



Woollahra Sustainability Plan

***Capturing community
visions and issues***

Prepared by

Institute for Sustainable Futures

For

Woollahra Municipal Council

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visions and issues***

Final report

For Woollahra Municipal Council

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Institute for Sustainable Futures

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Yes

No

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Yes

No

I agree that this report reaches the standard set by the Institute for Sustainable Futures, University of Technology, Sydney.

Signed

Institute for Sustainable Futures

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Most importantly, we thank all those members of the Woollahra community who took the time to complete a survey or to attend a workshop, and to express their views about the present and their hopes for a sustainable future for their community.

EXECUTIVE SUMMARY

Background

Woollahra Municipal Council (WMC) is currently undertaking a process to develop the 'Woollahra Sustainability Plan' (WSP). The purpose of the WSP is to provide a long-term and integrated approach to planning for a sustainable community in the Woollahra local government area.

The WSP development process is being undertaken in three stages. The first is a background stage consisting of audit and gap analysis activities, the second (the subject of this report) is a 'community visioning and issues' stage, and the third will consist of the development of an action plan. This report contains the results of Stage 2 – 'Community visioning and issues', undertaken by the Institute for Sustainable Futures (ISF).

The Institute used the following processes to capture community responses during the three-month research period:

- 1 snapshot survey (179 respondents)
- 3 community workshops; 2 for a general audience, and one with high school students (17 participants)
- 1 longer community survey (38 respondents).

In total, the process engaged **229** community members. This is equivalent to 0.5% of the total population of the Woollahra LGA.

ISF also undertook to provide an opportunity for Woollahra Municipal Council staff and Councillors to contribute to the process. This was done via:

- 2 Council staff workshops (27 participants)
- 1 Councillor workshop (1 attendee and 1 email feedback)

Community issues and visions

The various consultation processes have yielded results that provide an insight into community views, issues and visions for the future of the Woollahra LGA. The findings are a valuable resource for WMC, and can be used to inform the development of the Woollahra Sustainability Plan and associated actions and strategies.

The snapshot survey showed that a large proportion of community members who responded like and appreciate the current 'look' of their area, and especially value the 'green', leafy tree-lined parts of the LGA. Many people surveyed would like these to be maintained or increased. Many respondents expressed negative attitudes towards increasing levels of and particular types of new development, particularly high rise residential development. They also valued public space and wanted increased access to it. A large number of residents surveyed wanted their community to feel 'friendly' and 'safe', with a 'sense of belonging' or 'community spirit' and high levels of community involvement and interaction – and a common expression of how this could be achieved, was via 'more community events'.

The workshops and longer survey were an opportunity to obtain a more in-depth understanding of community issues, views and concerns, and to develop group and

individual 'visions' for the future and ideas for sustainability strategies in the short and long-term.

The workshops employed the recognised technique of 'backcasting', where an ideal, desired future is imagined and participants then attempt to 'work back' to the present. This process helps identify strategies to achieve the desired future. The workshops also used the techniques of divergence and convergence. Participants were facilitated to generate a very diverse range of ideas, issues and concerns at the beginning of the workshops, and then guided to converge their focus onto key issues. Participants were then encouraged to prioritise these key issues, to provide the basis for a broad community 'vision' by the end of the workshops. Issues raised in the workshops covered the three dimensions of sustainability: environmental, social and economic (though to a lesser extent).

The results of the workshops show:

- high levels of community awareness about sustainability and
- strong support for sustainability as an appropriate goal for WMC. There is
- less convergence, about what the priority issues are, or how to address them, with a wide range of views and ideas being expressed.

As an overall observation, it is possible to see a convergence of views around certain issues. The clearest convergence of *positive* views was around the following issues:

- **Harbour and beaches**
- **Parks and public spaces**
- **Trees**
- **'Community feel'/'community spirit'**
- **Facilities and services for all age groups**
- **Existing built environment and heritage**
- **Public transport**

The clearest convergence of *negative* views was around the following issues:

- **Traffic (congestion/pollution)**
- **Development or 'over-development'**

A full explanation of these issues is contained in Section 9.2.

It is clear from the workshops that many community members have useful ideas for how the goals of sustainability might be achieved, and some of these may be a good starting point for the next stage of the WSP process. Strategies nominated to achieve various aspects of sustainability included:

- community education and information strategies to change individual attitudes,
- various ideas for encouraging or enforcing behaviour change,
- council provision of different or better services or infrastructure,
- changes to existing Council policy or procedure,

- different funding/financial models,
- a mixture of incentive and disincentive-based approaches and
- ideas about engaging the community in decision-making in new ways.

Council staff involvement

The Council staff workshops involved a presentation of an analysis of community issues, concerns and visions (based on the snapshot survey and workshop outcomes) and a discussion with Council staff. Staff responses, comments and additional input were documented. Council staff engaged with the issues and provided a range of useful comments and responses. They responded well to the challenge of addressing these community issues, and suggested a range of short and long-term strategies across the three dimensions of sustainability.

The staff workshops highlighted a number of significant conflicts that exist within the community and which had emerged in both the snapshot survey and community workshops. Such conflicts represent significant challenges for Council sustainability planning. Further focus on and consideration of some of these conflicts will be necessary in developing the WSP.

Councillor involvement

Councillor engagement with and input into the process for Stage 2 of the development of the WSP was disappointing. While a number of opportunities were created to provide input, comments were received from only two Councillors. It was suggested that this was not necessarily a negative response, but rather may signify that Councillors were generally supportive of the process and content to let it proceed without their input. Whether or not this is true, it will be critical to secure the *active* support and engagement of Councillors as the WSP is developed and implemented. This is an ongoing task for WMC.

Overview of this report

This report provides a summary of the work undertaken by the Institute in accordance with the contract with WMC. As specified by the WMC project brief, it documents and analyses the results of previous community consultations undertaken and the workshops and survey(s).

Section 1 is an introduction to the report, explaining the context for Stage 2 of the development of the WSP, and outlining the scope of the work that the Institute was contracted to undertake on behalf of WMC.

Section 2 is a review of reports and other documents relating to previous community consultations conducted by Council. It provides a summary of the review and identifies a number of opportunities for Council to consider in developing and implementing the Sustainability Plan and associated strategies. Key issues of importance to emerge from the review are documented and grouped across the three dimensions of sustainability.

Section 3 describes the preliminary 'snapshot' survey undertaken to gauge community views about the ideal future 'look' and 'feel' of Woollahra, and summarises the results.

Section 4 is a summary of the community workshops, and **Section 5** a summary of the high school student workshop. For each, the methodology used is described, and a detailed description and analysis of the results is included. Individual and group

visions, as well as issues and priorities are presented, organised across the three dimensions of sustainability for the community workshops and two dimensions (environmental and social) for the student workshop. Each section presents the related challenges and suggested solutions for long-term planning that were generated by the participants. Brief conclusions follow about the effectiveness of the workshops, and details of the workshop logistics and attendance, and a summary of participant feedback are provided.

Section 6 describes the two workshops held for WMC staff. The methodology used is described, and a detailed description and analysis of the results is included. Separate tables detail the issues and suggested short and long-term solutions for the social, environmental and economic aspects of sustainability. Results of a brief group discussion are included. Finally, the section makes brief conclusions about the effectiveness of the workshops, and provides details of the workshop logistics and attendance.

Section 7 details the process used to obtain Councillor input to Stage 2 of the WSP development process, and documents the feedback received.

Section 8 describes the longer community survey undertaken at the end of the project. The survey methodology is described and a detailed description and analysis of the results is included.

Section 9 provides the overall consultation results, including areas of convergence in community views, and a list of the key issues, prioritised according to the three dimensions of sustainability and with their links to the principal activity areas of Council's Management Plan and the State of the Environment Report indicated

Section 10 considers some future opportunities for WMC in relation to the development and implementation of the WSP.

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1 INTRODUCTION

Woollahra Municipal Council (WMC) is currently undertaking a process to develop the 'Woollahra Sustainability Plan' (WSP). The purpose of the WSP is to provide a long-term and integrated approach to planning for a sustainable community in the Woollahra local government area.

The WSP will identify a long-term community derived vision with associated actions to achieve more sustainable practices in Council's function areas and activities, in addition to enabling planning of a more sustainability-focused community. The vision and actions in the WSP will embody the principles of 'Ecologically Sustainable Development' (ESD).

The WSP development process is being undertaken in three stages. The first is a background stage consisting of audit and gap analysis activities, the second (the subject of this report) is a 'community visioning and issues' stage, and the third will consist of the development of an action plan. The Institute for Sustainable Futures (ISF) was engaged to undertake visioning and issues consultation for Stage 2.

Objectives for Stage 2 include the following:

- to inform and involve the community in the preparation of the WSP
- to build strong partnerships between Council and the community
- to identify a community derived, long term vision for the future of Woollahra
- to identify sustainability related issues for Council to address in its Sustainability Plan, including social, economic and environmental issues
- to involve a range of people in the project including the youth, children, seniors and families and
- to employ a range of consultation methods and techniques to engage the community and gain the necessary community input and participation in the project.

The tasks undertaken by ISF for Stage 2 were:

1. a review of existing Council community consultation results (as supplied by WMC)
2. a 'snapshot' survey of attendees at Council's 'People and Pets Day' (extra activity, scope expansion agreed)
3. community visioning and issues workshops (two workshops with the general community and one with high school students)
4. internal issues workshops (two with Council staff and one with Councillors) and
5. community survey (four-page, paper-based).

Results of these tasks are the subject of this report. The results can be used by WMC to inform the development of a community derived, long term vision for the future of Woollahra.

2 REVIEW OF EXISTING COMMUNITY CONSULTATION RESULTS

2.1 Scope

ISF reviewed various WMC documents relating to previous community consultations conducted by Council largely over the past three years, as well as a range of other relevant documents and demographic information provided by WMC. The purpose of this review was to inform the community visioning and issues process, and to draw out any longer-term implications of these previous exercises for the Woollahra Sustainability Plan.

The review was a valuable exercise and informed the preparation of workshop and survey material by ISF. Section 2.4 offers a useful summary of the document review that identifies a number of opportunities for Council to consider. These observations may be useful for Council's processes, particularly in relation to developing and implementing the Sustainability Plan and associated strategies.

For a full list of the documents reviewed, refer to Appendix A.

2.2 Overview

The review of past Council consultation exercises provided useful data to inform the project. Key issues of importance to emerge from these documents can be grouped across the three dimensions of sustainability as outlined below:

2.2.1 Social sustainability issues

- demographic information and trends highlight current and future social sustainability issues; e.g. Woollahra is a community with an increasingly ageing population with a relatively low proportion of children
- clear community concern for particular population groups, e.g. services and facilities for residents with disabilities, the aged and children
- high expectations with regard to quality of and access to both physical and social services.

2.2.2 Environmental sustainability issues

- environmental self-perceptions; e.g. residents see recycling as their area of best performance in relation to the environment
- community expectations of Council and the environment; e.g. the community have high expectations of Council and see many of the key issues today as issues for the future
- varied level of understanding of environmental issues in the community; e.g. residents are not necessarily aware of harbour water quality
- particular ways of thinking about environmental issues; e.g. desire for a clean environment is common, with high levels of concern about particular elements – especially litter and trees
- a snapshot of the residential environment; e.g. residents live in a high density area, but the open space available is recognised to be of extremely high

quality and residents have high demands for a range of different kinds of open and recreational spaces.

2.2.3 Economic sustainability issues

- demographic information and trends that highlight current and future economic issues; e.g. Woollahra is a community that is highly employed, with high skill levels and large numbers of professional and affluent residents
- community views on economic issues; e.g. range of resident views about whether Council provides 'value for money'

2.3 Comment

Recent consultation exercises have included a mix of the following:

- telephone surveys
- interviews and
- workshops with community groups and service providers.

Similarly, the work undertaken by the Institute and described in this report also consists of surveys and workshops. This approach is useful to identify broad issues, but can be limiting when trying to explore causes and implications of these issues, and particularly when developing responsive strategies. Council may wish to consider opportunities to trial more innovative participative and deliberative processes in future to enable residents to participate in sustainability planning. These may include citizen panels, citizen juries and other deliberative, interactive, representative processes to engage citizens in planning and decision making.

2.4 Document review summary

Table 1: Document review and implications for the Sustainability Plan

Document summary: key issues	Implications for Council Sustainability Plan
Community Analyst Supplements: Woollahra LGA, prepared by the Public Practice P/L	
Report on characteristics of children and young people and older people in the Woollahra LGA using ABS data.	
Low proportions of children and young people compared to Sydney and NSW.	Demographic results should be considered in sustainability planning.
Unemployment rates for teens and young adults are lower than in Sydney and NSW. Proportion of young adults in high skilled occupations is higher than Sydney and NSW. Proportion of 55–64 year olds employed is higher than in Sydney and NSW.	High proportion of skilled occupations and high employment – this element of economic and social sustainability may not be a priority.
Proportion of older people in the WMC population increased by 1.3% p.a. from 1996 to 2001.	Ageing population – implications for social planning / social sustainability, intergenerational equity.
Proportion of older people on low income in WMC is less than half the proportion on low income in NSW. An increasing number of those older than 75 are living in institutions and a decreasing proportion of those older than 75 are living alone.	Poverty-related issues for elderly people are less of an issue than elsewhere in NSW. However demand for aged care facilities and implications for social planning are social sustainability issues.
Smaller than average proportion of people living on a low income generally.	Social sustainability issues associated with poverty and unemployment are not high priorities in the LGA.
Community consultation for the Environmental Education and Action Program, GEMS P/L research report, February 2004	
Community surveyed on most important environmental issues. 96 resident surveys 32 completed over the telephone and 64 face-to-face. Questions were based on the Department of Environment and Conservation's "Who cares about the environment" social research study so results could be compared with NSW baseline data.	
Issues in Woollahra are similar to those across NSW except for the absence of noise as an issue of concern. Traffic, litter and tree planting were the key issues. Most respondents were unable to	Sustainability Plan needs to balance a response to residents' concern for particular issues with a broader focus, including less well understood or less visible sustainability issues.

Document summary: key issues	Implications for Council Sustainability Plan
identify multiple issues.	
A majority of respondents see recycling as their greatest personal contribution to enhancing the local environment.	Opportunity to build on positive attitudes towards recycling and broaden community understanding about personal contributions they can make to sustainability.
General view that Council is doing a good job at protecting the local environment. When pressed to nominate areas for improvement, residents mentioned bush regeneration, education, planting more trees, water conservation, recycling more types of items, improving footpaths, better stormwater prevention street cleaning, more information about recycling and reducing car use.	Specific areas for possible focus / review.
Residents struggled with unprompted ideas on best way to get information to them.	Possible opportunities to trial and evaluate new communication strategies for Sustainability Plan.
Little resident connection with the Harbour in responses. Many residents are unaware of improved harbour water quality those who are aware, relate whales in the harbour to this change.	Report recommended considering a symbol to promote water quality e.g. a whale. This may be a useful strategy, but needs to be accompanied by high quality community education to raise awareness and understanding of harbour water quality issues, and promote actions residents can take to contribute to improving water quality.
Port Jackson South Stormwater Management Plan: Stakeholder consultation, prepared by Patterson Britton & Partners P/L	
Three consultation sessions targeting resident organisations, and a residential questionnaire (by mail). Consultation focussed on how best to tackle the problem of stormwater pollution, identifying problem areas and understanding what components of the catchment are valued the most. Of the 31 responses to the residential questionnaire, 18 were from the Woollahra LGA.	
Highlighted issues included: litter at Gibson's beach (Watson's Bay) debris at Rushcutters Bay, poor stormwater quality at Nielsen Beach including leaves and vegetation litter at Watson's Bay Beach especially from local building sites and including areas adjacent to stormwater lines beach pollution at Double Bay and	Various environmental sustainability issues. Particular area-based issues for possible consideration in sustainability plan, or associated implementation documents (though, note small sample size). General concern with beach litter and pollution is important.

Document summary: key issues	Implications for Council Sustainability Plan
Rose Bay stormwater outflow at Parsley Bay, CYC Rushcutters Bay, Camp Cove.	
Community Study Executive Summary, research report prepared by Micromex Research, November 2004	
Telephone survey with 1200 residents, with targeted surveys for older people 55+ (472) and families with children under 11 years (150).	
<p>General findings:</p> <ul style="list-style-type: none"> • The community has a higher than average direct contact with Council • Current high priority areas for the community are managing traffic flow, maintaining local roads, and managing building approvals/development • Long-term priorities are building approvals/development, managing traffic, water conservation, parking, roads maintenance. 	<p>High expectations of service delivery.</p> <p>Many of these the issues that the community has prioritised relate to environmental sustainability. Sustainability planning should acknowledge these current and longer -term community priorities.</p>
Survey found that areas of high importance and high satisfaction are: waste collection, parks and recreation areas, foreshores and beaches, safety, recycling, street cleaning, environmental monitoring and protection, stormwater drainage, services for older people and their carers, protecting heritage values and buildings, services for people with disabilities.	Many of these issues relate to environmental sustainability. Opportunities to include in sustainability plan as positive achievements.
Areas of high importance and low satisfaction are: traffic, road maintenance, footpaths, responsiveness to community, assessing and determining applications for development, on-street parking, informing residents about Council activities, community decision making, Council long term planning and vision, regulating design and quality of new developments, managing trees in streets, managing activities on construction sites.	Many of these issues relate to environmental sustainability. Important for sustainability plan to consider these issues as priorities.
Draft Social Needs Discussion Paper, Woollahra Municipal Council, January 2005	

Document summary: key issues	Implications for Council Sustainability Plan
<p>The Discussion Paper is based on a Social Needs Study that consisted of:</p> <ul style="list-style-type: none"> • the Micromex telephone survey (see above) with 1200 residents, with targeted surveys for older people 55+ (472) and families with children under 11 years (150). • written surveys distributed to 180 community service providers and returned by 90 service providers. • written household surveys to people with a disability and their carers (50) • face-to-face interviews with 40 family, children and aged and disability community service providers. 	
<p>The study concluded that the priority needs in the community are:</p> <ul style="list-style-type: none"> • pre-school places for 0–5 year olds • long day care places for 0–2 year olds • family support services • health and positive ageing strategies and activities for older people • residential aged care services • services/programs for older people with a disability • opportunities for people with a disability to participate in community life • services for children and young people with a disability • services that include the needs of a culturally and linguistically diverse community • services for young people • coordinated information about community services • accessible community facilities • networking opportunities for community service providers. 	
<p><i>Aged and Disability Services Strategy consultation, Woollahra Municipal Council, January 2005</i></p>	
<p>In addition to the main community study, the ‘Social Needs Study’ (see above) conducted a needs assessment for services and facilities for older people aged 55 years and over, and people with</p>	

Document summary: key issues	Implications for Council Sustainability Plan
<p>a disability and their carers. This consisted of:</p> <ul style="list-style-type: none"> • 27 written surveys with older people • 2 face to face interviews with social groups and 18 with aged service providers • written surveys with 20 disability service providers, • 50 surveys with people with a disability and their carers • 14 face -to -face interviews with service providers. 	
<p>Findings relating to older people:</p> <ul style="list-style-type: none"> • Services for older people and their carers rated 15th highest priority service out of a total of 34 across Council and rated 10th in the top 22 highest priority services in the next 10 years. • For those aged 55+, the most important services were health services, home care services, and community transport. • The importance of different services changed with age, with active recreation/fitness programs and passive recreation/fitness programs becoming important services for 80% and 74% (respectively) of people aged 85+. 	<p>Planning for and providing appropriate aged services is a social sustainability issue. Potential to reduce social isolation / exclusion of older people and their carers.</p>
<p>Findings relating to people with a disability:</p> <ul style="list-style-type: none"> • Services for people with a disability and their carers received a higher priority ranking than services for the aged. • Services for people with a disability and their carers were given higher importance and lower satisfaction ratings compared to all other community services. • People with a disability rated of highest importance: social outings and group outings, active recreation and fitness, health services, and passive recreation. • Carers rated of highest importance: respite care, active recreation and fitness, day programs, living skills, and early intervention. 	<p>Planning for and providing appropriate disability services is a social sustainability issue. Potential to reduce social isolation / exclusion of people with a disability and their carers.</p>

Document summary: key issues	Implications for Council Sustainability Plan
<p>The most pressing concern regarding access to services was ignorance of what services were available.</p>	<p>Implications for Council communication strategies.</p>
<p>The needs assessment suggests that the area has insufficient: community transport, affordable housing, appropriate residential care facilities, heavy duty cleaning services for those living in squalor, crisis-driven services, men's clubs and services, carer parking permits, disabled parking and access to Council's Community and Seniors Centres, accessible information about services, community information sessions, low-cost room hire, and crisis care out-patient services for people with dementia in Paddington/Woollahra.</p> <p>It was also suggested that Council could support the community sector in Woollahra by networking and community development.</p>	<p>Social sustainability issues for consideration.</p>
<p>Other issues raised included a need to raise community awareness, the importance of respite for carers, the need to be able to access carer counselling, need for low-cost home modification, and various issues relating to employment, volunteer numbers, and accessibility.</p>	<p>Ensure specific council opportunities that were highlighted are followed up.</p>
<p>Children's Services Strategy consultation, Woollahra Municipal Council, January 2005</p>	
<p>In addition to the main community study, the 'Social Needs Study' (see above) conducted a needs assessment for services and facilities for families with children aged 11 years and under.</p> <p>This exercise targeted 150 families with children 11 years and under. Surveys were also sent to children's service providers (13 respondents). Interviews were conducted with 12 service providers and a workshop held to identify issues and potential strategies. Interviews were held in two playgroups, and with a Kindergarten Parents Committee. Interviews were also held with Council staff and other government agencies.</p>	
<p>70% of all residents surveyed rated child care as highly important.</p>	<p>Planning for and providing appropriate services for children is a</p>

Document summary: key issues	Implications for Council Sustainability Plan
<p>Pre-school and family day care were the most important issues. Child care services rated 20th in the top 22 highest priority services in the next 10 years.</p>	<p>social sustainability issue.</p>
<p>The major issue in accessing children’s services was a lack of availability and long waiting lists for existing services</p> <p>Other needs identified included:</p> <ul style="list-style-type: none"> • support for isolated mothers, especially overseas-born • more community-building activities. <p>Services with significantly low satisfaction levels were occasional care, long day care, pre-school, family day care, home based care, and recreation and cultural programs.</p>	
<p>Recreation Needs Assessment and Strategy, progress report and preliminary discussion paper, prepared by StratCorp consulting, August 2005</p>	
<p>Random household telephone survey (350) about organised and unorganised physical activities. Parks user survey: 114 face-to-face interviews conducted at 12 different park locations. Also included 75 responses to an internet survey, a community forum with 8 people and a submission received from the Darling Point Society.</p>	
<p>Demographic issues:</p> <ul style="list-style-type: none"> • open space per resident is less than any other inner Sydney LGA • participation in organised sports for children and adults has increased since 2000 • needs analysis findings: • high demand for access to a range of open spaces: organised groups/clubs, families, playgrounds, informal 	<p>The demographics and recreation needs analysis raise issues relating to the social and environmental use of space for recreation.</p> <p>Parks and open spaces can be conceived of as contributing to both environmental and social sustainability. Opportunity to use sustainability planning to make this link.</p>

Document summary: key issues	Implications for Council Sustainability Plan
<p>leisure, at varying times, and potentially user pays</p> <ul style="list-style-type: none"> • values of parks were identified: sit and relax, green space, contribution to urban design, essential to the environment • very high level of resident satisfaction with the quality and distribution of parks, reserves and foreshore areas • concerns for safety, social interaction, and travelling distance • barriers to park use include parking, dog conflict, safety, mobility and lack of public transport access • demand for an indoor swimming pool and for shared walking paths and trails. 	
<p>A Council workshop was held for 14 staff to identify recreation and space issues. Key findings include: continuing demand for open space suitable for diverse needs, strategic alliances with other land owners, accessibility, fit for purpose design, perceptions of safety, consider opportunities for adaptive reuse.</p>	<p>Opportunities identified to pursue partnerships with government, community and private groups, especially partnerships with schools to promote community access or joint development. These could be considered as part of sustainability planning process.</p>
<p>Key Stakeholder Communications – Natural Environment, report on workshops, Woollahra Council, April 2003</p>	
<p>Relates to the natural environment section of Council's Management Plan. Facilitation and participation skills training for Council staff. Internal workshop to develop common understanding about Council role in environmental issues.</p>	
<p>Draft community consultation manual developed to assist Council staff.</p>	<p>The draft consultation manual stops short of deliberative techniques (such as citizens juries) to involve community in decision making – these could be trialled in later phases of the Sustainability Plan process.</p>
<p>Participants felt "more investigation of community needs and wants with respect to the environment was needed".</p>	<p>Sustainability plan process represents an opportunity to do this.</p>

3 'SNAPSHOT' SURVEY

3.1 Survey development

As a preliminary exercise to the community visioning project, ISF suggested Council undertake a 'snapshot' survey (see Appendix B) at their 'People and Pets Day' at Lyne Park, Rose Bay on Sunday 18 September 2005. This event, primarily targeting pet owners, is the largest annual gathering of people within the municipality and draws up to 4,000 residents and non-residents. ISF prompted Council to capitalise on the event by undertaking a 2-minute survey to gauge community views on a long-term vision for the Woollahra LGA.

ISF developed an agreed survey format, with Council staff approaching community members on the day. The intention of the survey was not to ask multiple or detailed questions, but rather to obtain a 'snapshot' of sustainability issues as described by the community. This 'snapshot' would then be used to inform the development of materials for the community and high school workshops.

The survey informed respondents that Council was seeking their views as part of the development of the Sustainability Plan. Respondents were asked to "think about the Woollahra area 20 years from now" and describe how they would like Woollahra to 'look' and 'feel'. This structure was adopted to:

- avoid leading respondents towards particular pre-defined 'sustainability issues' and
- give respondents free reign in interpreting the question to include the issues they saw as relevant and important.

Use of the terms 'look' and 'feel', provided a way of gathering respondent's thoughts on both the physical and social environment.

3.2 Profile of survey respondents

In total, **179** community members completed the snapshot survey at 'People and Pets Day'.

Of the 158 who reported their gender, 98 were women (62%) and 60 were men (38%). The age breakdown for those 163 respondents who reported their age was as follows:

Table 2: Age of respondents to snapshot survey

0-20 yrs	21-30 yrs	31-40 yrs	41-50	51-60 yrs	60+ yrs
18 (11%)	21 (13%)	47 (29%)	35 (21%)	18 (11%)	24 (15%)

It should be noted that compared to the overall age profile for the Woollahra LGA (ABS 2001 Census figures), there is a notable over-representation of survey respondents in the 31-40 years and 41-50 years brackets, and a notable under-representation of people aged under 20 years.

3.3 Snapshot survey results

The top 10 responses to the ‘look’ and ‘feel’ questions (where ‘1’ is the most common answer, and ‘10’ is the 10th most common) have been summarised in Table 3.

Table 3: Snapshot survey question and 10 most common responses

In thinking about Woollahra in 20 years from now, how would you like it to...?	
‘Look’	
1.	More trees, ‘green’, ‘leafy’,
2.	Less development, less ‘high-rise’/high density
3.	Accessible, open, public spaces/parks
4.	Maintain present look, ‘keep the same’
5.	Dog facilities (off-leash areas)*
6.	Cleaner/tidier (more bins/recycling, less litter)
7.	‘Pedestrian friendly’, slower/less traffic, less cars
8.	Well maintained public areas, parks, playgrounds, footpaths, nature strips
9.	Native trees and bushland, waterwise planting
10.	Well maintained heritage/traditional architecture
‘Feel’	
1.	More community events
2.	Friendly, welcoming, tolerant
3.	‘Community spirit’, ‘sense of belonging’
4.	Safe
5.	Community involvement, Council communicates with and listens to community
6.	Village atmosphere
7.	Pedestrian/cycle-friendly, less traffic
8.	Facilities for different age groups (older people, younger people, families)
<i>Next highest answers (equal numbers):</i>	
•	Attractive, free, open, green/natural
•	Clean
•	Diverse

*The popularity of this answer should be considered in the context of the survey – it was administered at People and Pets Day, at which dog owners were over represented.

As a summary, it can be said that the snapshot survey showed that:

- large numbers of community members like and appreciate the current ‘look’ of their area, and especially value the ‘green’, leafy tree-lined parts of the LGA. Many people would like these to be maintained or increased
- many respondents have negative attitudes towards increasing levels and particular types of new development, particularly ‘high rise’ residential development
- public space is valued, and people would like increased access to it
- a large number of residents wanted their community to feel ‘friendly’ and ‘safe’, with a ‘sense of belonging’ or ‘community spirit’ and high levels of community involvement and interaction – a common expression of how this could be achieved was via ‘more community events’.

4 COMMUNITY VISIONING AND ISSUES WORKSHOPS

4.1 Workshop scope

ISF designed and facilitated two community workshops (see Table 7) targeting WMC residents, with the aim of engaging the community on the issue of long-term sustainability for Woollahra. This process was designed to enable community issues and visions to inform the development of the Woollahra Sustainability Plan.

WMC agreed the workshop format, times and dates, and was responsible for promotion and advertising of the community-based workshops, in addition to providing a venue (WMC boardroom) for the workshops.

The workshops employed the recognised technique of 'backcasting', where an ideal, desired future is imagined and participants then attempt to 'work back' to the present. This process helps identify strategies to achieve the desired future. The workshops also employed the techniques of divergence and convergence. Participants were facilitated to generate a very diverse range of ideas, issues and concerns at the beginning of the workshops, and then guided to converge their focus onto key issues. Participants were then encouraged to prioritise these key issues, to provide the basis for a broad community 'vision' by the end of the workshops.

In total 12 residents attended the workshops.

4.2 Workshop results

4.2.1 'Cold' or 'unprompted' ideas

Participants were asked at the beginning of the workshops to write down words, thoughts and ideas in response to the words "sustainable community" and "sustainability". In total, participants recorded 55 results. The top five (most common) responses can be summarised as follows:

1. preserving present for future
2. community growth – through education, interaction and attitudinal change
3. effective management of resources – water, waste, energy
4. preserving resources – harbour, shorelines, bushland, parkland, heritage and
5. balancing development with community needs and wants – consider residential and commercial development type and location, noise, traffic, transport and support for local business.

4.2.2 Developing community visions

Workshop material was provided to participants (see Appendix C) including a brief explanation of the concept of ESD and a statistical/demographic snapshot of Woollahra. Participants worked in groups of three, to discuss and record a vision for a sustainable community in Woollahra in 20 years time. Information was captured by the group in the form of brief sentences or dot points, depending on what was achievable in the allocated time. Each group was provided with one of the following focal areas:

- social sustainability

- environmental sustainability or
- economic sustainability.

Following a brief report back from each group, participants then spent time adding their own individual visions to each of the focal areas as a means of expanding the vision and capturing all viewpoints. The visioning exercise results are shown (in no particular order), in Table 4.

Table 4: Results of the community visioning exercise

Focal area	Group visions	Individual visions
Social sustainability	<ul style="list-style-type: none"> • enhanced natural environment • caring about community environment • community spaces and support for them • picnics, community, harmony and engagement • facilities for all residents – aged, young, all ages • community volunteers feature more in services & decision-making – including harnessing services from the aged • managing volume of people • appropriate public transport – water, bus, walking, riding • transparent and well communicated decision-making (especially the role of councillors & council officers in policy and decision-making) 	<ul style="list-style-type: none"> • quality of life issues • schools to take more part in council matters • sense of community – active neighbourhoods • enhanced neighbourhoods • health and well-being, public swimming pool and hydrotherapy • economy and community, market days, communities pooling resources – purchasing in bulk • communities sharing expertise • civic involvement in decision-making – total open transparency • use of all communication/media available for decision-making including representative community committees for parks and heritage items
Environmental sustainability	<ul style="list-style-type: none"> • community education to maintain ‘gene loci’ and respect of land – soils, sands, vegetation, animals • individual recycling to be an accepted practice by the majority and waste is further reduced • support for sustainable housing and scale of house to be functional – ecological footprint • parks and streetscapes are protected and nurtured by councils and volunteer groups such that Woollahra is known for its ‘green’ as much as its harbour location • higher use of public transport and coordination of parking/transport • more efficient (greener) public transport system 	<ul style="list-style-type: none"> • our built and natural heritage to be better recognised & valued as well as protected for future generations • curb water drainage into harbour – use as grey water for gardening, washing, toilet flushing, etc • stormwater drainage is re-used and a only a minor percent is filtered and directed to harbour • majority of houses and pub buildings use energy efficient technology and reduce impact on environment generally (water storage/grey water recycling and positioning of buildings) • use of boats/ferry transport is enjoyed by many • return to tramways

Focal area	Group visions	Individual visions
Economic sustainability	<ul style="list-style-type: none"> • developers to make a greater contribution to provide additional public transport for the extra people they bring in • community involvement in longer-term decision-making • local economies and efficient use of resources • introduction of a community credit scheme • increase public transport, increase cost of cars • sufficient funding for local government ESD activities – education & training • support for sustainable living • environmental economics incorporated into decision-making • levies imposed on second car 	<ul style="list-style-type: none"> • financial plans address essential infrastructure needs as well as protecting items of heritage significance • ‘peak oil’ will force economic change • benefits of volunteering are harnessed • public ownership is not dissipated through private partnerships • alignment with neighbouring councils for services – efficiency and economic rationalisation • individuals to contribute financially, sponsoring to make the area a more community friendly place to live • more opportunities for local employment so people travel less • less supermarkets, more corner stores – better suits local sustainability • levy imposed on the lifecycle of use of products that are not environmentally friendly

4.2.3 Results of the community issues and priorities exercise

The same working groups then identified the issues associated with their vision and worked together to develop priorities for action, as shown in Table 5.

Table 5: Results of the community issues and priorities exercise

Focal area	Issues	Priorities
Social sustainability	<ul style="list-style-type: none"> • financial constraints on Council • lack of community space / facilities • decline in civic values and community involvement • social goals are related to economic goals and therefore constrained by available funds • change of focus: more caring society, less individual initiatives 	<ol style="list-style-type: none"> 1. change mindsets through education and engagement 2. involve community / council to establish civic values and goals: change focus from the 'individual' to 'community and government' 3. resolve local financial constraints 4. provide more community amenity / facilities to generate more community involvement – day care centres, generational mingling, establish local drama, music, leisure courses, etc
Environmental sustainability	<ul style="list-style-type: none"> • more trees in streets, catalogue of significant trees • how to capture community expertise and enthusiasm • ignorance / apathy regarding environmental issues – water table, water recycling, waste, energy, sustainable living • how to educate the broader community including school children 	<ol style="list-style-type: none"> 1. education on environmental issues 2. tap into community expertise and enthusiasm 3. tree management policy – existing trees, catalogue significant trees and educate 4. involve school children in community decision-making
Economic sustainability	<ul style="list-style-type: none"> • need for education • paying true cost – environmental costing, valuing our environment, and health eg, impact of cars • need to be able to work where you live • currently economics is dominant, not equal to social or environmental aspects • minimal autonomy for local governments • affordable housing needed 	<ol style="list-style-type: none"> 1. true cost – internalising both social and environmental costs 2. balanced community – support for diversity, allowing mix of employment, accommodation, social structures 3. local government autonomy

4.2.4 Community challenges

Following the establishment of issues and priorities to focus on, groups were then asked to list the associated challenges and brainstorm strategies to overcome them. Results are collectively illustrated (in no order of priority), in Table 6.

Table 6: Results of the community challenges exercise

Challenges in longer-term sustainable planning
1. getting people together for information, consultation and decision-making
2. getting people to realise there is a problem
3. raising awareness of the problem and associated threats to lifestyle
4. community education – accessing the community through print, electronic media, meetings, community radio, competitions, community centres, e.g. libraries and clubs
5. tapping into community expertise and enthusiasm – Council answering letters, telephone contact/hotline, survey
6. establishing true cost must be based on council policy which also needs to apply to the broader community and council run activities
7. harnessing expertise to assess and value impacts on environment e.g. cost of destroying a tree
8. balancing the community – affordable housing, funded development
9. council interaction with community – staff communication with residents, council staff education in community relations
10. need to take more local responsibility for sustainability – the ‘act locally – think globally’ idea. eg harvest water locally (tanks, roof), recycle water locally (stormwater), test vehicle emissions locally (public & private)
11. more community feeling – through increased community events

4.2.5 Conclusions

Participants were very active in communicating issues and concerns during the workshop resulting in valuable community-based information for WMC to consider and incorporate into the WSP. Of particular interest, is the broad level of knowledge participating residents had from the outset regarding sustainable communities, as indicated for example, by the unprompted responses at the beginning of the workshops. The limited time available to workshop group ideas was a constraining factor flagged by participants, however, workshop format, exercises and group work appeared to work well with some good outputs.

Outputs from the workshop included: basic visioning strengthened by individual comments, teasing out and prioritising issues, and listing 11 broad challenges for WMC to consider in relation to sustainable planning. Participants generally worked well in addressing both social and environmental aspects of long-term planning. However, participants found it more difficult to articulate economic aspects and when prompted, explained that they felt less able to control or influence economic outcomes on an individual or even a local level.

It is important to remember that the workshops are not statistically valid and are only partly representative of wider community views, because of the number and type of participants

(see 4.3.2 Demographics and observations). Workshop results need to be considered in this context and viewed as a guide or ‘first step’ for WMC in planning further community consultation and engagement on this issue.

4.3 Workshop profile

4.3.1 Workshop logistics

Residents attended the following workshop sessions.

Table 7: Community-based workshop details

Workshop	Time	Date	Attendees
1	6 pm – 8 pm	Wednesday, 19 October	10
2	10 am – 12.00 pm	Saturday, 22 October	2

4.3.2 Demographics and observations

Table 8: Demographic details from community workshops

Feature	Breakdown	No. participants
Gender	Male	4
	Female	7
Age group	21 – 30	1
	31 – 40	2
	41 – 50	3
	51 – 60	5
Residency (years)	0 – 20	1
	21 – 30	2
	31 – 40	3
	41 – 50	4
Dwelling type	Apartment	3
	House	8

Table 8 offers a brief breakdown of the demographics collected following both community-based workshops from those participants who completed the survey (some questions were not answered by all participants). It is clear from the information that a large proportion of participants are:

- 40+
- female
- home owners
- long-term Woollahra residents (30+ years).

Also clear from participants’ comments during the workshop (and additional information that some participants supplied to facilitators), was that a number played an active role in community groups and activities (e.g. BIKEast Inc and the Vaucluse Progress Association).

Given these demographics and observations, the community workshops should obviously not be viewed as fully representative of the 50,000 residents of the Woollahra LGA.

4.4 Workshop participant feedback

Participant feedback forms (Appendix D) distributed at the end of the workshop provided an opportunity to add remaining thoughts, issues or concerns relating to sustainability, as well as feedback on the workshops themselves. All feedback was anonymous.

Generally, participants provided positive feedback and were pleased to be part of the workshops. In particular, there was overwhelming support for:

- Council involving the community in decision-making
- the importance of long-term community planning and
- the need for individuals to make changes to their current lifestyle in order to achieve long-term community improvements.

The following is a summary of participants' handwritten comments:

'what worked well in the workshop':

- small group work
- ideas sharing
- good exercises.

'elements that could be improved':

- more time to synthesise ideas
- more prescription and group facilitation.

'additional focal points not covered by the workshop':

- health and well-being
- the perception of constraints of the individual (disempowerment)
- Council taking on a more pro-active role e.g. investment in staff resources.

'things that might help people to think longer-term':

- better staff interaction with the community
- more community centres/meeting points to share ideas and plan
- environmental education to make people aware of their impacts and the results
- development of environmental levies
- more leadership from elected representatives and Council – transparent processes, better notification and consultation.

'additional comments':

- large 55+ age group need to be catered for in long-term planning e.g. facilities, transport, care options
- more meetings in this forum with a wider range of people would be useful for planning.

5 HIGH SCHOOL STUDENT WORKSHOP

5.1 Workshop scope

ISF designed and facilitated one workshop with local high school students (see Table 12). The aim of the workshop was to gather students' views about current issues, their concerns and ideas for change and their vision for a sustainable Woollahra. The information gathered would then provide WMC with student perspectives to consider in the development of the WSP.

WMC agreed the workshop format, time and date and was responsible for liaising with all local high schools in the Municipality to secure RSVPs, in addition to providing a venue (WMC Board room) for the workshop.

Like the community workshops, the student workshop employed the techniques of 'backcasting', (where participants 'work back' to an ideal, desired future) and divergence and convergence (where a very diverse range of ideas is generated and participants are then guided to converge their focus onto key issues). These techniques are explained further at Section 4.1.

Before the workshop, students were supplied with a brief information pack developed by ISF designed to help them understand the aim of the workshop and the concepts of 'visioning' and ESD.

In total, **five** high school students from Scots College attended the workshop.

5.2 Workshop results

5.2.1 'Cold' or 'unprompted' ideas

Participants were asked at the beginning of the workshop to write down thoughts, ideas and words in response to the words "sustainable community" and "sustainability". In total, participants recorded **eight** results shown below:

1. inputs and outputs within a system
2. interactive and supportive communities
3. long-term decision-making
4. recognition of what makes Woollahra special and nurturing of these items and values
5. more community meeting / interaction
6. space / green / special features
7. resources well used and better community understanding about resources
8. transparent decisions with broader community involvement.

5.2.2 Developing student visions

As in the community-based workshops, facilitators presented various materials to participants to assist in workshop exercises, (see Appendix C). Participants worked in groups of two, to discuss and record a vision for a sustainable community in Woollahra in 20 years time. This was done using the backcasting process explained above. Each group was provided with one of the following two focal areas:

- social sustainability and
- environmental sustainability.

Because of the small group numbers, it was felt that participants would use the time more effectively by concentrating on social and environmental aspects of sustainability, rather than struggling with the more difficult concept of economic sustainability. Following a brief report back from each group, participants then spent time adding their individual visions to the focal areas as a means of expanding the vision and capturing all viewpoints. The results of the visioning exercise are shown (in no particular order of priority), below in Table 9.

Table 9: Results of the student visioning exercise

Focal area	Group visions	Individual visions
Social sustainability	<ul style="list-style-type: none"> • less traffic overall and slower moving traffic (less reckless) with use of speed humps and pedestrian paths • maintenance of outdoor facilities and community areas (parks, beaches, BBQs) • facilities / opportunities for a wide range of activities and tastes, eg sport, (tennis, golf, croquet, soccer, rugby), arts, music • reduced crime (especially theft, shop/property crime) • friendly / friendlier community – more courtesy and politeness • community which looks out for each other and considers broader needs • better pedestrian access (footpaths/stairs) for disabled 	<ul style="list-style-type: none"> • protection / maintenance of big old houses • more pedestrian crossings or equivalent at Scots College • better maintenance of turf at Lyne Park • less egocentricity • same amount of small businesses, rather than larger shopping centres to maintain village feel
Environmental sustainability	<ul style="list-style-type: none"> • same amount of large apartment constructions – blocking views/increasing traffic • clean, tree-lined streets, good water quality (Rose Bay) and no visual pollution • preservation of historical sites eg Camp Cove/Watson’s Bay war sites • increase in number of parks / reserves for community use 	<ul style="list-style-type: none"> • improved transport, water / bus service, public transport for schools • more integration and coordination • contribution of alternative open space / money as compensation by those who want to develop on community owned open space

5.2.3 Student issues and priorities

The same small working groups then identified the issues associated with their vision and worked together to develop priorities for action as indicated by Table 10.

Table 10: Results of the student issues and priorities exercise

Focal area	Issues	Priorities
Social sustainability	<ul style="list-style-type: none"> • maintenance of existing facilities and provision of new facilities • improved pedestrian access and increased traffic calming • neighbourhood watch or similar (recent crime – car-jackings) • need more community activities and interaction by use of clubs / meeting places • increase public transport (e.g. bus route 326) 	<ol style="list-style-type: none"> 1. traffic management (reduced volume and managing driving and parking of inconsiderate car owners) 2. better pedestrian access (pathways and stairs need to be repaired and extended) 3. increase community activities through provision of facilities
Environmental sustainability	<ul style="list-style-type: none"> • harbour water quality cleaner beaches • street appearance and visual pollution • urban development and preserving historical sites • greywater recycling • public recycling • increase open parks • maintain tree line • noise pollution 	<ol style="list-style-type: none"> 1. improve harbour water quality 2. better control of developments especially large developments (impacts of noise, taking open space) 3. education to increase recycling and greywater reuse by homes and public spaces 4. increase tree lining of streets 5. increase and maintain parks for outdoor use

5.2.4 Student challenges

Having established issues and priorities, the two groups were then asked to list the challenges associated with achieving their visions and priorities and to think about how these might be overcome. Results are illustrated (in no order of priority), in Table 11.

Table 11: Results of the student challenges exercise

Challenges for long-term sustainable planning	Suggested solutions to long-term sustainable planning
1. Maintenance of facilities (open space, bushland, clubs, community centres) – who and how?	<ul style="list-style-type: none"> • youth / volunteer programs e.g. sports teams can maintain sports fields / clubs, youth can form graffiti combat teams • council motions to prevent sale / urban development to maintain open space for community use
2. Community activities – how?	<ul style="list-style-type: none"> • bring community together by having: ‘Community Days’, fetes, live entertainment (art / music) days with local and other talent • involve local schools in running of community events • council to assist with costs as well as local business sponsoring • ‘Sports Days’ – get community active through competitions e.g. Inter-street golf competitions
3. Pedestrian access – how?	<ul style="list-style-type: none"> • repair all damaged walkways and stairways • widen footpaths in certain areas • introduce more crossings and speed humps to encourage walkers e.g. at Victoria Road
4. Improving water quality, especially the harbour – how?	<ul style="list-style-type: none"> • introduce improved filtration / screens • reduce flow of stormwater directly into main harbour e.g. divert to sea, rainwater catching • clean objects (litter) before flowing into storm water drains • education campaigns eg ‘drain is just for rain’ stencilling, valuing the harbour, caring about water quality • increasing number of bins actually on the beach for rubbish and recycling • community service programs e.g. ‘Clean-up Australia Day’, specific beach clean-up days • more frequent fines – increasing penalties for littering: not increase in amount fined, but increase in enforcement / warnings
5. Decrease urban development – who and how?	<ul style="list-style-type: none"> • upgrade zoning • restrictions on heights of buildings/apartments • protection of parks, especially with increasing population leads to more pressure on parks for development

5.2.5 Conclusions

Initially, participants were focussed on very specific issues of particular relevance to them (e.g. maintaining the turf at Lyne Park, or improving the service on one particular bus route). However, with some guidance, participants were able to think about a more diverse range of issues and develop and to communicate a number of useful ideas of relevance to the development of the WSP.

Outputs from the workshop included: some basic visions strengthened by individual comments, a prioritised list of key issues, and a list of five main challenges with associated possible solutions. Interestingly, participants engaged more with the idea of problem solving and were able to address confidently how to overcome key challenges by providing a list of potential solutions. The solutions include a combination of shorter and longer-term strategies and range from physical/infrastructure improvements to community education and behaviour change strategies.

Participants were less active than expected and needed more facilitation and prompting than participants in the community-based workshops. It is likely this was because of the low turnout on the day. Generally, larger numbers of participants create more dynamic interaction and increased generation of ideas because of the number of different perspectives; with a smaller group, the opposite can be true. This was also compounded by the fact that all participants were from the same school and class – a more diverse group would probably have been more dynamic. In addition, a workshop event may not be something students are used to participating in. The workshop called for imaginative, futuristic thinking, however these issues, and the setting (Council’s boardroom, intense 1.5 hour session) may have stifled students’ creativity somewhat.

Again, given the limited number and particular type of participant, the outcomes of this workshop should be viewed as indicative only, not as representative of this age group in Woollahra (see 5.3.2 Demographics and Observations).

5.3 Workshop profile

5.3.1 Workshop logistics

High school children attended the following workshop session.

Table 12: High school student workshop details

Workshop	Time	Date	Attendees
1	9.30 am – 11.30 am	Thursday, 27 October	5

5.3.2 Demographics and observations

Participants were:

- 16 – 17 years old
- male
- currently in school and
- three residents and two non-residents.

6 COUNCIL STAFF WORKSHOPS

6.1 Workshop scope

ISF designed and facilitated two Council staff workshops (see Table 16) comprising of staff members from Community Services and Planning who attended the first workshop and Technical Services and Governance, who attended the second. Although many Council staff members are not residents of the Woollahra LGA, they do spend a large proportion of their time in the area of Woollahra contributing to community decisions. As Council officers, staff deal either directly or indirectly with the community on a regular basis and their engagement in the WSP process was viewed by WMC as critical.

The aim of the Council staff workshops was to:

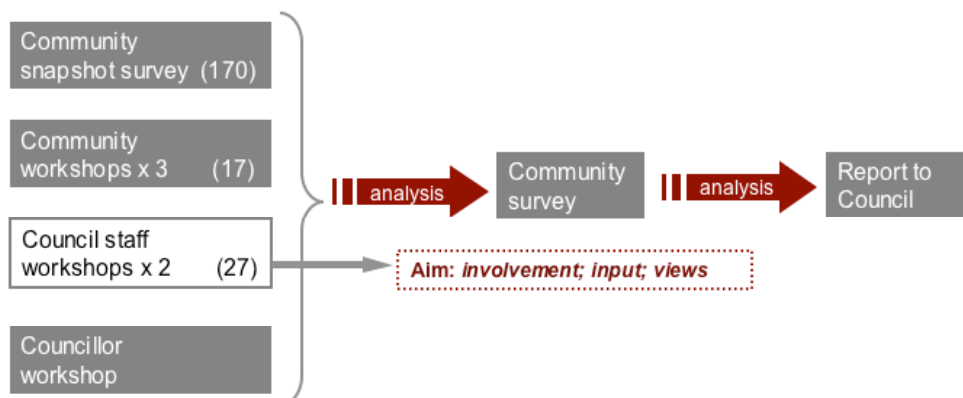
- explain the context for staff engagement (as part of Stage 2 of the development of the WSP) (see Figure 1)
- present an analysis of community issues, concerns and visions (based on the snapshot survey and workshop outcomes) for discussion and
- document staff responses to the results of the community consultation, and
- provide an opportunity for staff to provide any additional input to the development of the WSP.

WMC agreed the workshop format, times and dates, and was responsible for securing staff RSVPs.

Workshops were part information provision – providing staff with ‘results so far’ of the various community consultation exercises – and part consultation – giving staff an opportunity to provide their own perspectives on the issues raised, and add any further input for consideration in the development of the WSP. During the consultative part of the workshops, participants were required to work in three groups on a number of structured exercises.

In total, **27** council staff members attended the workshops.

Figure 1: Process for Stage 2 of the WSP



6.2 Workshop results

Facilitators presented participants with a collation and analysis of results from the snapshot survey and three community-based workshops. These included a pie chart showing a breakdown of responses, in addition to distilled 'community visions' for Woollahra (see Appendix E).

Participants were then asked to work in three groups. Each group was given a summary of the issues raised by the community in relation to one of the three dimensions of sustainability, namely:

- social sustainability
- environmental sustainability and
- economic sustainability (included issues relating to transport and development)

The groups were asked to discuss the issues raised by the community and record their thoughts, views and ideas in response. These are shown in the 'issues' column in Tables 12, 13 and 14 on the following pages.

The groups were then asked to reflect on these issues and generate ideas and strategies for Council planning and action in response to them. These are shown in the 'forward planning' column of the same tables, as divided by the groups into 'short-term' and 'long-term' strategies.

Each group then repeated this exercise with the other two dimensions of sustainability, so that each dimension was addressed by each group. The results from all the groups have been collated into one table each for the social, environmental and economic dimensions.

6.2.1 Social issues and forward planning

Table 13: Results of council staff workshops: social aspects

Issues	Forward Planning	
	Short-term (2–3 years)	Long-term (20 years+)
<ul style="list-style-type: none"> conservative views of residents combined with reluctance to change 50% turnover of property in Paddington tourist impacts (east LGA) contradiction – community values volunteers, but there is not a large volunteer movement (e.g. re bush regeneration, Council received only 30 responses out of 25,000 houses letterboxed) reality of limited open space in dense areas with competing groups competing interests of groups – compromise needed between groups (e.g. open space for dog-owners versus non dog-owners) lack of sporting facilities community engagement is difficult because the ‘usual suspects’ turn up voicing same, and often negative concerns desire for community ‘sense of belonging’ could be improved with more community areas e.g. Plover Rd comments by community are idealistic Woollahra residents can be very rude and unfriendly. Is addressing this the role of local government? connectedness – reasonable number of green space / parks already e.g. Queen St / Vaucluse Village have facilities for 	<ul style="list-style-type: none"> encouraging or facilitating local events youth forums management system to manage competing demands increasing involvement by increasing ‘stewardship’ or ‘ownership’ of initiatives encourage more positive feedback record number of community events and people attending pro-active community engagement (all service areas) better support for volunteer programs increased community activities / events better promotion of services local centres – relax 	<ul style="list-style-type: none"> facilities for pre-school acquisition of open space? ensure no loss of open space improve existing use (on-going) regional planning with neighbouring councils take politics out of the process one person’s response does not speak for whole of community and should not stop good work from occurring eliminate vocal minorities through education staff should be supported by council and councillors not to give so much weight to negative minorities get different precincts together get residents to look beyond their own interests Facilities Plan for community facilities

Issues	Forward Planning	
	Short-term (2–3 years)	Long-term (20 years+)
<p>connection / interactions</p> <ul style="list-style-type: none"> • connectedness – street in local centres as places for interaction, local shopping, meals and great café life • Council currently run a fair number of social events which are well supported e.g. carols by candlelight • comments by community members are out of step with other survey results e.g. Community Study 2004 • engagement is a two-way street, residents often unwilling to engage with Council, eg level of participation in workshop • there is a place and time for consultation, but often we can end up with ‘bad design by consensus’ • residents want ‘community feel’ but within sub-groups and they also value privacy, high walls, security etc • lack of facilities – childcare should be council’s responsibility • shortage of play equipment for children • council level of influence highly variable but key role in bringing people together • council resources limited (people time) • good value for money but lack of residential awareness • community connectedness local economic development – local shops, local jobs, local facilities, reduce travel demand, tailor range of services • more local residents = higher density centres = mixed use development 	<p>permissible use, good maintenance, incentives for on-street trading (community consultation on this)</p>	<ul style="list-style-type: none"> • review of height / density controls in local centres

6.2.2 Environmental issues and forward planning

Table 14: Results of council staff workshops: environmental aspects

Issues	Forward Planning	
	Short-term	Long-term
<ul style="list-style-type: none"> • competing interest between built and natural environment e.g. community wants footpaths with no trips, but also want trees – trees ruin footpaths every 5 years – this is not sustainable • development controls → ESD support/change → waste → food scraps • affordable housing • managing highest water consumption in Sydney • litigation – more trees means more trip falls • no connection with harbour and residents' actions • insulated by money, often not aware of issues • 'think globally, act locally' – does not seem to apply • funding: capital improvement/maintenance, future levies? • trees – council is addressing issue of trees versus water views – a conundrum but controls require follow-ups and this costs money • not enough resources to enforce consents, maybe not enough political will in some cases 	<ul style="list-style-type: none"> • development of 'Asset Management Strategy' and 'Street Tree Masterplan' are complementary • increase education and increase service / choices • consider impacts of changing demographics • planning controls – reduce water consumption • develop priority plans – link-up with funding strategy • education program – media releases • design should be left to the experts (trees / gardens / park furniture etc) • continue to refine maintenance schedules • stronger community and council compliance / fines e.g. rubbish, tree poisoning • move towards pro-active 	<ul style="list-style-type: none"> • better technology? • more sustainable lifestyle? (provide means for on-site composting – less landfill) • new infrastructure e.g. water pipes, underground power <p><i>Funding</i></p> <ul style="list-style-type: none"> • levies – user pays • repair ageing infrastructure – water, environment, etc • development control – waste minimisation • issue – cost of enforcement of approvals regarding trees / environment needs to be reduced by full retrieval of compliance costs • strengthen controls limiting development size and increase open space / green areas

Issues	Forward Planning	
	Short-term	Long-term
<ul style="list-style-type: none"> • Council committed to environment but not well coordinated • conflict – wealth of one section of community leads to greater consumption and desire for bigger houses and increasing development of self-contained residences with loss of focus on public domain • conflict – increased public transport without development is not cost effective. Increasing density leads to increasing use of public transport • council does have high standard of maintenance of open space / environment • conflict between the idea of green and whether it affects an individual's amenity e.g. views – people want 'green' but then street trees are poisoned (although some groups do value mature trees) • value a clean green environment and have money to invest in sustainability e.g. rain water tanks and long-term benefits of investment • council assists preservation • low density population e.g. less high-rise is not better for sustainability (less infrastructure needed) <p><i>Natural Environment</i></p> <ul style="list-style-type: none"> • natural areas not valued in previous 'Community Survey 2004' 	<p>programmes e.g. trees</p> <ul style="list-style-type: none"> • take up opportunities at a greater level to obtain new street tree planting as part of development • increased environmental education with greater focus • holistic education in schools e.g. address all issues – heritage, transport, bushland, waste • continue review of planning controls • decrease consumption of open space / environmental management • community education should be easier because population is highly educated • provide incentives – make it easier (less red tape) • more brochures 	

Issues	Forward Planning	
	Short-term	Long-term
<p><i>Built Environment</i></p> <ul style="list-style-type: none"> • infrastructure / capital works needs heaps more money and resources • preserve history and look of Woollahra • traffic management a big issue with many conflicting opinions – some want more parking and no meters, others want less traffic and more pedestrian ways <p><i>Environmental Education</i></p> <ul style="list-style-type: none"> • water wise program, recycling, walks and talks, volunteer training etc • all above are provided by council but many residents only interested in their own area <p><i>Resource Issues</i></p> <ul style="list-style-type: none"> • do more with less • cut back on waste to landfill 		

6.2.3 Economic issues and forward planning

Table 15: Results of council staff workshops: economic aspects

Issues	Forward Planning	
	Short-term	Long-term
<ul style="list-style-type: none"> • highest income and property values • need to support local shops to keep them running – discourage supermarkets by putting levy on them? • use of train stop (platform exists in Woollahra) • stop State Government pushing roads – push public transport instead • lack of coordination by Chamber of Commerce • where does money come from? • links with all other issues – integration • self-centred residents – street trees block views / increase economic • if our residents have less say, just imagine other areas of Sydney • council manages waste well but community does not – no commitment – demanding of unrealistic services • many residences serviced by cleaners • support for local economy – up to the community, is this WMC responsibility? • corner stores expensive • transport – access for mobility, better public transport 	<ul style="list-style-type: none"> • maintain high quality town centre (council management) • develop place manager for centre • increase parking: Rose Bay, Cross St • Westfield issues • loss of eccentric / bohemian feel • PAMP studies • facilities improvement • bringing together service provider and user • increased awareness of bus services / routes? • demographics management and planning – control development, open space • streetscape management plan (on-going) 	<ul style="list-style-type: none"> • build-up or renovate centres e.g. Paddington (Oxford St) dead • Double Bay needs strategy for renovation • review number of cars in area • public transport – more / better use of harbour • good bus service • local area planning needs review • design of streets/ houses/ infrastructure limits room for improvement • pressure utility service providers • create ‘unique’ areas and promote • any increase in density must be supported by local shops/ services / transport

Issues	Forward Planning	
	Short-term	Long-term
<ul style="list-style-type: none"> • development – affordable housing, encroachment of open space • local businesses – increase streetscape improvements and local access (linked to transport) • unrealistic to stop development • current zones (growth) not realised • council's role is vital • strong controls and support for local start-up business • conflict – desire for improved transport and higher residential densities • conflict – between desire for public transport and high levels of car ownership • big change – journey to school and associated traffic congestion, pollution etc • need coordination between road, water and rail transport – council has limited ability to organise • maintain economic viability of commercial centres • pricing policies in relation to public transport • unrealistic to be able to control localisation e.g. stop supermarkets through planning controls • people value convenience over 'ideals' to use public transport • council has large role to facilitate local economic development by actively promoting local centres by planning controls eg opening hours, but NIMBY community may oppose this 	<ul style="list-style-type: none"> • 'Economic Development Officer' to support local business • council hands-on role in business development • improve transport for elderly / disabled • personal public transport e.g. mini-buses • review planning controls to support local businesses 	<ul style="list-style-type: none"> • rate-base review / method of financing

6.2.4 Group discussion results

Towards the end of the workshops, some general discussion and elaboration of issues took place. A summary of the main features of these discussions is as follows:

- zoning changes that have already been approved will result in increased residential density – the levels of population growth scheduled as part of these plans are yet to be achieved. Council has no choice but to meet these requirements – it has a responsibility to the NSW Minister for Planning. However, the community does not understand this.
- this LGA has a responsibility to assist with population pressures in Sydney by increasing residential density
- there is a need for more community-based education on the built environment as a sustainability issue to link issues of density and urban sustainability
- Councillors need to be included in development of education strategies
- this LGA is quite well served by public transport – so is it fair for Council to demand more when the rest of Sydney is worse off? Other solutions may include greater promotion of public transport and better information about options / links
- trees are a big local issue – Council staff get negative calls about trees often
- Community Study 2004 suggested there was not much interest in bush regeneration.

6.2.5 Conclusions

Participants were very interested in community views and were not surprised by many aspects raised within the community visions as distilled by ISF (see Appendix E). However, participants generally felt the comprehensive overview offered a good reminder and discussion point for actively addressing some of the historic and on-going issues within the municipality.

The quick-paced and group-based workshop format appeared to work well. While participants did not always agree with the views expressed by residents, they were highly engaged with the issues and keen to understand and respond to residents' concerns. They planned a range of short and long-term strategies across the three dimensions of sustainability as shown in the preceding results tables.

It is clear that council staff are interested in providing sustainable services to the Woollahra community, however, there is recognition of the many conflicts that exist within the community (as seen in Tables 12, 13 and 14 above) which represent significant challenges for Council sustainability planning. Some of the key conflicts mentioned include:

- community desire for tree-lined streets conflicts with complaints about trees blocking residential water views, incidents of tree poisoning and the need to prevent tripping accidents (often caused by tree damage to footpaths)
- community interest in volunteerism conflicts with empirical experience – in reality Council staff find it very difficult to recruit volunteers (for example, for bushcare projects) and sense a reluctance for people to give up their free time without payment
- community interest in being consulted and engaged by Council conflicts with the experience of Council staff who face difficulties encouraging people to take an

interest in Council business and participate in community consultations (with the exception of a small number of residents who repeatedly raise negative issues)

- community desire for increased public transport conflicts with their increasing reliance on cars. Also compared to the rest of Sydney, the area is actually well served by public transport already – issues of inequality arise in demanding more
- community interest in reducing development conflicts with the trend towards residents building larger homes taking up an increasing footprint.

Such conflicts can obviously result in resentment in the community. They are also an ongoing challenge for Council staff. While staff seemed genuinely keen to respond to residents’ concerns, they also expressed a sense of frustration about the difficulty of balancing different views expressed by community members, views which not only conflict with each other, but often also conflict with the reality of people’s behaviour, or with expert opinion and research, or with other Council commitments and responsibilities.

There was also a level of scepticism from Council staff about whether the stated commitment of residents to sustainability is genuine. In particular, staff suggested that, while many residents were committed to the *idea* of ‘green’ or were interested in sustainability as an issue, they showed less willingness to make changes to their own behaviour or to consider ‘lifestyles sacrifices’ for the sake of sustainability.

Some of these issues would be very well suited to a more involved, representative, deliberative process, whereby a selected group of residents would spend a longer amount of time discussing these conflicts, with input from Council staff and other ‘experts’ to assist in improving their understanding of the issues, and devising strategies to collaborate on solutions. The Institute recommends the body of literature on deliberative democracy and citizens’ juries for further discussion of such techniques, although it is also recognised that Council may not currently have the resources for such an exercise.

6.3 Workshop profile

6.3.1 Workshop logistics

Details of staff workshops and attendance are shown below.

Table 16: Council staff workshop details

Workshop	Time	Date	Attendees
1	9.30 am – 10.30 am	Wednesday, 2 November	12
2	11 am – 12 pm	Wednesday, 2 November	15

7 COUNCILLOR WORKSHOP

7.1 Workshop scope

A workshop for Councillors was held on the evening of 8 November 2005.

The aims of the workshop were to

- present Councillors with the 'results so far' of the community consultation exercise undertaken via the snapshot survey, the community workshops and the high school student workshop
- keep Councillors informed of the progress of Stage 2 of the Woollahra Sustainability Plan project and
- provide Councillors with an opportunity to consider and respond to the visions emerging from the community.

A PowerPoint presentation (Appendix K) was prepared summarising the issues raised by the community and providing an analysis of community perspectives on sustainability and community visions for the future.

WMC agreed the workshop format, time and date and was responsible for inviting Councillors and encouraging them to attend. Ample notice of the workshop was provided, and background material prepared by ISF (Appendix J) was supplied with a reminder notice nearer the date. Despite this, the workshop was attended by only one Councillor (Clr David Shoebridge).

7.2 Workshop results

Given the attendance of only one Councillor, there was not an opportunity to run the workshop as intended, nor to discuss the issues on a group basis or develop group responses. Instead, ISF facilitators presented the PowerPoint material to Clr Shoebridge and invited him to make comment. Clr Shoebridge made a number of comments and requested that they be recorded.

Clr Shoebridge's comments are provided below, directly transcribed from the conversation with Clr Shoebridge. The comments are structured as possible solutions or approaches to organised into three broad areas:

Community education/participation

- Incorporate information about ESD principles into the DA process
- Recognition of established trees (both private and public) in planning controls
- Protecting and recognising heritage – and improving upon once preserved
- Maintaining and improving remnant bushland
- Value what residents say; include in decision-making, for example:
 - citizens' jury – active community involvement
 - precinct committee – residents' association

- ad hoc citizens' jury for series of issues

Infrastructural

- Emphasising need for local community structures facilitated and constructed by Council to encourage meeting points
- Role for council re infrastructure – spending and encouraging pedestrian accessibility – feeling of safety/community
- Apply controls to 'over-development', especially site area controls
- Local child care / local aged care is important – localisation, social cohesion
- Less car dependency, revisit parking controls in residential development

Vibrancy

- Local hub – development for local business etc
 - planning bikeways/buses etc
- Linked areas – public domain/transport/trees
 - pedestrian friendly – liveability – open space and connections
- Vibrant, comprehensive shopping networks
 - encourage local trips
 - shops servicing immediate local area
- Concentration of development around current public transport modes – ensuring less development encroaches on existing open space
- Harvesting community skills, eg artists in Paddington, maritime knowledge, performance artists, actors etc.

7.3 Additional Councillor feedback

Because of the disappointing attendance at the workshop, Councillors were later sent the ISF PowerPoint presentation and invited to provide their responses or other comments by email. This generated one further response (from Cllr Tanya Excell).

Councillor Excell's comments are provided below, directly as supplied. Extracts from or references to the ISF presentation are included, with Cllr Excell's comments indented in italics immediately below:

idea of 'green' has very high value both on an aesthetic level – people want Woollahra to 'look' green (trees, parks, harbour), and at a deeper level – respect for and value of environment, concern for future generations

There is no mention of wildlife here. I think that this is an important aspect of our environment and we should do everything in our power to protect it. An important aspect of this is education. Teaching people to love it rather than fear and revile it.

conflict: realism about population / development pressures / density, but desire for 'no change' 'less development', 'less high rise' and maintenance of existing 'look'

This can be achieved through our DCPs and the training of our planning staff about the character of Woollahra and also by being very strict with our heights, FSR and reducing our excavations. We need to assess our DCPs against BASIX and see what else we can do to increase sustainability by reducing energy use in the home. Setting standards for the installation of greywater recycling units should also be on the agenda.

some mention of economic strategies to address environmental issues (i.e. levies on 'less sustainable' behaviour, financial incentives for 'green' behaviour)

This is an excellent idea but I don't know how we can do this with in our powers. It is worth a look at.

strong desire for more public transport, traffic calming, pedestrian friendly streets (especially for people with less mobility), cycle ways

David and myself introduced a motion for 40km/h speed zone on all council roads. We are supposedly waiting on state government to make a decision on speed zones but I feel that we should just make a decision as the government could take forever.

David has been working consistently on bicycle ways and often comes into conflict with staff about this with allocated funds suddenly being removed from the budget such as along Rose Bay promenade.

strong desire for less cars, traffic congestion, through-traffic, air pollution

Council could certainly investigate implementing or supporting car share schemes. This would help reduce private car ownership and combat what is perceived as a lack of public transport.

Other ideas:

our procurement as a council should always be assessed environmentally and our works should always take into account environmental considerations such as was mentioned re Watsons Bay Baths and the repair of and that the utmost care should be taken not to disturb the seahorse colony etc.

8 COMMUNITY SURVEY

8.1 Survey development

ISF developed a residential survey titled 'What is your vision for Woollahra? A survey for residents' (see Appendix F), with the dual aim of:

- collating a comprehensive set of both quantitative and qualitative residential data, to further inform the WSP
- testing and further exploring the outcomes of community visions and issues raised in the snapshot survey and workshops.

A user-friendly, four-page survey, in the format of a paper-based booklet, was developed in consultation with WMC who were responsible for printing, distributing and collecting the surveys, before forwarding hard copies to ISF for collation, tabulation and analysis. The survey consisted of six distinct sections, with a combination of open-ended and tick box answers.

The survey was rolled-out over a two-week period (commencing 18 November, and ending 9 December) and was available at the following venues:

- Council reception
- Council customer service centre
- Council website
- local libraries (Double Bay, Paddington, Watsons Bay)
- Woollahra pre-school
- Holdsworth Street Community Centre
- Various community groups and
- interested individuals from Council's database.

ISF suggested the use of an incentive (a draw to win a lunch to the value of \$40 at a local eatery) to encourage a higher residential response rate.

8.2 Survey results

In total, **38** community members completed the survey, with 32 residents completing the survey in full, i.e., responding to all questions across the six sections. In developing a general profile from survey respondents (see 8.3 Survey Profile), it is important to place these results in context. There are 50,000 residents in the Woollahra LGA, so the survey sample is a statistically insignificant proportion of the whole population. However, the results provide a valuable indication of the views of this small sample, and a starting point for further consultation and community engagement.

A summary of main results of all six parts of the survey is provided in the following pages. Although this summary draws on the most common responses, it is important to examine the results in full to gain a detailed understanding of the response to any given question or issue. Full results for all six parts of the survey are shown in Appendix G.

The following pages show tabulated ‘top-line’ results focusing on:

- **top 3 responses** – the three most common responses are shown, with the associated number of residents who gave these answers shown in brackets
- **proportion of top 3 responses compared to total responses** – adds up the figures in brackets from the top 3 responses and shows this as a percentage against total responses for that question
- **total responses** – the sum of all the various answers provided by respondents (some respondents provided one answer, others provided five or six answers to one question) and
- **number of different attributes identified** – the total number of different answers given by respondents, For example – the total number of ‘likable’ attributes of Woollahra was 35, ranging from ‘harbour’ and ‘parks’, to ‘proximity to the city’, to ‘local shops and art galleries’ etc.

8.2.1 Part 1 — Living in the Woollahra local government area 2005

Part 1 of the survey asked what residents currently ‘like’ and ‘don’t like’ about living in the Woollahra area. Free answer spaces were provided in the survey for respondents to report their own views, rather than be limited by a standard ‘tick list’. Results are shown below in Table 17. For a full set of results, please see Appendix G.

Table 17: Part 1 top-line results

Response	“What are some of the things you LIKE about living in the Woollahra area?”	“What are some of the things you DON’T LIKE about living in the Woollahra area?”
Top 3 responses	1. harbour / beaches (17)	1. traffic (15)
	2. parks (13)	2. not enough parking for residents (4)
	3. trees (11)	3. overdevelopment (4)
Proportion of top 3 responses compared to total responses	41%	35%
Total responses	100	65
Number of different attributes identified	35	31

8.2.2 Part 2 — Your vision for the future of Woollahra area 2025

Part 2 of the survey asked about the respondents’ ‘vision’ for Woollahra in 20 years time. It sought to understand what respondents would like to stay the same, and what they would like to be different. It also asked them about their vision for the ‘look’ and ‘feel’ of Woollahra in 2025. Again, free answer spaces were provided in the survey for respondents to report their own views. Results are shown in Table 18. For a full set of results, please see Appendix G.

Table 18: Part 2 top-line results

Response	“What do you hope will stay the SAME?”	“What do you hope will be DIFFERENT?”
Top 3 responses	1. parks (9)	1. fewer cars / traffic (11)
	2. heritage built environment (8)	2. improved public transport (6)
	3. trees (7)	3. more cycle-friendly bike paths (3)
Proportion of top 3 responses compared to total responses	44%	33%
Total responses	54	60
Number of different attributes identified	19	35
Response	“How would you like Woollahra to LOOK in the future?”	“How would you like Woollahra to FEEL in the future?”
Top 3 responses	1. the same (5)	1. greater sense of community belonging (6)
	2. retain heritage (4)	2. safe, green and friendly (5)
	3. less traffic (3)	3. the same as it feels now (3)
Proportion of top 3 responses compared to total responses	23%	31%
Total responses	53	45
Number of different attributes identified	33	28

8.2.3 Part 3 — Emerging community issues

Part 3 of the survey looked at the level of importance and satisfaction of specific named issues across the natural, built, social and economic environments. Respondents were provided with tick boxes to rate levels of importance and satisfaction. The list of issues provided for respondents to rate was compiled by collating the results of the snapshot survey and community workshops. In this way, the community survey intended to ‘test’ whether the issues that had emerged from the consultation to date were considered as priorities by other residents.

The results suggest that there is general agreement that these are the priority issues for the community – with respondents rating most issues ‘high’ in terms of importance, and only a small number adding any other issues (and not with any level of consistency). Top line results in terms of highest response to the same issue, are provided below in Table 19. The higher the number in brackets, the greater the consensus for the rating of that issue. For a full set of results, see Appendix G.

Table 19: Part 3 – top line results

Natural environment in WMC					
Level of Importance			Level of Satisfaction		
Low	Medium	High	Low	Medium	High
Less litter and rubbish (2)	Protection of trees (incl. street trees) (9)	Clean beaches (38)	Efficient use of water; (16) New development that respects environment and heritage (16)	Protection of trees (incl. street trees) (16)	Clean beaches (15)
Built environment in WMC					
Level of Importance			Level of Satisfaction		
Low	Medium	High	Low	Medium	High
Availability of parking (6)	Availability of parking (13)	Good public transport services (33)	Local area that encourages cycling (23)	Good public transport services (23)	Good public places and spaces (6) and availability of parking (6)

Social environment in WMC					
Level of Importance			Level of Satisfaction		
Low	Medium	High	Low	Medium	High
Community events and festivals (5)	Community events and festivals (13)	Respect for others (23); Inclusive and cooperative community (23); Services and facilities for people with a disability (23)	Access to affordable housing (18)	Community events and festivals (19); 'family friendly' community (19)	Good recreational opportunities (6)
Economic environment in WMC					
Level of Importance			Level of Satisfaction		
Low	Medium	High	Low	Medium	High
Financial disincentives (levies/fines) to discourage less sustainable behaviour (6)	Local employment (12)	Support and encouragement for local businesses and local commercial areas that help create lively atmosphere (22)	Financial incentives (rebates, discounts) to encourage sustainable living (17)	Support and encouragement for local businesses (19); and local employment (19)	local commercial areas that help create lively community (5)

Part 3 of the survey also provided space for respondents to add their own relevant issues across all four areas. These are listed below in Table 20.

Table 20: Additional issues identified by respondents to add to Part 3 broken down into four areas

Natural	Built	Social	Economic
<ul style="list-style-type: none"> • damage to park / harbour (buildings, dogs, vehicles, dogs) • impact on climate change • cycle infrastructure • management of green spaces (parks, bushlands) • prioritise environment before development 	<ul style="list-style-type: none"> • noise management (building sites, AC units, pools) • good road maintenance • no graffiti • access for elderly less mobile pedestrians and cyclists • increase traffic rangers to fine inconsiderate drivers (parking) • restrict development size (tighter controls) • paying for parking meters whilst paying rates? • subdivisions / multiple housing sites 	<ul style="list-style-type: none"> • understanding the difference between local and state government roles • additional sports fields for children • housing needs for the elderly (security issues) • friendliness • focus on young people to become more respectful • being heard in community meetings • easy access to health and building inspectors • provision of public meeting places 	<ul style="list-style-type: none"> • assessment of community needs • preference for small local businesses

8.2.4 Part 4 — Council and community working together towards a sustainable Woollahra

‘Part 4’ of the survey asked respondents to:

- a) rate their own actions against a set of sustainability criteria (devised by ISF); and
- b) suggest ways Council could support and encourage the Woollahra community to live more sustainably (open ended answer box provided).

Results for Part 4a) are illustrated in Table 21 and Table 22.

Table 21: Part 4a) top-line results

Response	“Please rate how you and your household are doing in relation to...”		
	“Doing this well”	“Doing OK but could do better”	“Not doing this so well”
Top 3 responses	1. not littering (31)	1. reducing your energy use (17)	1. participating in local decision-making e.g. with Council or other local groups (15)
	2. recycling as much as possible (26)	2. attending / supporting local community events and activities (14)	2. attending / supporting local community events and activities (12)
	3. reducing your water use (21)	3. reducing your water use (13)	3. actively contributing to the community e.g. volunteering, or participating in a community group (11)
Proportion of top 3 responses compared to total responses	34%	30%	49%
Total responses	231	145	74
Number of criteria provided in question	13		

As well as the sustainability criteria provided, respondents were given space to add other things they were doing. Results were minimal, with few respondents adding other actions. Those that were identified were:

- picking up street and beach litter
- sweeping footpaths and gutters

- picking up dog droppings
- using local Woollahra services
- helping neighbours with gardening
- trying to be heard in committees

Results for part b), provided **26** suggestions from respondents for how Council might encourage residents to live more sustainably. Full results are shown in Appendix H, however the kinds of suggestions made can be summarised as follows:

- tax incentives / disincentives and rebates
- social inclusion /decision-making e.g. community panel
- environmental education
- increasing development and parking controls and
- provision of infrastructure e.g. public place recycling bins.

8.2.5 Part 5 — Your priorities for Council action

Part 5 of the survey sought respondents' views about the priority sustainability issues that Council should address in both the short and long term.

Respondents were asked separate questions about priorities in relation to natural environment, built environment and social issues. Free answer spaces were provided for respondents to report their own views. Results are shown below in Table 22 (short-term issues) and Table 23 (long term issues).

Table 22: Part 5 results (short-term issues)

Response	“If you had to choose one NATURAL environment issue for Council to focus on in the short-term (1 – 2 years), what would be your top priority issue?”	“If you had to choose one BUILT environment issue for Council to focus on in the short-term (1 – 2 years), what would be your top priority issue?”	“If you had to choose one SOCIAL issue for Council to focus on in the short-term (1 – 2 years), what would be your top priority issue?”
Top 3 responses	1. more trees, less concrete (3)	1. smaller buildings to land ratio (4)	1. focus on pedestrians and buses not cars (2)
	2. prevent overpopulation (2)	2. traffic congestion (2)	2. good facilities for the elderly (2)
	3. protection of trees and bushland (2)	3. less high rise (2)	3. family friendly community (2)
Proportion of top 3 responses compared to total responses	23%	26%	23%
Total responses	30	31	26
Number of different ‘priority issues’ identified	24	22	22

Table 23: Part 5 results (long-term issues)

Response	“If you had to choose one NATURAL environment issue for Council to focus on in the long-term (10 - 15 years), what would be your top priority issue?”	“If you had to choose one BUILT environment issue for Council to focus on in the long-term (10 - 15 years), what would be your top priority issue?”	“If you had to choose one SOCIAL environment issue for Council to focus on in the long-term (10 - 15 years), what would be your top priority issue?”
Top 3 responses	1. protection of parks / beaches / trees (2)	4. fewer high rise buildings (3)	5. better facilities for aged (4)
	2. water quality in harbour (2)	6. reduce building size (2)	7. improved access to public transport (2)
	3. move power lines underground (2)	<i>remaining 22 issues equally answered by 1</i>	<i>remaining 14 issues equally answered by 1</i>
Proportion of top 3 responses compared to total responses	24%	18%	29%
Total responses	25	28	21
Number of different ‘priority issues’ identified	21	24	16

8.3 Survey Profile

8.3.1 Demographics and observations

The demographic questions were completed by 35 of the 38 survey respondents. Results of the five demographic questions are illustrated over the following pages.

Demographic information collected indicates a trend from which it is possible to develop a 'profile' of the survey respondents. This profile has the following general characteristics:

- more likely to live in Paddington / Woollahra
- aged 45+ years
- female and
- a home owner.

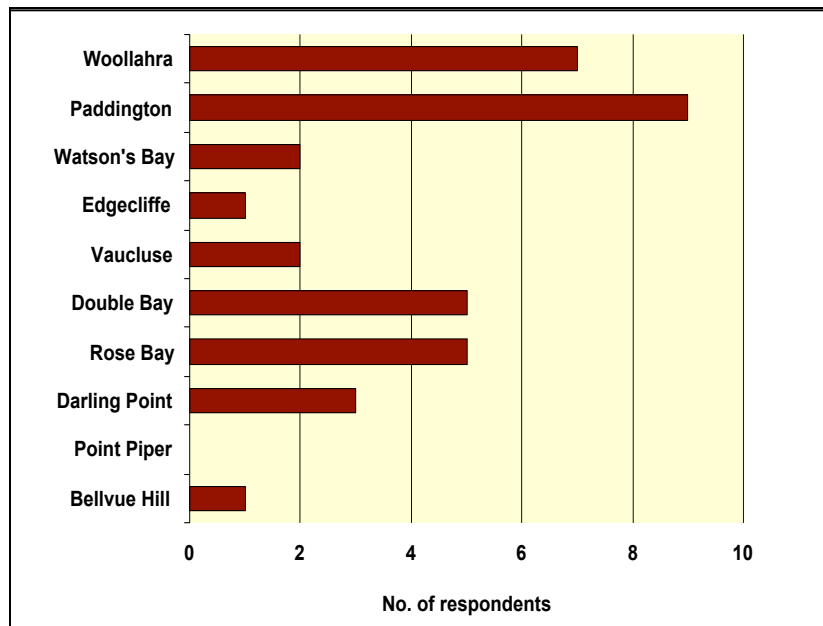
This profile is representative of a certain demographic within the Woollahra LGA. It is important to consider the type of demographic groups who have not responded to the survey and how these groups may be targeted more effectively in the future to ensure fuller community representation.

Reasons for the emergence of a predominant group within the 38 survey respondents could be attributed to one, or a combination of the following:

- naturally skewed population within the LGA;
- naturally responsive group (because of time, level of community involvement etc);
- distribution outlets of survey coincided with places frequented by this demographic e.g. community centres, libraries etc.

8.3.2 Location

Figure 2: Suburb of residency

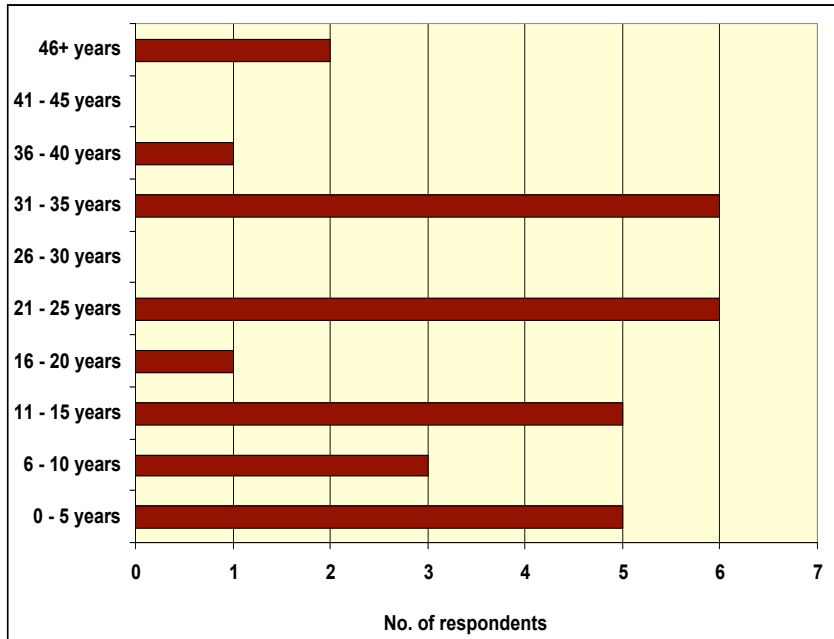


Survey results show **35** respondents (from a total of 38) indicated the residential suburb in which they live within the WMC area.

Figure 2 shows that almost half the respondents live in the suburbs of Paddington and Woollahra (9 and 7 respondents respectively).

8.3.3 Period of residence

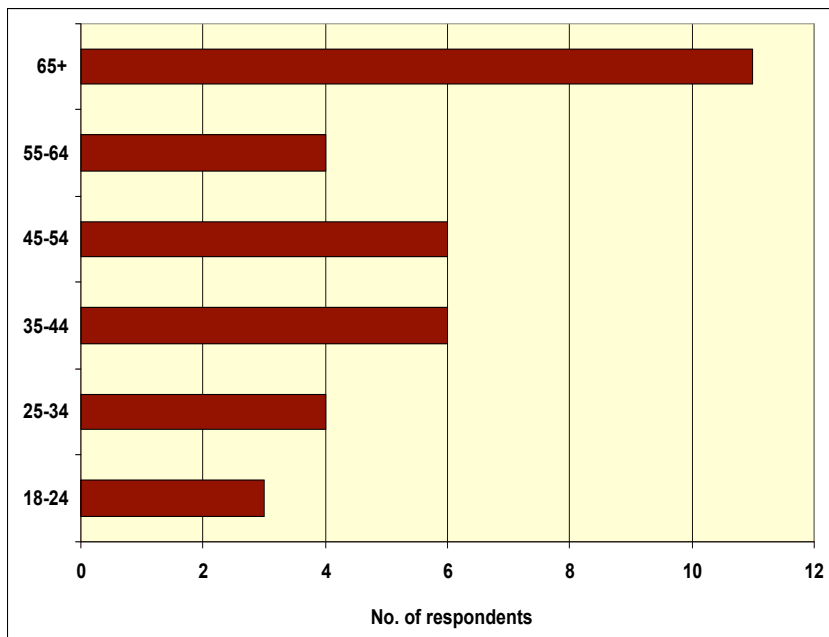
Figure 3: Respondents' period of residency



Survey results show **29** respondents (from a total of 38) indicated the length of time they have lived within the Woollahra LGA. Figure 3 adjacent, shows this breakdown with a wide range of different lengths of residency.

8.3.4 Age

Figure 4: Age group of respondents

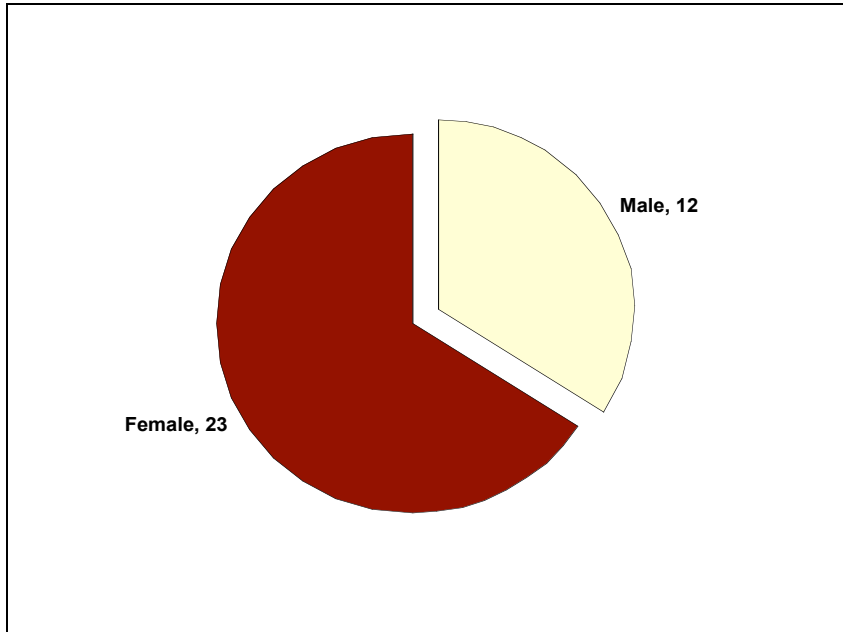


Survey results show **34** respondents (from a total of 38) indicated their age group.

Figure 4 shows the breakdown, with the majority of respondents (62%) aged 45 years or over.

8.3.5 Gender

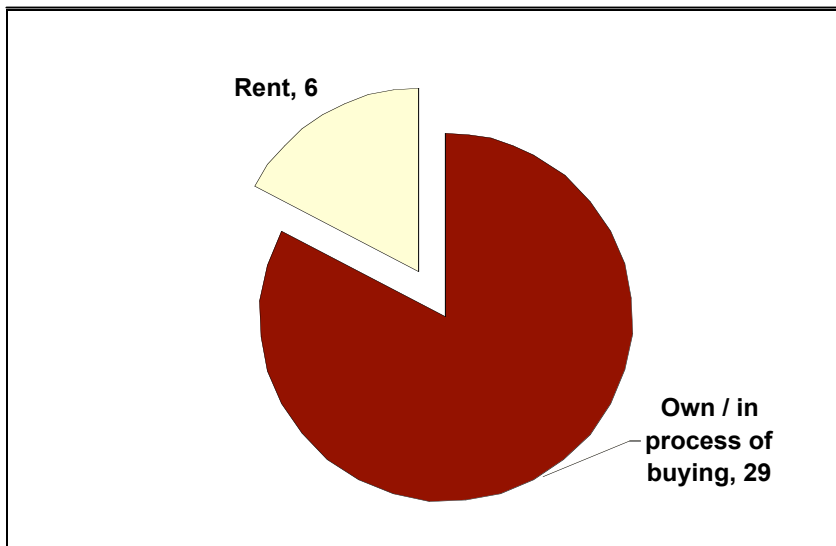
Figure 5: Gender of respondents



Survey results show **35** respondents (from a total of 38) indicated their gender. Figure 5 adjacent, shows this breakdown with the majority of respondents (66%) being female.

8.3.6 Occupancy type

Figure 6: Occupancy details of respondents



Survey results show **35** respondents (from a total of 38) indicated whether they owned (or were in the process of buying) their home, or if they were renting.

Figure 6 adjacent, shows this the breakdown, with the large majority of respondents being home owners in WMC (29 respondents).

9 OVERALL CONSULTATION RESULTS

The results of this project cannot be said to be representative of the views, issues and visions of the community as a whole (because the numbers of residents engaged was small, and the demographic profile skewed), and there are a number of difficulties in relying on these results, as discussed at Section 9.2 below. However, with these qualifications, the following is a suggested summary of the overall priority issues as they emerged in this project.

9.1 Areas of convergence in community views

As an overall observation, it is possible to see a convergence of views around certain issues.

The clearest convergence of *positive* views was around the following issues:

- **Harbour and beaches** are valued extremely highly – people often expressed a desire for them to be ‘protected or kept ‘clean’
- **Parks and public spaces** in the LGA are highly valued – respondents want them protected, and their amenity and access to them maintained or improved
- **Trees** and green/leafy elements – trees were mentioned frequently! Many people value ‘tree-lined streets’ and the ‘leafy feel’ of the area, and either want existing trees protected, or more trees planted.
- **‘Community feel’** – although this can be difficult to articulate, a large number of respondents expressed a desire for their community to feel ‘friendly’ and ‘safe’, with a ‘sense of belonging’ or ‘community spirit’ and high levels of community involvement and interaction.
- **Facilities and services for all age groups**, accessibility for older and less mobile residents
- The existing **built environment** is valued, particularly its **older and heritage buildings** – many people feel these aspects of their community are threatened or compromised by newer developments, and do not want to see this characteristic ‘look’ change too much in the future
- **Public transport** is viewed positively, although this is in a general sense – rather than there being clear issues identified as needing to be addressed

The clearest convergence of *negative* views was around the following issues:

- **Traffic** – objections to the congestion, pollution and danger to pedestrians that results from the high volume of vehicle traffic in the area. Clear and consistent calls for ‘fewer cars’, ‘less traffic’ and **more ‘pedestrian friendly’ policies**
- **Development** – variety of negative responses, but many people object to what they see as ‘over-development’, or inappropriate development. There is significant resistance to increasing population density through the building of ‘high-rise’ flats and apartments.

9.2 Overall issues summary

The full results of the review of the existing community consultation, the snapshot survey and the workshops have been documented and analysed separately in the preceding sections of this report.

As required by the project brief, these results have also been collated and summarised in tabular form in Table 24. It shows key issues grouped according to the different dimensions of sustainability, with their links to Council's Management Plan and State of the Environment Report identified. Recognising the interdisciplinary nature of sustainability planning, where the issue crosses a number of dimensions or is relevant across a number of management plan activities or SOE chapters, this is indicated.

The issues have not been assigned a priority level (such as 'high' or 'low') for a number of reasons. Firstly, the issues in this table all emerged as priorities – they have been included either because their importance was confirmed by the surveys, or because they were raised by a number of people, or a group process in the workshops.

Secondly, as can be seen from the full survey results, almost all the issues listed were rated highly important by the majority of respondents – suggesting that many people are hesitant to assign a 'medium' or 'low' priority to an issue. As a result, it is not valid to suggest that those issues where a few respondents chose 'medium' or 'low' are less of a priority for the community overall.

Thirdly, the results of this project represent a very small number of residents and are not statistically significant. This makes the isolated use of any of the 'prioritised' lists developed throughout the project quite problematic. For example, it could be said that the priorities for Council action (based on Question 5 of the survey) are 'smaller building to land ratio' and 'better facilities for the aged' because these had the highest responses. However, each issue was prioritised by only four respondents, so such a statement would be difficult to defend. Further, some issues that were a high priority in one forum (eg the snapshot survey) were rated lower in a workshop group visioning process, or were rated by one group and not another. There is no appropriate way to combine the results and assign an overall priority level across the different exercises.

For these reasons, Table 24 is intended to provide a structured summary of the priority issues/areas (within which there are many sub-issues as expressed by those consulted) that emerged across the various consultation exercises. While information is likely to be only partly representative of wider community views, it does provide a valuable guide to possible priority issues for WMC to address in the WSP, and can be used to inform further community consultation and engagement on this issue.

Table 24: Summary of sustainability issues and link to WMC Management plan and SOE

Issue	Sustainability dimension	WMC Management Plan Principal Activity Area	SOE chapter
Protection of trees, including street trees	Environment (natural)	Natural environment	Land Biodiversity
Protection of natural areas and bushland	Environment (natural)	Natural environment	Land Biodiversity
Clean harbour (water) quality	Environment (natural)	Natural environment Environmental works Infrastructure works	Water
Clean beaches	Environment (natural)	Natural environment	Land Water
Recycling facilities / waste reduction	Environment (natural)	Natural environment	Waste
Efficient resource use (water, energy)	Environment (natural)	Natural environment	Water Air Waste
Water recycling, rainwater harvesting	Environment (natural)	Natural environment	Water
Environmental impact assessment	Environment (natural)	Natural environment	All
Clean air / emission reduction	Environment (natural)	Natural environment	Air
Parks and open spaces	Environment (natural)	Parks and public space	Land Biodiversity
Recreational facilities and opportunities	Environment (built and natural)	Parks and public space Community services	Land
Public places and spaces	Environment (built and natural) Social	Parks and public space Community services	Land
New development that respects environment, heritage and local area 'character'	Environment (built)	Built environment	Land Heritage
Sustainable/'green buildings'	Environment (built)	Built / Natural environment	All

Issue	Sustainability dimension	WMC Management Plan Principal Activity Area	SOE chapter
Clean and tidy streets, less litter and rubbish	Environment (built)	Built environment	Land Water
More / better public transport, or more use of ~	Environment (built)	Roads, traffic and transport	Land
Road safety	Environment (built)	Roads, traffic and transport	Land
Parking controls	Environment (built)	Roads, traffic and transport	Land
A local area that encourages walking (pedestrian facilities) Maintenance of footpaths	Environment (built)	Infrastructure works Roads, traffic and transport	Land
A local area that encourages cycling (bicycle paths and facilities)	Environment (built)	Infrastructure works Roads, traffic and transport	Land
Maintenance of roads	Environment (built)	Infrastructure works Roads, traffic and transport	Land
Reduction of vehicle traffic / congestion Traffic calming	Environment (built and natural)	Infrastructure works Roads, traffic and transport	Land Air
Community events	Social	Parks and public space Community services	-
Community spaces and facilities	Social	Parks and public space Community services	Land
Family friendly community	Social	Community services Parks and public space	-
Safety	Social	Parks and public space Built environment Community services	-

Issue	Sustainability dimension	WMC Management Plan Principal Activity Area	SOE chapter
Community spirit, involvement, cooperation	Social	Community services	-
Sense of belonging	Social	Community services	-
Diversity, social mix, inclusive, friendly community	Social	Community services	-
Village atmosphere	Social	Parks & public space	-
Facilities for older people	Social	Community services	-
Community education about sustainability	Social	Customer service and communication	-
Community involvement in Council decision making	Social	Customer service and communication	-
Council accessibility / interaction with community	Social	Customer service and communication	-
Support for local business	Economic	?	-
Local cafes / shopping areas to help create lively community	Economic	Built environment Infrastructure works	-
Affordable housing	Social Economic	Built environment	-
Noise management	Environment (built) Social	Built environment	Noise
Services and facilities for children (0-12yrs)	Social	Community services	-
Services and facilities for young people (13-18)	Social	Community services	-
Services / facilities for older people	Social	Community services	-
Services and facilities for people with a disability	Social	Community services	-
Volunteering	Social	Community services	-
Local employment	Social Economic	-	-
Financial incentives (eg rebates, discounts) to encourage sustainable living	Economic Social	?	-
Financial disincentives (levies, fines etc) to discourage less sustainable behaviour	Economic Social	?	-

10 FUTURE OPPORTUNITIES

This project has yielded results that provide an insight into participants' views, issues and visions for the future of the Woollahra LGA. The results of the various processes used show:

- high levels of community awareness about the range of issues relating to sustainability
- strong support for sustainability as an appropriate goal for WMC
- some evidence that in general, the community sees sustainability as an environmental or 'green' issue, however, when prompted to consider the social dimensions they had little trouble articulating a wide range of relevant issues
- relatively lower levels of understanding of/engagement with the economic dimension (although some key issues did emerge).

With guidance, participants were able to collectively develop high level group 'visions' around three dimensions of sustainability: environmental, social and economic, although these varied considerably between groups. There is not a clear convergence among respondents about what the *specific* priority issues are, or how to address them, with a wide range of views and ideas being expressed. This is to be expected, and highlights the ongoing challenge for WMC in planning for sustainability – a goal that will require ongoing efforts, not just in information provision, communication and consultation, but in developing strategies to enable greater engagement, participation and cooperation by the community. It is clear from the workshops that many community members have useful ideas for how these goals might be achieved and these may be a good starting point for the next Stage of the WSP process.

The findings are a valuable resource for WMC, and can be used to inform the development of the Woollahra Sustainability Plan and associated actions and strategies. Further dialogue with the community, particularly with those groups not yet engaged, is recommended. This can occur on an ongoing basis, as the Woollahra Sustainability Plan is developed and implemented.

Summary of opportunities for WMC

- residents' awareness of the extent of Council's obligations and functions and wide range of sustainability-related actions could be improved – this would allow a more balanced view of Council performance and an understanding of the need for distributed community responsibility for sustainability
- scope to improve communication with the Woollahra community on sustainability issues by increased and better-targeted communication and action on the part of WMC
- community workshop participation rates (17 residents across 3 workshops) were quite poor – the challenge for Council is to engage a larger number of people in the Woollahra Sustainability Plan process and to make it relevant to those community members who are more 'difficult to engage'
- opportunity for Council to trial a wider range of citizen engagement techniques in the future, to enable residents to participate in sustainability planning. These may include

citizen panels, citizen juries, and other deliberative processes to engage citizens in planning and decision making processes¹.

¹ A series of links to sources of further information on these issues can be found at:
<http://www.activedemocracy.net/links.htm>

APPENDIX A: COUNCIL DOCUMENTS REVIEWED

Council supplied the following documents containing results of previous Council consultation and survey exercises. This material informed a review (see Section 2) undertaken to inform the project and draw out longer term implications for the Sustainability Plan.

Consultation documents reviewed at Section 2.4

Community Analyst Supplements: Woollahra LGA, prepared by the Public Practice P/L

Community consultation for the Environmental Education and Action Program, GEMS P/L research report, February 2004

Port Jackson South Stormwater Management Plan: Stakeholder consultation, prepared by Patterson Britton & Partners P/L

Community Study Executive Summary, research report prepared by Micromex Research, November 2004

Draft Social Needs Discussion Paper, Woollahra Municipal Council, January 2005

Aged and Disability Services Strategy consultation, Woollahra Municipal Council, January 2005

Children's Services Strategy consultation, Woollahra Municipal Council, January 2005

Recreation Needs Assessment and Strategy, progress report and preliminary discussion paper, prepared by StratCorp consulting, August 2005

Key Stakeholder Communications – Natural Environment, report on workshops, Woollahra Council, April 2003

Other documents reviewed

Woollahra Municipal Council, *Woollahra Sustainability Plan (WSP) Staff Briefing 2005*

Woollahra Municipal Council, *State of the Environment Report 2003/04*

Woollahra Municipal Council, *Sustainability Plan: Literature Review, 2005*


Woollahra Municipal Council, *Annual Report 2003–04*.

Woollahra Municipal Council, *Management Plan 2005 – 2008*

Woollahra Municipal Council, *A Guide for Community Consultation* (no date)

APPENDIX B: 'SNAPSHOT' SURVEY

One page 'Snapshot' survey provided to Council for distribution at the 'People and Pets Day', Lyne Park, Rose Bay, 18 September, 2005.



'Your views' – 2 minute survey

Woollahra Municipal Council is developing a Sustainability Plan to ensure that both existing and future communities in Woollahra, benefit from sensible long-term planning of environmental, social and economic aspects. As part of this planning exercise, Council is seeking community views. Would you be interested in participating in a 2 minute survey to capture your views?

Please rate the following three questions by using the scale opposite:

Strongly agree	Agree	Disagree	Strongly disagree
← 1	2	3	4 →

Part A: General

1) I am interested in what goes on in the Woollahra area 1 2 3 4

2) I believe council decisions are better made with community involvement 1 2 3 4

3) I feel a sense of belonging to the community 1 2 3 4

4) In thinking about the Woollahra area in 20 years from now:

How would you like it to LOOK (ie. the physical and natural environment)	How would you like it to FEEL (ie. the community and social environment)

Part B: Demographics

Are you a resident of Woollahra Municipal Council? Yes No

If yes, are you available to contribute to a 2-hour sustainability planning workshop held at Council offices on:

1) 6 pm – 8 pm Wednesday 19 October, with finger food and refreshments provided? **OR**,

2) 10am – 12 pm Saturday 22 October with lunch and refreshments provided?

If yes, please provide details: Name:.....; Tel:.....;

Workshop:.....

Address:.....

..... Male Female Age group: 0 – 20 41 – 50

..... 21 - 30 51 – 60

..... 31 – 40 60+

People and Pets Day, Lyne Park, Rose Bay Sunday 18 September

APPENDIX C: COMMUNITY WORKSHOP MATERIALS

Information used during the community workshops is shown below.



Woollahra Sustainability Plan
Our community, our future


What does ESD look like?

- clean air, water
- efficient recycling and rubbish collection
- presence of trees/greenery
- heritage preservation



- efficient public transport
- facilities – youth, seniors, parents, disabled
- cultural programs
- open community-friendly spaces
- pet friendly areas

- investment in local infrastructure
- local business support
- affordable housing
- urban development



Woollahra Sustainability Plan
Our community, our future

Snapshot of Woollahra Municipal Council - Current status

- Size:** 12 km² (or 1,219 hectares including 16 km harbour foreshore)
- Population:** 50,897
- Dwellings:** 25,086 (in apartments or 4+ storey buildings)
- Density:** 4.24p/m²
- Parks/reserves and playgrounds:** 54
- Bushland:** 6% of total land or 75 hectares in 9 reserves (311 native plant species, including two threatened and one vulnerable), 25%+ is degraded
- Recreational facilities:** basketball (1), croquet (1), golf (2), lawn bowls (1), sailing (9), swimming (4), tennis (5), Tai Chi (1), sports grounds (9)
- Educational facilities:** library (1)
- DAs processed:** 1,400 (13% increase from 2000/1)
- Heritage listed:** 616 items protected (increase of 7 items from 1998/9)
- Car parks:** stations (3), open air free (5)
- Car use:** 25,500 registered vehicles; 41.7% preferred mode of transport (9% decrease from 1996)
- Waste collected:** 11,893 tonnes (1,000 less than in 2003), 45 kg reduction household waste 1999/00
- Recycling:** 199 kg domestic recycling (64 kg increase in recycling from 1999/00)
- Noise complaints:** 379 (2003/4)
- Trees:** 15,000 (street lined), 60,000 (total maintained including reserves)
- Drainage:** 95% stormwater drains directly into Sydney Harbour

APPENDIX E: COUNCIL STAFF WORKSHOP MATERIALS

Information used during the council staff workshop is shown below.




APPENDIX E CONTINUED



Woollahra Sustainability Plan
Our community, our future

Visioning — environment

- idea of 'green' has very high value both on an aesthetic level – people want Woollahra to 'look' green (trees, parks, harbour), and at a deeper level – respect for and value of environment, concern for future generations
- high appreciation of existing environmental assets – key is to maintain them
- conflict: realism about population / development pressures / density, but desire for 'no change' 'less development', 'less high rise' and maintenance of existing 'look'



Woollahra Sustainability Plan
Our community, our future

Visioning — environment (cont)

Understanding of environment is broad. Includes:

- natural environment (air, water, vegetation, green spaces, parks, beaches/ harbour).
Issues: preservation, improvement
- built environment (housing, roads, water, sewerage, drainage, public space). Issues: physical maintenance, controls on new development, heritage, sustainable housing, street trees, visual pollution
- environmental education
- resource issues: waste, recycling, energy / water use

APPENDIX E CONTINUED



Woollahra Sustainability Plan
Our community, our future

Visioning — economic

Economic issues were less easily articulated:

- people tend to feel the local community has 'less of a say' or less influence on economic issues (because of complex state / federal arrangements, legislation, tax issues etc)
- some mention of economic strategies to address environmental issues (ie. levies on 'less sustainable' behaviour, financial incentives for 'green' behaviour)
- general support for more 'localisation' of economy (eg. local shops over supermarkets, local employment, local businesses)
- long-term economic planning is seen as important

APPENDIX F: COMMUNITY SURVEY

Appendix F: COMMUNITY SURVEY



What is your vision for Woollahra's future? A survey for residents

Tell us your views and you could win a lunch voucher to the values of \$40

Introduction

Woollahra Municipal Council is currently preparing a Sustainability Plan. The Plan will provide a long-term and integrated approach to planning for sustainability in the Woollahra Local Government Area. It will identify a long-term 'vision' for a sustainable Council and community, and actions to achieve this by 2025.

As part of this process, Council is seeking your views to help identify important issues and develop a long term community vision. We want to make sure the plan is informed by community needs and priorities.

The closing date for completion of the survey is 2 December 2005.

Please note: All questions refer to the whole of the Woollahra local government area.

1. Living in the Woollahra local government area 2005

1a. What are some things you **like** about living in the Woollahra area?

1b. What are some things you **don't like** about living in the Woollahra area?

2. Your vision for the future of the Woollahra area 2025

Thinking about Woollahra 20 years from now:

2a. What do you hope will **stay the same**?

2b. What do you hope will **be different**? How?

2c. How would you like Woollahra to **look** in the future? (built and natural environment)

2d. How would you like Woollahra to **feel** in the future? (community and social environment)

Appendix F: COMMUNITY SURVEY



3. Emerging community issues

Recent community consultation has identified some priority issues for the Sustainability Plan. These are listed below.

By ticking the relevant box, please rate the **importance** of these issues to you, and your current level of **satisfaction** with that aspect of the Woollahra area.

Natural environment in Woollahra	Importance			Satisfaction		
	Low	Medium	High	Poor	Fair	Good
Clean beaches						
Clean harbour (water quality)						
Clean air						
Protection of natural areas / bushland						
Protection of trees (including street trees)						
Access to good parks and open spaces						
Good recycling facilities						
Efficient use of water by Woollahra residents						
New development that respects environment and heritage						
Less litter and rubbish in our area						
Education about the natural environment						
<i>Please add your own issues:</i>						

Built environment in Woollahra	Importance			Satisfaction		
	Low	Medium	High	Poor	Fair	Good
New development that respects the existing 'character' of the local area						
New development that is more sustainable ('green buildings')						
Good public places and spaces						
Accessible public places for older people and people with disabilities						
Good public transport services						
A local area that encourages walking (pedestrian paths and facilities)						
A local area that encourages cycling (bicycle paths and facilities)						
Road safety						
Preventing traffic congestion						
Clean and tidy streets						
Availability of parking						
<i>Please add your own issues:</i>						

Social environment in Woollahra	Importance			Satisfaction		
	Low	Medium	High	Poor	Fair	Good
Respect for others / community mindedness						
A community that is inclusive and cooperative						
Community events and festivals						
A 'family friendly' community						
Services and facilities for children (0-12yrs)						
Services and facilities for young people (13-18)						
Services / facilities for older people						
Services and facilities for people with a disability						
Promotion / support of volunteering						
Good recreational opportunities						
Access to affordable housing						
Community involvement in Council decision-making						
<i>Please add your own issues:</i>						

Economic environment in Woollahra	Importance			Satisfaction		
	Low	Medium	High	Poor	Fair	Good
Support and encouragement for local businesses						
Local shopping, business and commercial areas that help create a lively community						
Local employment						
Financial incentives (eg. rebates, discounts) to encourage sustainable living						

Appendix F: COMMUNITY SURVEY



<i>Please add your own issues:</i>						

4. Council and community working together towards a sustainable Woollahra

A sustainable community meets current needs without preventing future generations from meeting theirs. This means our actions must respect the environment, minimize the use of natural resources and take account of the global impact of local activities. The social aspect of sustainability means creating a safe, accessible, equitable community with a good quality of life for all.

Achieving a sustainable Woollahra requires action by all of us. This section asks you how the community and Council can work together more effectively.

4a. Please rate how well you and your household are doing in relation to the following:

<i>How are you doing?</i>	<i>Doing this well</i>	<i>Doing OK but could do better</i>	<i>Not doing this so well</i>
Recycling as much as possible			
Reducing your energy use			
Reducing your water use			
Reducing over-consumption and waste			
Not littering			
Composting			
Using public transport where possible			
Walking and cycling where possible			
Actively working to protect the environment			
Attending / supporting local community events and activities			
Actively contributing to the community (eg, volunteering, or participating in a community group)			
Buying locally and supporting local business and services			
Participating in local decision-making (eg with Council or other local groups)			
<i>Please add other things you are doing:</i>			

4b. Council wants to encourage and support you and the community to live more sustainably.

Can you suggest some ways that Council could do this?

5. Your priorities for Council action

Lastly, we'd like you to list the sustainability issues that you think Council should be focussing on, both in the short and long term.

Short term issues

5a. If you had to choose one **natural environment** issue for Council to address in the short term (1-2 years), what would be your top priority issue?

5b. If you had to choose one **built environment** issue for Council to address in the short term (1-2 years), what would be your top priority issue?

5c. If you had to choose one **social issue** for Council to address in the short term (1-2 years), what would be your top priority issue?

Appendix F: COMMUNITY SURVEY



Long term issues

5d. If you had to choose one **natural environment** issue for Council to address in the long term (10-15 years), what would be your top priority natural environment issue?

If you had to choose one **built environment** issue for Council to address in the long term (10-15 years), what would be your top priority built environment issue?

If you had to choose one **social environment** issue for Council to address in the long term (10-15 years), what would be your top priority social issue?

6. Demographic questions

6a. Where do you live?

Bellevue Hill Darling Point Double Bay Edgecliff Paddington
Point Piper Rose Bay Vaucluse Watsons Bay Woollahra

6b. How long have you lived in the Woollahra Council area? _____

6c. What is your age group?

18-24 25-34 35-44 55-64 65+ No answer

6d. What is your gender?

Male Female

6e. Do you own or rent your home?

Own / in process of buying Rent Other

Thank you!

Please place this survey in the survey box where you found it, OR hand it in at the Woollahra Council customer service counter, OR post to: Sustainability Plan, PO BOX 61, Double Bay NSW 1360

Thank you for your time in completing this survey. Your views will help Woollahra Council to better understand community views and identify issues of importance for inclusion in the Sustainability Plan.

If you have any questions about the preparation of the Woollahra Sustainability Plan, please contact Anita Lakeland on 9391 7935 or Rebecca Peacock on 9391 7140.

APPENDIX G: SNAPSHOT SURVEY DATA

Total respondents: 179

NB: not all respondents reported their gender and/or age

Gender (158 reported) 60 male (38%) 98 female (62%)

Age group (163 reported):

0 - 20	18 (11%)	41-50	35 (21%)
21-30	21 (13%)	51-60	18 (11%)
31-40	47 (29%)	60+	24 (15%)

	Answer 1	Answer 2	Answer 3	Answer 4
Q1	79	84	14	1
Q2	127	49	2	1
Q3	58	97	16	5

Tally of answers to 'look' and feel questions (summarised)

LOOK (Environmental)

- 61 Green/leafy/keep, more, lots of trees/flowers
- 59 No more development/high density/urban development/multiplex/high-rise/red brick
- 48 Accessible/open/ public spaces/parks
- 21 Cleaner/tidier/less rubbish/more bins/recycling
- 18 Pedestrian friendly/slower traffic/less congestions/traffic management/less cars/less pollution
- 14 Bushland/native trees/drought-resistant grass/waterwise plants/natural areas
- 10 Maintain heritage aspects/traditional older architecture
- 8 Green shoreline/preserve foreshores/vistas to harbour/waterfront access
- 5 More public walkways/coastal walks
- 5 Swimming spots/pool
- 4 Bike paths
- 3 Cleaner water
- 2 Balance between tourism and environment
- 1 DCP to specify green landscaping on blocks
- 1 More park-style developments
- 1 Tennis courts
- 1 Free water tanks and advice

LOOK (Social)

- 30 No change/keep as is/not too much change/much the same
- 23 Dog walking/dog beach/pet friendly/dog areas/off-leash areas/dog agility park/dog poo bags*
- 7 Places to interact/coffee shops/cultural shops/bookstores/strip shopping/local shopping/keep as boutique area
- 7 Children's facilities/more sporting facilities for children/spaces for families
- 6 More public transport including ferries & buses
- 2 Disabled access inc. elderly
- 1 Type of housing isolates people
- 1 Facilities for elderly: homes/transport/shops
- 1 Community based arts
- 1 Recreation
- 1 Strategic forward planning
- 1 alcohol free

LOOK (Economic)

- 17 Better care for/better maintenance of public areas including: parks, playgrounds, laneways, side walks, nature strips
- 3 Better use of existing facilities e.g. public use of Woollahra council building/ more multi-use facilities/ Catalina Restaurant as a museum
- 2 More parking
- 2 Fewer parking meters
- 1 Speed up building approval process
- 1 Money better spent by council – not wasted
- 1 Aesthetics of buildings: all red brick to be rendered

FEEL (Social)

- 40 More community events (street fairs, fetes, concerts, days like the people and pets day)
- 40 Friendly community (relaxed, casual, cuddly, warm, welcoming, neighbourliness, understanding, tolerance)
- 24 Community spirit / sense of belonging / sense of community
- 20 Safe
- 20 Community involvement/communicate and listen to the community
- 13 Village atmosphere
- 7 Family municipality
- 7 Diversity
- 7 Animal/dog friendly
- 7 Facilities/events for older people 60+
- 5 Facilities/events for younger people
- 4 Volunteers/clubs (Historical Society, Vauclose Progress Association, Animal Welfare League Eastern Suburbs)
- 4 Enforce existing laws and regulations

- 3 Sports facilities/ leisure lifestyle “All go down to the park”
- 2 Accessible/more public transport
- 1 Prestigious atmosphere
- 1 More daycare centres
- 1 Facilities for singles

FEEL (Economic)

- 5 Support for local businesses and shops
- 4 Restaurants/hotels/cafes (alfresco dining)
- 2 Improved parking / less meters
- 1 Good services
- 1 Lower rates

FEEL (Environmental)

- 9 Pedestrian, car and cyclist friendly and safe (less traffic)
- 7 Attractive, free, open, natural, green, fresh
- 7 Clean
- 1 Lots of parks
- 1 Peace/quiet
- 1 Council awareness program (sustainability)
- 1 Modernise old buildings – render old buildings

APPENDIX H: FULL SURVEY DATA

APPENDIX H: FULL SURVEY DATA

PART 1 A

<i>Things you like about living in WMC?</i>	<i>Response</i>
Total response	
Harbour/beaches	17
Parks	13
Beauty	3
Public Transport	4
Library	3
Redleaf pool	1
Proximity to the city	8
Funds available to provide quality services to residents	1
Village life	5
Trees	11
Quiet	2
Community spirit	3
Clean & tidy	1
Good spread of age amongst residents	1
Terraces houses	2
Beautiful architecture	1
Art galleries	1
Children's activities	1
Local shops	4
Relaxed stately feeling	1
Low rise housing	1
People care for their properties	1
Edgecliff train station	1
Recycling pick up provided	1
Environment	2
Building density	2
The residents	1
Proximity to all one's needs	1
Absence of shopping malls	1
Heritage environment	2
Walking trails	1
Fresh air	1
Cafe culture	1
Ferry	1

PART 1 B

<i>Things you don't like about living in WMC?</i>	<i>Response</i>
Total response	
No cinema	1
No heated pool	1
No sense of community	2
Overdevelopment	4
Unreliable/ poorly coordinated transport	3
Traffic	15
Officious council	1
Subdivision of houses	1
Over regulated parking	1
Larger houses and garages	2
Not enough parking for residents	4
Unsustainable habits of some residents	2
No cycle paths	3
Noise	2
Dog poo	1
Expensive shopping - overpriced	1
Not enough public transport	2
Westfield shopping malls	1
Congestion on New South Head Road	2
Old infrastructure e.g. sewerage pipes	1
Pollution, noise, damage to roads by Sydney buses	1
Broken pavements	2
Lack of tree maintenance	1
Parking not policed enough	1
Security not satisfactory	1
No basketball courts	2
Dangerous for pedestrians / uneven pavements	2
Dirty streets	1
Rubbish and recycle issues	1
4 wheel drives	1
Has become less neighbourly with gentrification	1
Bicycles on footpaths	1

PART 2 C

<i>How would you like Woollahra to look in the future?</i>	<i>Response</i>
Total response	
The same	5
More smaller homes rather than bigger homes	1
Less built boxes/ high rise	2
better ? culture	1
More Australian	1
Not more built up than it is now	2
More modern	2
More trees	2
Less traffic	3
Better weed control	1
More sustainable buildings	1
Better public transport	1
Underground parking	1
More open space	1
More parks	1
Preserve natural environment	2
Small village	1
Better planned	2
More zebra crossings	1
More bicycle & pedestrian friendly	2
Green	2
Well maintained open spaces	1
Retain heritage	4
Smoother roads	1
Nice green environment	2
Beautiful	1
Encourage drought proof gardens	1
Less cluttered buildings	1
Well maintained streets & paths	1
Maintain & restore heritage buildings	2
Power lines underground	1
Better street lighting at night	1
Fewer shopping malls	1
Better urban design	1

PART 2 D

<i>How would you like Woollahra to feel in the future?</i>	<i>Response</i>
Total response	
Greater sense of community/belonging	6
More public buildings/meeting places	1
No shopping malls	1
People oriented	3
Somewhere to sit where informal groups can meet	1
Community participation	2
The same as it feels now	3
safe, green, friendly	5
Affordable rates	1
Affordable rents	1
More culturally diverse	2
Small community atmosphere	1
Relaxed village atmosphere	1
Less cars	1
More bike and walking paths	1
Better public transport	1
Environmentally responsible community	1
Contented community	1
A place where families can co-exist happily	2
Keep organising community events	1
Cosy	1
Close to nature	1
Good	1
Friendly, free services, great park	1
Good village like streets	1
Parks well used by residents	1
Respect for neighbours in terms of noise & impact of renovations	1
Local businesses cater for the everyday needs of locals	1
Encourage community resources such as a cinema at Double Ba	1

WOOLLAHRA SUSTAINABILITY PLAN

PART 3

Natural environment in Woollahra	Importance			Satisfaction			
	Low	Medium	High	Poor	Fair	Good	
Total responses	4	55	366	103	205	92	825
Percents	0.5	6.7	44.4	12.5	24.8	11.2	
Clean beaches		3	38	5	18	15	
Clean harbour (water quality)		3	35	5	20	14	
Clean air		2	37	8	22	7	
Protection of natural areas / bushland		1	36	8	17	9	
Protection of trees (including street trees)	1	9	27	7	24	6	
Access to good parks and open spaces	1	5	31	2	20	13	
Good recycling facilities		7	30	8	16	12	
Efficient use of water by Woollahra residents		6	32	16	14	5	
New development that respects environment and heritage		3	37	16	17	2	
Less litter and rubbish in our area	2	8	29	12	18	6	
Education about the natural environment		8	29	12	19	3	
<i>Please add your own issues:</i>							
Damage to parks/harbour (buildings, dogs, vehicles)			1	1			
Impact on climate change			1	1			
Cycle infrastructure			1	1			
Management of greenspaces (parks, bushlands)			1				
Prioritise environment before development			1	1			

Built environment in Woollahra	Importance			Satisfaction			
	Low	Medium	High	Poor	Fair	Good	
Total responses	16	81	299	130	201	31	758
Percents	2.1	10.7	39.4	17.2	26.5	4.1	
New development that respects the existing 'character' of the local area	3	7	27	12	17	2	
New development that is more sustainable ('green buildings')	1	7	29	14	18	2	
Good public places and spaces		4	32	5	22	6	
Accessible public places for older people and people with disabilities		9	27	9	17	4	
Good public transport services		4	33	6	23	4	
A local area that encourages walking (pedestrian paths and facilities)		9	27	8	22	3	
A local area that encourages cycling (bicycle paths and facilities)	1	9	22	23	12		
Road safety	1	6	29	14	18		
Preventing traffic congestion	1	4	31	19	12	1	
Clean and tidy streets	2	9	24	5	21	6	
Availability of parking	6	13	15	11	19	3	
<i>Please add your own issues:</i>							
Noise management (building sites, AC units, pools)			1	1			

Good road maintenance						
No graffiti						
Access for elderly/pedestrians, less mobile & cyclists			1	1		
Speed humps to slow traffic						
Increase traffic rangers to fine inconsiderate parkers						
Restrict development size (tighter controls)						
Paying for parking permits when we already pay rates	1			1		
Subdivisions/multiple housing sites			1	1		

Social environment in Woollahra	Importance			Satisfaction			
	Low	Medium	High	Poor	Fair	Good	
Total responses	14	108	247	100	166	40	675
Percents	2.1	16.0	36.6	14.8	24.6	5.9	
Respect for others / community mindedness		5	23	8	14	3	
A community that is inclusive and cooperative		8	23	15	10	3	
Community events and festivals	5	13	13	6	19	2	
A 'family friendly' community	2	7	22	3	19	5	
Services and facilities for children (0-12yrs)	1	12	17	4	14	5	
Services and facilities for young people (13-18)	1	11	18	11	9	3	
Services / facilities for older people		7	22	6	15	3	
Services and facilities for people with a disability		7	23	5	14	3	
Promotion / support of volunteering	1	10	20	7	15	3	
Good recreational opportunities		11	21	5	14	6	
Access to affordable housing	4	8	21	18	8	2	
Community involvement in Council decision-making		9	20	10	15	2	
<i>Please add your own issues:</i>							
Understanding difference between Local and State Government roles			1	1			
Additional sports fields for children							
Housing needs for the elderly for security			1				
Friendliness			1				
Focus on young people to become more respectful							
Being heard in committee meetings							
Easy access to health & building inspectors							
Public meeting places			1	1			

Economic environment in Woollahra	Importance			Satisfaction			
	Low	Medium	High	Poor	Fair	Good	
Total responses	14	39	93	51	67	12	276
Percents	5.1	14.1	33.7	18.5	24.3	4.35	

Support and encouragement for local businesses	3	6	22	7	19	3
Local shopping, business and commercial areas that help create a lively community	3	5	22	11	10	5
Local employment		12	16	5	19	1
Financial incentives (eg. rebates, discounts) to encourage sustainable living	2	7	19	17	9	1
Financial disincentives (levies, fines etc) to discourage less sustainable behaviour	6	9	14	11	10	2
<i>Please add your own issues:</i>						
Assessment of community needs						
Preference for small local businesses						

WOOLLAHRA SUSTAINABILITY PLAN

PART 4

<i>How are you doing?</i>	<i>Doing this well</i>	<i>Doing OK but could do better</i>	<i>Not doing this so well</i>	
Total responses	231	145	74	450
Percents	51.3	32.2	16.4	
Recycling as much as possible	26	10		
Reducing your energy use	18	17	1	
Reducing your water use	21	13	1	
Reducing over-consumption and waste	20	12	3	
Not littering	31	5		
Composting	11	11	10	
Using public transport where possible	18	11	6	
Walking and cycling where possible	17	13	5	
Actively working to protect the environment	17	13	5	
Attending / supporting local community events and activities	9	14	12	
Actively contributing to the community (eg, volunteering, or participating in a community group)	11	11	11	
Buying locally and supporting local business and services	20	9	5	
Participating in local decision-making (eg with Council or other local groups)	9	6	15	
<i>Please add other things you are doing:</i>				
Pick up street and beach litter	2			
Pick up dog droppings	1			

PART B

<i>Suggest some ways that Council can support you to live more sustainably</i>	<i>Response</i>
Total response	
Composting	1
Increase garbage pick-up	1
More middle of the road yet imaginative trading in the area	1
Council to be a better example & put money into sustaina	1
Control parking & add speed humps	1
Charge more for excess rubbish	1
More consistent building controls	1
Community panel on sustainability	1
Widen range of recycling materials	1
More fuel efficient council vehicles	1
Better understanding about recyclables	1
More open air recreation space	1
Provide more recycling bins	1
No more Westfield shopping malls	1
Tax rubbish bags	1
Rules for new developments	1
Promote rainwater harvesting	1
Mulch all green waste and provide access to same	1
Continue to be a watch dog over development issues	1
Street banner like RTA: council targeting water conservati	1
Information evenings e.g. reducing water consumption	1
New basketball court	1
Further financial incentives for residents who purchase ra	1
Stop littering in lane	1
Advice on reducing water and electricity use	1
Focus on cycle ways	1

WOOLLAHRA SUSTAINABILITY PLAN

PART 5 A

<i>If you had to chose one natural environment issue for Council to address in the short-term (1-2 years) what would your top priority be?</i>	<i>Response</i>
Total response	
Preserve trees	2
Get green - have own garden staff	1
Prevent overpopulation	2
Traffic problems	1
Use native trees as street trees	1
Spend more on care/maintenance parks	2
More trees, less concrete	3
Proper regeneration of bushland areas	1
Efficient use of water & energy	1
Reduce paved surfaces	1
Reduce car use	1
Remove buildings from Harbour foreshore	1
Protect native animals from dogs	1
More dog litter bins	1
Promote rainwater harvesting	1
Protection of natural areas and bushland	2
Protect harbour foreshore	1
More green space	1
Clean harbour water	1
Recycling	1
Improve lighting in parks	1
Sweep footpath & gutters	1
Eliminate faecal animal waste from streets	1
Sign indicating water quality & when unsafe to swim	1

PART 5 B

<i>If you had to chose one built environment issue for Council to address in the short-term (1-2 years) what would your top priority be?</i>	<i>Response</i>
Total response	
Smaller buildings to land ratio	4
No development without infrastructure	1
Stop making multiple residences out of singles	1
Enforce sustainable housing via DA process	1
Repair footpaths	1
Traffic congestion	2
Build in sustainable building requirements	1
Actively encourage green building	1
Actively encourage reduced car use	1
Consistent application of building controls	1
Less high rise	2
Bike paths	2
Parking station at Paddington	1
No more backpacker accommodation	1
Good public transport	2
Holding back on shops	1
Basketball courts	2
Walking tracks	1
Upgrade street and pavement surfaces	1
Improve pedestrian crossings /lighting	1
Refuse alterations to terrace houses	1
Stop oversized residences from being built	1
Make Woollahra cycle friendly	1

PART 5 C

<i>If you had to chose one social environment issue for Council to address in the short-term (1-2 years) what would your top priority be?</i>	<i>Response</i>
Total response	
More community involvement	1
Become community focused, Woollahra lacks community	1
Attract imaginative trading to the area	1
Improve funding for childcare & recreational centres	1
Respect for others	1
Focus on pedestrians & buses not cars	2
Reduce social isolation	1
Improve funding from State & Commonwealth	1
More local nightlife	1
Good facilities for the elderly	2
Recognition of importance of sustainability	1
Movie theatre for Double Bay	1
Help & relocate the derelicts sheltering in odd corners	1
A family friendly community	2
Better public transport for elderly	1
More affordable childcare centres	1
Interesting play areas for children	1
Disability support services & facilities	1
Access to affordable housing	1
Homeless people outside Paddington library	1
Improve relations between council & ratepayers	1
Remove bicycles from footpaths	1
Re-establish cinema in Double Bay	1

PART 5 D

<i>If you had to chose one natural environment issue for Council to address in the long-term (10-15 years) what would your top priority be?</i>	<i>Response</i>
Total response	
Increase public transport efficiency	1
Decrease use of cars	1
Spend money on Redleaf banks - carve out flat areas to get sunbaker	1
Protection of parks, beaches, trees	2
Replan Double Bay to increase tourism	1
Reduce water consumption & increase recycling	1
Protection of trees	1
Restore Cooper Park	1
Move power lines underground	2
Sustain local bushland	1
Protection of open space	1
Water quality in harbour	2
Water storage in all households	1
Remove camphor laurel trees in residential areas	1
Maintain infrastructure	1
More green spaces	1
Protection of natural areas	1
Education about the natural environment	1
Further development of household recycling systems	1
Increase seating in parks	1
Better traffic management near schools	1
Promote water tanks for houses & units	1

PART 5 E

<i>If you had to chose one built environment issue for Council to address in the long-term (10-15 years) what would your top priority be?</i>	<i>Response</i>	<i>Percents</i>
Total response		
Preservation of gardens over houses	1	
Get cinema back	1	
Get small group meeting places	1	
stop making multiple residences	1	
Modern attractive library & community centre	1	
Reduce building size	2	
No garages on visual landscape	1	
Protect Double Bay from overdevelopment	1	
Proper maintenance of drains, roads, footpaths & public toilets	1	
Better footpaths	1	
Better screening stormwater to remove garbage	1	
Fewer high rise buildings	3	
Reduce traffic	1	
Sustainable development rules	1	
Limit the environmental footprint	1	
An integrated traffic plan	1	
More consistent planning decisions	1	
Increase local resident parking areas	1	
Green buildings	1	
Protect heritage features of the area	1	
Remove overhead power lines	1	
Playing fields, sporting facilities for 13-18 year olds	1	
Improve public transport	1	
No modern architecture in terrace house area	1	
Creating a further sense of village environment in retail areas	1	

PART 5 F

<i>If you had to chose one social environment issue for Council to address in the long-term (10-15 years) what would your top priority be?</i>	<i>Response</i>
Total response	
Better facilities for aged	4
Become community focused. Woollahra lacks community	1
Get local staff, better qualify them socially	1
Increase spending on social services	1
Encourage greater ethnic & generational variety	1
Improve access to public transport	2
More social groups for adults	1
Limit environmental footprint to need not wants	1
Maintain strip type amenities to reduce mall culture	1
Improve infrastructure	1
Community involvement in council decision making	1
Increase in services & facilities for disabled & aged	1
Respect for others / community mindedness	1
Encourage local businesses to cater for residents	1
Make Councilors more accessible to ratepayers	1
Move bicycles off footpaths	1
Encourage more entertainment facilities at Double Bay	1

WOOLAHRA SUSTAINABILITY PLAN

PART 6

<i>Where do you live?</i>	<i>Response</i>	<i>Percents</i>
Total response	35	
Bellvue Hill	1	2.86
Point Piper		0.00
Darling Point	3	8.57
Rose bay	5	14.29
Double Bay	5	14.29
Vaucluse	2	5.71
Edgecliffe	1	2.86
Watson's Bay	2	5.71
Paddington	9	25.71
Woollahra	7	20.00

<i>How long have you lived in WMC area?</i>	<i>Response</i>	<i>Percents</i>
Total response	29	
0 - 5 years	5	17.24
6 - 10 years	3	10.34
11 - 15 years	5	17.24
16 - 20 years	1	3.45
21 - 25 years	6	20.69
26 - 30 years		0.00
31 - 35 years	6	20.69
36 - 40 years	1	3.45
41 - 45 years		0.00
46+ years	2	6.90

<i>What is your age group</i>	<i>Response</i>	<i>Percents</i>
Total response	50	
18-24	3	6.00
25-34	4	8.00
35-44	6	12.00
45-54	6	
55-64	4	8.00
65+	11	22.00
No answer	16	32.00

<i>What is your gender</i>	<i>Response</i>	<i>Percents</i>
Total response	35	
Male	12	34.29
Female	23	65.71

<i>Do you own or rent your home?</i>	<i>Response</i>	<i>Percents</i>
Total response	35	
Own/in process of buying	29	82.86
Rent	6	17.14
Other		0.00

APPENDIX J: BACKGROUND MATERIAL FOR COUNCILLOR WORKSHOP

APPENDIX J: BACKGROUND MATERIAL FOR COUNCILLOR WORKSHOP



Feedback from the community visioning workshops

Workshop participants

- 12 community members participated in a 2 hour workshop on visioning and issues for long-term sustainable planning
- 58% participants have lived in the WMC area for 30+ years
- 67% lived in single dwelling homes
- 42% were between the ages of 51–60

Participants' feedback

- 75% felt the visions developed in the workshop are realistic
- 83% believed the workshop outcomes will contribute to Council planning
- All agreed decisions are better made with community involvement
- All agreed a long-term vision for the WMC area is very important
- All agreed they are prepared to make changes to current lifestyles for long-term community improvements
- All agreed they would be prepared to attend future Council workshops.

Key findings from workshops:

Overview

- majority of residents attending workshops are currently actively involved in community based programs
- participants showed a comprehensive understanding of issues (immediate and wider) relating to sustainability and a good understanding of the range of issues that need to be considered for sustainable long-term planning
- participants seemed less aware of the extensive role of WMC, in addition to day-to-day pressures experienced by councils in general regarding planning considerations
- participants initially showed a tendency to relate the word 'sustainability' to all things 'green' rather than wider issues such as arts revival, small business support, alfresco dining, daycare centres for children etc. There is also a tendency for people to fail to grasp what a 'visioning' exercise entails without explanation
- with guidance, participants were able to collectively develop high level visions around three dimensions of sustainability: environmental, social and economic
- participants felt representation of the wider community in making key decisions could be improved
- workshop participation rates (12 residents across 2 workshops) were generally poor.

Opportunities

- views obtained from the workshops were slightly skewed towards the older age demographic – Council would better represent the Woollahra community by gaining more insight into the views of other groups
- workshop participants tended to be those already 'engaged' in their community – challenge is to make the Sustainability Plan relevant to those community members who are more 'difficult to engage'
- residents' awareness of the extent of Council's obligations and functions could be improved – this would allow a more balanced view of capabilities and an understanding of the need for distributed community responsibility for sustainability
- the implementation of the Sustainability Plan may be enhanced by harnessing community support and gaining more community perspective in related decision making processes Residents can make valuable contributions to 'futures planning' in their community including through the identification of challenges (internal and external) and potential ways to meet these challenges. Opportunity to develop other ways for residents to be engaged in sustainability planning. A citizens panel may be one option, or consultative groups could be established in connection to the implementation of the Sustainability Plan
- there is scope to improve communication with the Woollahra community on sustainability issues through increased and better targeted communication and action on the part of WMC.

Primary issues		
Economic	Social	Environmental
Funding for local programs and education projects based on sustainable development	More meeting places and events to enable community interaction (especially intergenerational)	More open and attractive spaces
Better planning for use of resources - people, money, infrastructure	Amenities for different ages (e.g. hydrotherapy pools, day care, sports grounds)	More tree lined streets
Concern about public ownership dissipated through private partnerships	Increased opportunities for volunteerism	More education on ways to reduce consumption: water, waste and energy
Support and encouragement for local business growth	Engagement with schools	Preservation and cleaning of foreshore
Issues across all fields		
<ul style="list-style-type: none"> Reliable, frequent and clean public transport Less traffic / congestion on roads – more pedestrian and cycle ways Preservation and maintenance of heritage 'Less development', especially multi-unit dwellings 		
Some considerations for Council		
1. How to ensure that the Woollahra Sustainability Plan is integrated fully into other Council processes.		
2. How to represent the perspectives, values, expectations and actions regarding sustainability issues to elected Councillors. (Possibility of a citizens' panel?)		
3. Sustainability Plan communication strategy. How to inform and educate the wider community about local sustainability action and use the plan to nurture 'community spirit'.		
4. Exploration of specific innovative measures as part of the Sustainability Plan (e.g. feasibility of levies/discounts related to consumption levels (e.g.: levies on use of more than 1 car per household, levies related to size, energy/water rating of new homes)		
5. How best to promote volunteerism in relation to Sustainability Plan. (Particular opportunity to harness the thoughts, time and energy of community members aged 50+)		

Snapshot survey conducted at 'People and Pets Day', 18 September 2005

Key findings:

- 179 respondents
- 50% respondents aged between 31–50 years
- 62% female, 38% male
- Interest in 'what goes on in the Woollahra area', was **very high**
- Support for the statement 'Council decisions are better made with community involvement', was **strong**
- Support for the statement 'I feel a sense of belonging to the Woollahra community', was **lower**
- Respondents were asked how they would like Woollahra to 'look' and 'feel' in the future. A wide range of answers were given, but with significant clustering around the key issues – many of which can be categorised as relating to the physical or social environment:
 - physical environment:** respondents wanted their future community to be: 'clean', 'green', 'leafy', attractive, open and accessible. Related issues of concern for a high number of respondents were a desire for less traffic and more cycle/pedestrian ways, more public transport, more (and accessible) open spaces and parks, preservation of bushland / trees, foreshore and heritage, less urban development, and a need to better maintain infrastructure and public facilities.
 - social environment:** respondents used descriptions such as: 'village atmosphere', 'family friendly', 'tolerant', 'safe', and 'pet friendly' to describe how they would like their community to feel. Issues of concern included the need to provide recreational facilities for all, opportunities and places for community interaction, to ensure increased and better use of facilities, and to provide disabled amenities.

**APPENDIX K: COUNCILLOR WORKSHOP
PRESENTATION**



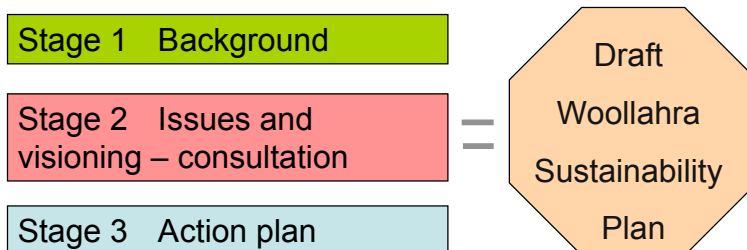
Woollahra Sustainability Plan: community visioning

Councillor workshop

8 November 2005



□ What is the process for the plan's preparation ?



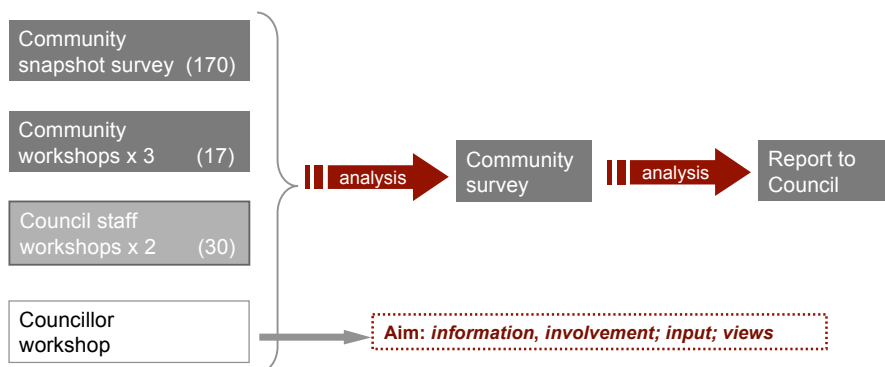


The next 1.5 hours

- brief introduction: consultation to date
- peek at community 'cold' answers
- community vision (in development)
- breakout: issues and planning sessions x 3
- reporting back
- group discussion



Community visioning process





Community understanding: cold list

663 responses

“How would you like the future in Woollahra to ‘look’ and ‘feel’?”

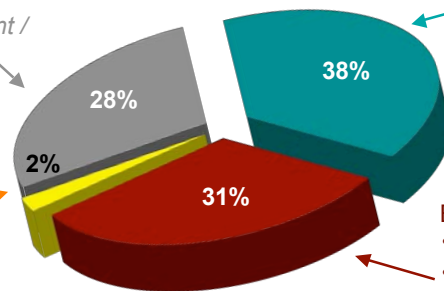
“What does ‘sustainability’ / ‘a sustainable community’, mean to you?”

KEY ISSUES:

- less development / less high rise
- transport

ECONOMIC:

- support for local business



SOCIAL:

- community events
- accessible, friendly
- community spirit
- public space

ENVIRONMENTAL:

- green leafy / trees
- open space
- clean / less rubbish



Visioning — social

- desire for community ‘feel’: harmony, friendly, unity, politeness, unselfishness
- community connectedness: interaction, relationships, events, spaces, opportunities
- community engagement: involvement in decision-making, consultation
- facilities / amenities: diversity and quality
- planning for all age groups
- volunteering is valued



Visioning — environment

- idea of 'green' has very high value both on an aesthetic level – people want Woollahra to 'look' green (trees, parks, harbour), and at a deeper level – respect for and value of environment, concern for future generations
- high appreciation of existing environmental assets – key is to maintain them
- conflict: realism about population / development pressures / density, but desire for 'no change' 'less development', 'less high rise' and maintenance of existing 'look'



Visioning — environment (cont)

Understanding of environment is broad. Includes:

- natural environment (air, water, vegetation, green spaces, parks, beaches/ harbour). Issues: preservation, improvement
- built environment (housing, roads, water, sewerage, drainage, public space). Issues: physical maintenance, controls on new development, heritage, sustainable housing, street trees, visual pollution
- environmental education
- resource issues: waste, recycling, energy / water use



Visioning — economic

Economic issues were less easily articulated:

- people tend to feel the local community has 'less of a say' or less influence on economic issues (because of complex state / federal arrangements, legislation, tax issues etc)
- some mention of economic strategies to address environmental issues (ie. levies on 'less sustainable' behaviour, financial incentives for 'green' behaviour)
- general support for more 'localisation' of economy (eg. local shops over supermarkets, local employment, local businesses)
- long-term economic planning is seen as important



Key Issues

Transport:

- strong desire for more public transport, traffic calming, pedestrian friendly streets (especially for people with less mobility), cycle ways
- strong desire for less cars, traffic congestion, through-traffic, air pollution
- conflict: some want more or cheaper parking, but many want 'less cars' and disincentives for driving and car ownership

Development:

- mentioned often and commonly viewed negatively. Range of concerns: encroachment on open space / parks, increased traffic loss of views, changing the 'look' of Woollahra / the 'uniqueness' or the 'village feel'
- but...(some) recognition of the need for affordable housing