier this year indicates that transparent leadership, community engagement and effective partnerships with government agencies and community groups is highly important to the community. This strategic direction has been broken down into a number of priorities listed below.

- Good governance: ensuring Council is ethical and effective in its decision making
- Sustainable Council: ensuring Council is environmentally and financially sustainable
- Advocacy and partnerships: working with partners to shape the future of our City (eg. community groups, government agencies and higher levels of government)
- Communication and engagement: ensuring the community is well-informed and has opportunities to have their say on issues and decisions that affect them
- Smart City: transforming our City through innovation, efficiency and technology

Please rank these priorities in order of importance to you. *To rank, click and drag each priority into the box on the right.*

- Good governance
- Sustainable Council
- Advocacy and partnerships
- Communication and engagement
- Smart City

6. Do the proposed strategic directions and priorities capture the key challenges for Council management from now until 2036?

- Strongly agree
- Agree
- Neutral/I don't know
- Disagree
- Strongly disagree

7. Please provide any comments to explain your response to the previous question.

8. Did you provide feedback during the first round of consultation for this project from 1 June – 1 August 2021?

- Yes
- No
- Not sure

9. About you:

i) First name

ii) Last name

iii) Age

- 17 years and under
- 18 – 25 years
- 26 – 35 years
- 36 – 45 years
- 46 – 55 years
- 56 – 65 years
- Over 65 years

iv) Gender: how do you identify?

- Male
- Female
- Non-binary/gender diverse
- I'd rather not say
- Other (please specify)

v) What is your relationship to the Canada Bay area? Please select all that apply.

- I live in the Canada Bay area
- I am a ratepayer
- I own a business in the Canada Bay area
- I work in the Canada Bay area
- I do not live or work in the Canada Bay area but visit often
- I work at the City of Canada Bay Council
- Other (please specify)

vi) Suburb

vii) Email

#### G. School workshop participants

##### Primary schools

School	No. of participants	Student group
Abbotsford Public School	20	Year 6 leadership team
Concord West Public School	6	Year 6 leadership team
Russell Lea Public School	60	Year 5 and 6
St Ambrose Catholic Primary School	27	Year 5
St Mark's Catholic Primary School	15	Year 5

##### High schools

School	No. of participants	Student group
Rosebank College	30	House and college captains
Domremy College	8	Year 10 student representatives