



Reviewing the Current
North Sydney Strategic Plan
Consultation Outcomes Summary

PART B
ANALYSED CONSULTATION DATA

Prepared by Council's Corporate Planning
and Governance Department
June 2009

For further information visit
www.northsydney.nsw.gov.au/2020vision
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This document should be read in conjunction with Part A: Raw Consultation Data

New Draft 'Directions' Terminology

The raw data was collated and presented to Councillors at their second workshop, held on April 18 2009. The data was presented unanalysed under the current 10 'Directions', including the suggested alternative terminology and categorisation of the 'Directions'.

At this workshop, facilitated by Twyfords, the Councillors reviewed the breadth of issues raised and agreed that the highest priorities for the North Sydney Community were:

- Preserving our environment
- Enhancing our suburbs/villages
- Improving transport (including traffic and parking)
- Promoting and improving the CBD
- Focusing on wider business community
- Expanding recreation opportunities
- Enhancing sense of community and culture
- Improving access to services and facilities
- Improving infrastructure (old and new)
- Promoting our heritage and history
- Promoting North Sydney Council's governance and civic leadership role

These 11 priorities differ to the categorisation of the current 10 'Directions'. In response the following 8 draft new 'Directions' were determined. Note: the terminology used to define the draft new 8 'Directions' is for categorisation purposes only at this stage and is open to feedback.

1. Natural Environment
2. Built Environment
3. Transport
4. Economic Vitality
5. Recreation and Leisure
6. A Sense of Community
7. Heritage and Culture
8. Civic Leadership

The following table details the rationale for each of the new draft 'Directions', giving a sense of what each encompasses. Also included is suggested alternative wording, as determined by the Councillors during their Stage 2 workshop, 18 April.

Draft New Directions	Rationale	Suggested Alternative Wording
1. Natural Environment	<ul style="list-style-type: none"> • Recommended avoid use of 'environmental sustainability' as is one of the four pillars of QBL; and each pillar of QBL will be integrated within each Direction as proposed by Department of Local Government Integrated Planning and Reporting Framework. • Encompasses environmental services, climate change, 	<ul style="list-style-type: none"> • Acting Sustainably • Caring for our Natural Environment • Living in our Natural Environment • Living Naturally • Living with and Loving our Natural Environment • Maintain Healthy Living Spaces Nature • Nurturing Nature • Our Natural Environment • Preserving and expanding our Natural

Draft New Directions	Rationale	Suggested Alternative Wording
1. Natural Environment cont...	Bushcare, open space, waste/recycling, parks and gardens and waterways.	<ul style="list-style-type: none"> • Environment • Protecting and enhancing our Natural Environment • Protecting and valuing our Natural Environment • Valuing and caring for our Natural Environment • Valuing our Natural Environment
2. Built Environment	<ul style="list-style-type: none"> • Encompasses streetscapes, neighbourhoods (i.e. suburbs and villages), urban consolidation/density, planning and development, infrastructure (generally), asset management/maintenance. • Merges current Directions 2 - Neighbourhoods and Streetscapes' and Direction 5 - 'Open Space and Recreation'. • Community feedback suggested separating Streetscapes (commercial focus) from Neighbourhoods (people focus); and extracting Streetscapes Committees and merge it with current Direction 4 - North Sydney CBD. 	<ul style="list-style-type: none"> • Ensuring 'people friendly' and 'green' buildings for the future • Greening our buildings • Living Places • Making Places for People • Our buildings and streetscapes • Places • Places for people • Planning our built environment • Planning for our places • Planning our built environment • Urban Living - a sustainable built environment • Valuing and caring for our built environment
3. Transport	<ul style="list-style-type: none"> • Keep simple; avoid specific references to encompasses parts of current Direction 8 - Local Infrastructure (i.e. transport related infrastructure only). 	<ul style="list-style-type: none"> • Access • Community Transportation Solutions • Frequent and reliable public transport in and across North Sydney • Getting Around • Getting Around Efficiently • Getting Around North Sydney • Moving About • Moving our Community Around • Moving People Around • Parking and garaging that accommodates vehicles while preserving the amenity of our streets • Provide the means for all residents to live without privately owned vehicles • Transport and Access • Sustainable Transport Infrastructure
4. Economic Vitality	<ul style="list-style-type: none"> • Reflect all commercial centres not only North Sydney CBD. • CBD is more than a location; it includes marketing, promotion and enhancement. • Encompasses streetscapes (in EPS sense); tourism; business promotion and engagement etc. 	<ul style="list-style-type: none"> • Economic Development • Ensuring our economic vitality • Our thriving economy • Our economic lifeblood • Promote business activities in a sustainable manner • Supporting business vitality • Thriving businesses, large and small, providing employment and services to

Draft New Directions	Rationale	Suggested Alternative Wording
4. Economic Vitality cont...		<ul style="list-style-type: none"> the North Sydney community and contributing to national prosperity • Thriving economy • Urban and Economic Development
5. Recreation and Leisure	<ul style="list-style-type: none"> • Combine current Direction 6 - A Sense of Community with current Direction 7 - Community Services and Facilities. • Services and facilities are 'outputs'; they are provided to contribute to a sense of community ie an outcome. • Includes volunteering, community services, access and equity. 	<ul style="list-style-type: none"> • Create user friendly active spaces • Creating multiple recreation and leisure places • Encourage CBD to be a "Living City" by promoting recreational activities, events and enterprises • Enjoying recreation and leisure in North Sydney • Exercising and enjoying the natural environment • Fun, parks recreation and leisure • Having Fun • Healthy Living • Living and active and healthy lifestyle • Living and Loving our World • Our active lifestyles and leisure • Providing community infrastructure to provide active and passive recreation choices
6. Sense of Community	<ul style="list-style-type: none"> • Encompasses sporting facilities and passive and active recreation; and tourism. 	<ul style="list-style-type: none"> • A feeling of belonging • A sense of community in North Sydney • Belonging • Belonging - supporting and connecting our people • Caring and Sharing North Sydney • Local identity • Connecting with others • Community and our neighbours • Community wellbeing • Community vitality • Caring in/for our community • Living community • Our community, Our wellbeing • Sharing our community • Supporting and connecting our community • Vibrant communities
7. Culture and Heritage	<ul style="list-style-type: none"> • Encompasses Stanton Library, access to resources, Indigenous heritage, NS history and heritage, arts, events and social activities. 	<ul style="list-style-type: none"> • Celebrating our diverse culture and rich heritage • Cultural vitality • Developing culture and heritage • Enhancing and diversifying our culture and heritage • Enhancing culture and heritage • Living in our heritage • Protecting culture and heritage • Value and caring for our culture and heritage • Valuing our heritage

Draft New Directions	Rationale	Suggested Alternative Wording
8. Civic Leadership	<ul style="list-style-type: none"> • Merges Direction 9 - Governance and Organisation with Direction 10 - Finance; both are concerned with internal operations. • Encompasses good governance, community engagement/consultation, communications, corporate planning and financial management. 	<ul style="list-style-type: none"> • Facilitating civic leadership and a vibrant community • Leading an effective and collaborative Council • Leadership • Leadership and Stewardship • Leading an effective and collaborative Council • Living Organisation • NSC leading the way • Organisational Vitality • Responding and reporting with Civic • Your Civic Leadership

The Councillors also identified felt that the sense of community ownership of the new Community Strategy Plan could be enhanced by including 'our' in front of the determined Directions terminology. The Councillors also agreed on a by-line for the Plan - "Living Sustainably".

Analysed Consultation Data

Following the Stage 2 Councillor workshop the data has been analysed by council staff and categorised under the eight (8) draft new 'Directions'.

The data has been further broken down into categories and presented as table:

- 1) What are we doing well; and
- 2) Areas for Improvement

These categories echo the format of the Discussion Paper, prepared and circulated in early February 2009, to prompt stakeholder feedback. The Discussion Paper can be viewed at www.northsydney.nsw.gov.au/2020vision. The data has also been further broken down into key themes, categorising like issues and common issues.

Graphs have been prepared showing the highest priorities per each of the draft new 'Directions'. Pie charts have also been prepared to show the sub-themes emerging under each theme. Pie charts have only been prepared for the themes with the highest number of individual responses.

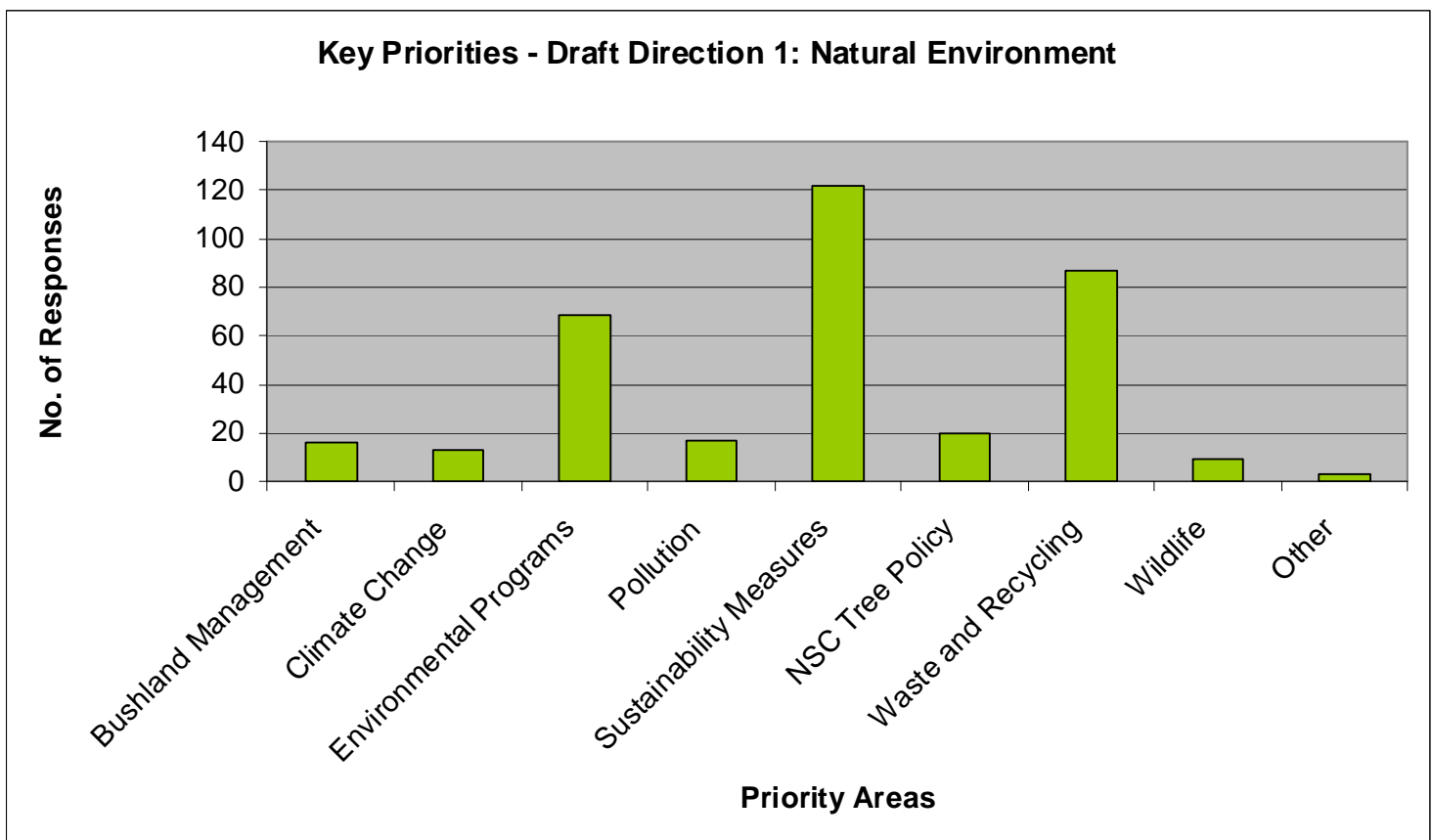
These themes will be reflected in the revised goals, objectives and strategies of the new draft Community Strategic Plan.

Draft Direction 1: Natural Environment

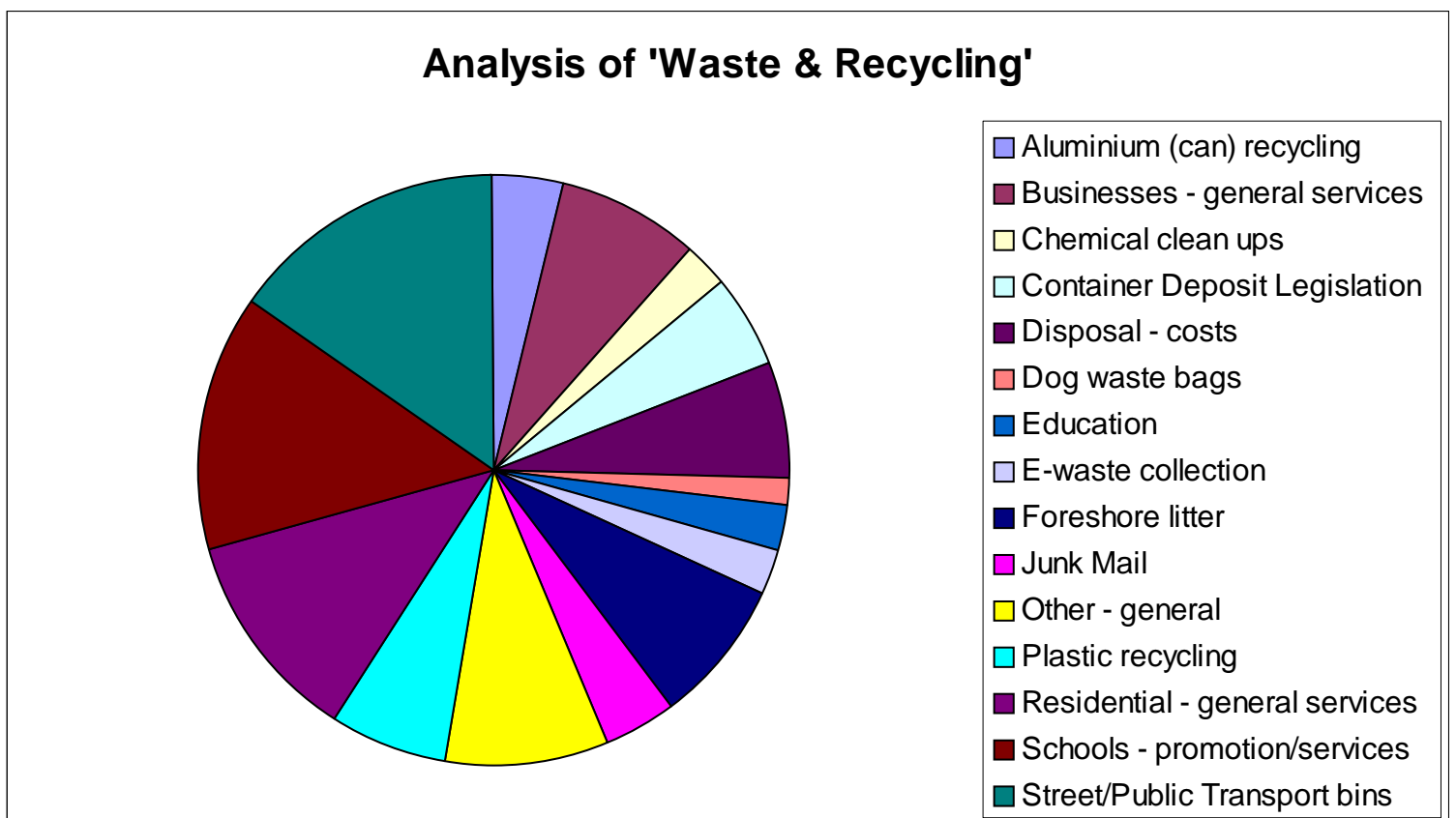
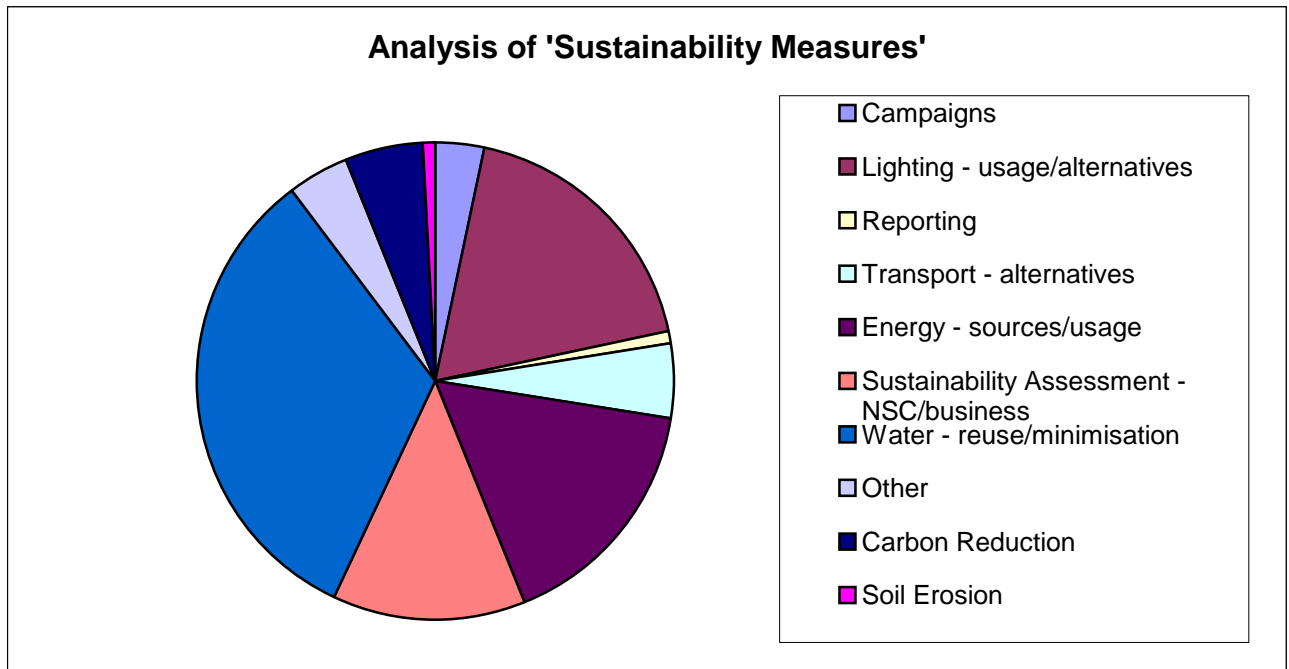
All feedback relating to the 'natural environment' has been collated under this proposed Direction. The raw data has been collated under common themes which in turn have emerged as the key priority areas per Direction. The key priority areas identified were:

- Bushland Management
- Climate Change
- Environmental Programs
- Pollution
- Sustainability Measures
- NSC Tree Policy
- Waste and Recycling
- Wildlife
- Other

The following graph depicts the number of responses per key priority areas and helps to distinguish between what the community considers are high, medium or low priorities. These key priority areas will form the basis of the goals and objectives within the new plan.



The highest priority areas identified were sustainability measures and waste and recycling. The following charts show a break down of the sub themes emerging under each priority area.



Draft Direction 1.	Natural Environment	
Key Themes	What we are doing well	Areas for improvement
Bushland Management	<ul style="list-style-type: none"> • Boundary bushland plans developed. • It is wonderful that remnants of bushland have been retained around the foreshore. • Love the bush walks around North Sydney. • Maintenance of bushland areas. • Maintain bushland areas. • Maintain ecological processes e.g. fire. • North Sydney is a densely populated inner urban area with areas of remnant bushland and aquatic habitats along the harbour foreshores and along creeks and gullies; providing a balance to urban density and are precious to all NS residents. • Urban yet remnants for bushland - precious • Wildlife - native mammals and birds. 	<ul style="list-style-type: none"> • Bushland would be protected and its health improved. • Expansion of CBD on habitats. • Plant native trees to act as wildlife corridors on both public and private land. • Preserve and conserve bushland. • The human environment encroaching on the natural. • Wildlife - litter impact on local wildlife. • Integration of biodiversity values into all residential, commercial and community developments within strategic bushland corridors.
Climate Change	<ul style="list-style-type: none"> • Climate change and alternate energy - I love the idea that we as a community have a go. • Environmental sustainability in view especially of climate change. Council already setting an excellent example. • NSC continues to pursue research partnerships and grant funding for modelling, planning and education purposes. 	<ul style="list-style-type: none"> • Adaptation to climate change means measures to protect land and properties from rising sea levels, severe storm events and increased erosion. • Allocate resources across Council to Climate Change adaptation. • Challenges of climate change. • Federal/State Government assistance required for Council to better understand and address the local impacts of climate change. • Global warming • Implement strategies to work with community to implement measures to reduce our contribution to climate change/ tackle both mitigation and adaptation. • Mitigating against climate change includes reducing energy consumption and greenhouse gas emissions. • North Sydney is vulnerable to climate change - residential density continues to rise but we must minimise the impacts on other areas. • NS is vulnerable to extreme heat and rainfall events along with rising sea levels. This will place increasing strain on local stormwater systems, aging energy networks, seawalls, health and emergency response systems as well as local ecosystems. • NSC and City of Sydney Council could work together on climate change adaptation work. • O2 - warming - cooling - ice.
Environmental Programs	<ul style="list-style-type: none"> • Community participation in environmental programs continues to grow as programs expand to cover a range of biodiversity, 	<ul style="list-style-type: none"> • Annual mayoral barbecue breakfast with all environmental program participants including business and schools to recognise and reward

<p>Environmental Programs cont...</p>	<p>greenhouse and water issues.</p> <ul style="list-style-type: none"> • Council's sustainability workshops are fantastic. • Environment Levy funds the majority of the NSC's environment programs but is only approved for a finite period of 5 years. The State Government is responsible for approving levy applications and therefore there is potential for reductions in this funding in the future. • Environmental sustainability workshops being organised at Council premises. Provides useful info for residents. • Sense of responsibility that we look after the area. We are all on a journey and have a responsibility to look after the vision. • Significant progress has been made on the Coal Loader Centre for Sustainability, Waverton which will deliver a grass roots hub where people can learn how to reduce their ecological footprint. 	<p>best practice activities.</p> <ul style="list-style-type: none"> • Broadening the role of the precincts to create community engagement in addressing environmental sustainability - development projects - maybe manage programs, I'm thinking of success stories like Bushcare as an example. • Build capacity/support residents to develop and implement own sustainability projects. • Business community needs approaches that demonstrate value-for-money alongside energy and water conservation measures • Clean Up Australia Day. • Coal Loader Sustainability Centre - renovate building and retrofit with sustainability features and allocate additional full time education officer/permaculturalist to coordinate activities with community support. • Commend people who think about long-term impact before short-term profitability. • Community education - meeting community needs and building their capacity to become more environmentally sustainable. • Continue progress of Coal Loader Centre for Sustainability - showcase state of the art technologies for build, energy and water use. • Continue to provide sustainability workshops possibly expand to Neutral Bay community centre. • Council information - source of info on all things sustainable. • Council must set a good example, perhaps through an environmental officer. • Council should publish guidelines that elaborate on sustainability, the environment and public areas. • Develop innovative activities and approaches to better engage the highly mobile population including 25 to 34 year olds and renters • Develop strategies to encourage behavioural change. • Do more to encourage businesses to be environmentally sensitive. • Earth Hour - promote more in the local area like Avalon Candles on the Beach. • Earth Hour? • Education campaign in CBD to create/enforce social norm that littering is unacceptable. • Encourage and promote individual sustainable living choices. • Encourage/support use of nature strips for permaculture. • Energy displays on buildings and run competitions e.g. Company of the Month.
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<p>Environmental Programs cont...</p>		<ul style="list-style-type: none"> • Ensure sustainability business coordinator position is permanent to build ongoing relationships with businesses. • Environmental leadership. • Environmental sustainability has to have a local focus to work. I want to encourage Council's positive approach and to be fosterer and facilitator as well as an active player. • Foster and facilitate environmental sustainability. • Give local schools an area they are responsible for cleaning e.g. NSBH can do St. Leonard's Park. • Harness funding to implement green projects. • High fines may not achieve anything. • Hold a Clean Up North Sydney week. • Hold foreshore-specific Clean Up days. • How do we tackle global issues as a community? • I love your weekend workshops on things like worm farms. Any chance of having the occasional one in Neutral Bay community centre? • Identify environmental sustainability champions in the community • Improve communication about water quality and condition and review Council's actions to improve water quality i.e. stormwater reuse. • Improve community participation in environmental levy. • Improve internal process/transparency regarding levy distribution and reporting - ensure same flexibility to accommodate changing priorities and project timelines/feasibility outcomes. • Increase capacity for sustainability training for Council staff. • Increase capacity of sustainability educators to meet demands - 1xcommunity coordinator, 1xbusiness coordinator, 1xschool coordinator, and 1xcouncil coordinator. • Increase promotion of Earth Hour. • Inform and educate school staff, students, parents and P&C committees to go green and support green projects. Partner schools with council, state government, business and suppliers. • Inform residents of work Council has done in this area. • Internally businesses - encouraged to be environmentally sensitive. • Introduce composting initiatives in high-density areas. • Introduce induction drive around in mini-bus around local government area to familiarise staff with natural and manmade local features. • Involve schools in cleaning the local area. • Link good sustainability practises to financial costs in the business
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Environmental Programs cont...		<p>community.</p> <ul style="list-style-type: none"> • More Clean Up Days held more often. • More community involvement in cleaning up foreshore - expand on Clean Up Australia Day. • National initiatives 'Clean Up Australia Day' and 'Earth Hour' to be done more often. • Natural environment - residential street activities and ward forums. Information sharing from the Council; be proactive/positive. • Promote and encourage involvement of young people in sustainability programs. • Promote and encourage manufacturing of more recycled products. • Promote work Council has done to address sustainability • Provide information to residents on environmentally sustainable living. • Publish guidelines in line with environmental issues and sustainability and public areas/open space. • Review Environment Levy as funding needed to ensure optimal outcomes from environmental programs. • Schools involvement - education, involvement in local environment, green schools increase, Bushcare teams from schools, environmental excursions. • Subsidise solar power in schools. • Subsidise water tanks in units and apartments. • Support sustainable business award • Take advantage of economic downturn to establish conservation and sustainability programs. • Utilise environmental levy to leverage grant funding for projects.
Pollution		<ul style="list-style-type: none"> • Air pollution. • Air quality. • Air should be cleaner. • General pollution. • Leaf blowers. California has banned them in many areas because: 1. Noise pollution 2. Petrol guzzling 3. Leaves usually blow into gutters. Can Council ban them please? • Need to have Sydney Harbour free of the noise polluting jet boats. • Noise pollution. • Pollution - air, ground, water, advertising and graffiti. • Pollution - carbon footprint and air quality. • Pollution - CBD air quality is bad but not as bad as the city. • Pollution levels.

Pollution cont...		<ul style="list-style-type: none"> • Pollution/recycling/climate change/energy resources. • Reduce air pollution. • Reduce boat noise pollution. • There will be less environmental pollution from cars/trucks and buses. • Too much pollution everywhere. • Water pollution.
Sustainability Measures	<ul style="list-style-type: none"> • Environmental sustainability and excellent record. 	<ul style="list-style-type: none"> • A 'turn it off' policy for commercial buildings. • Achieve a carbon neutral and energy independent North Sydney. • Additional resources for sustainable active transport - 1x sustainable transport coordinator. • All school taps should be automatic. • All schools to have water tanks for usage. • Aloysius has some waterless urinals - more toilets should be like this. • Amend Local Environment Plan and Development Control Plan to encourage/mandate sustainability and open space into new residential and community developments. • Automatic lights in business buildings. • Can solar power be used to provide more street lights? E.g. where trees obscure the existing lights (sounds contradictory but). • Conduct trials of new lighting technology that has potential to reduce energy use. • Conserve water flowing in St. Leonards Park (where the original creek flowed) and create a small lake or pond in the park. • Conserving water. • Council can do more to retain and recycle public water. • Council practises what it preaches - being proactive. • Council presents its audited sustainability plans to local businesses, churches and residential apartments. • Develop a 'turn it off' policy for commercial buildings • Encourage car-sharing schemes. • Encourage alternatives to car use. • Encourage use of household water tanks. • Encourage use of recycled water. • Encourage use of water tanks that flush toilets. • Energy - rebates for automatic lights in schools and businesses. • Energy management - street lights. • Energy management. • Energy use - solar power - subsidise like water tanks. • Energy use and sustainability - renewable energy sources.

<p>Sustainability Measures cont...</p>		<ul style="list-style-type: none"> • Energy: increased incentives such as energy rebates and assistance with rebates application. • Enforce better lighting design for new buildings and advertising. • Enforce LED light usage at Council and in the CBD. • Ensure all capital works projects consider environmental sustainability - project management groups with representatives from Environmental Services so communication is maintained about proposed project, design and implementation. • Ensure Council communicates regarding upcoming and existing capital works projects (and their sustainability impacts) i.e. list of projects with brief description updated monthly on internet and community noticeboards. • Environmental quality: natural environment, reduce carbon and water footprint, reduce waste. • Environmental sustainability needs to be worked on. • Environmental sustainability top priority. • Environment water tanks, not just for gardens but hooked to the toilets. • Establish controls and develop incentive schemes that encourage uptake of environmentally friendly practices e.g. 6 star green rated building controls and incentives. • Focus on: environmental responsibility and sustainability. • Future sustainability is the overarching principle for North Sydney. • Have a carbon emissions tax. • Have energy displays on buildings and run competitions e.g. Company of the Month. • Have household water tanks. • Have parks with solar lights. • Implement independent power generation • In planning for a sustainable community, Council must think of values adjustments, diversity and the optimum population levels for the area. • Increase control of and encourage reduction in private water use. • Increase technical capacity of Council to identify and implement energy savings and alternative energy and water savings and alternate energy sources - 1xelectrical engineer. • Individual work, window dressing. Solar panels waste time and are too expensive. Renters don't care. Strata plan - environment sustainability plan. Education. • Inefficient and ineffective street lighting. Negotiate improvements to provision of street lighting with Energy Australia.
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<p>Sustainability Measures cont...</p>		<ul style="list-style-type: none"> • Install solar lights in parks. • Install waterless urinals. • Integrate Environmental Management System (EMS) into OH&S to ensure environmental risk is considered with other risks. • Integrate sediment and erosion control checks into building surveyor site visits. • Investigate public/private partnerships for cogeneration or trigeneration (heat to energy). • Investigate some retrofit water-saving flush systems for older buildings. • Plant more greenery around the place e.g. on top of roundabouts. • Investigate use of solar power for street lighting. • Lights on all night in carparks and office buildings - find an alternative energy source. • Lobby the Department of Education to provide schools with all recycled paper. • Lobby the government to build a desalination plant. • Look into solar-powered schools e.g. Pittwater High. • Make all school taps automatic as some people leave them on. • Make North Sydney carbon neutral and energy efficient. • Make NS carbon neutral and energy independent/Implement independent power generation. • More business initiatives for conserving energy. • More education about the use of proper building material to save energy and incentives (tax rebate vouchers). • Most value the community's passion to making a difference and protecting what we have. • Need decentralised energy systems in North Sydney area. • Need to work with state government and energy agencies to develop and deploy efficient street lighting that reduces light pollution. • NSBH has some toilets with water tanks that flush the loos - more toilets should be like this. • Old buildings retrofit flush systems. • Park sprinklers should use rain or bore water. • Park/street lighting: solar power/LED/sensors? • Power use on environment. • Prioritise solar/LED lighting for capital works projects • Private water use/recycling: many members of the community are still reluctant to consider waste avoidance, reuse and recycling. Maybe the
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<p>Sustainability Measures cont...</p>		<p>Council should consider fines to reinforce appropriate recycling.</p> <ul style="list-style-type: none"> • Private water use: some members in the community still overdo it with watering their garden with a running hose for 1-2 hours a few times a week. Are there more diplomatic official ways (other than ringing the water board) to advise them that this is not the right thing to do and that is sets a bad example? • Promote and encourage responsible environmental practice amongst our small businesses. • Promote business activities in a sustainable manner. • Promote use of new hybrid car technology. • Public bathrooms should save tap water and be reused in fountains • Reduce business power and consumption. • Reduce water and energy use by residents and businesses. • Reusability of water at North Sydney Pool - it should be recycled. Water tanks. • School showers should have timers as some students take 20-minute showers. • Sensor flushes in public toilets. • Set a limit and tax energy overuse. • "Shop Local" campaign. • Solar park lights. • Solar streetlights. • Start with solar-powered streetlights. • Streetsweeper (machine) should use recycled/rain water not drinking water. • Stormwater catchment into harbour. • Support childcare organisations and other non-profits to implement sustainability practices focusing on those located in Council buildings. • Sustainability - fragile. Reflects how we should work together. • Sustainable management of water and energy. • Tax 4WD and other heavy fuel users. • There are no school water tank initiatives. • There are some simple retrofitted systems for toilets that save water e.g. a drink bottle in the cistern to lessen flush water. • Urban street water harvesting. • Use more natural light. • Use of electricity in buildings. • Use recycled water at parks and Council buildings. • Water - better management of water in schools e.g. taps.
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Sustainability Measures cont...		<ul style="list-style-type: none"> • Water and energy consumption. • Water at parks and council buildings would be recycled from tank water. • Water conservation - water tanks should be mandatory like smoke alarms. • Water management. • Water saving and energy use to be reduced. • Water tanks, not just for gardens but hooked to the toilets. • Water use/management. • Reducing the greenhouse footprint of businesses • Review greenhouse reduction targets. • Review water conservation targets.
NSC Tree Policy		<ul style="list-style-type: none"> • Council's new policy allowing cutting down trees under 10m. Very difficult for body corporate(s) in unit blocks. Cheaper to remove trees before they get to 10m rather than let them mature and 'trim and crown thin' for years in the future. Disastrous consequences for future screening of unsightly buildings, privacy issues and streetscape • Hardly any trees planted in the last few years. Plant more trees and maintain existing. • More attractive trees. • More tree planting, especially around new buildings. • More trees. • Need to preserve existing trees and street plantings, especially in Kirribilli, but also everywhere. • One of the biggest blights on our streets is the carnage done to trees to keep branches away from electricity lines. • Plane trees are great in urban settings. Let's get over arbored nationalism. • Plant trees. • Promote keenly the Tree Preservation order in place currently so that it is clear to all that North Sydney Council will promote and protect and plant trees in the area and not sanction any excesses about cutting them down • Promote the Tree Preservation Order. • Replacement trees not grown into powerlines. • Street cutting down trees. • The other challenging issue is the continuing need to preserve at all cost the trees that exist in the area (especially the Kirribilli area). Council's policy on tree preservation is good and needs to be further

NSC Tree Policy cont...		<p>strengthened by not allowing people to request trees be cut down (generally for selfish reasons such as wanting a view). Where a tree dies or is damaged during storms and such Council must look to replanting equivalent trees to ensure the area remains green.</p> <ul style="list-style-type: none"> • There are problems with cutting around electrical wires. • Tree care: many dying/diseased trees are dangerous. • Use more native and low-water plants. • Who decides what sorts of trees are planted in different areas? • Why do Council plant only London Plane trees in the streets? Problems - not native, not encouraging for native birds, very allergic pollen, leaves look brown and shrivelled in summer. • Improve tree management.
Waste and Recycling	<ul style="list-style-type: none"> • Great recycling system in place. • Implemented over 30 waste avoidance and minimisation programs since 2004 including e-waste collections, illegal dumping education, enforcement programs for multi-unit dwellings and an alternative waste disposal contract which means that 70% of residents' waste stream is diverted from landfill and recycled/reused. • The best green waste and general waste service in Sydney! • The rubbish and greenery and household waste collection is excellent. My friends from other areas do not believe it. • The street where I live is always clean of rubbish. 	<ul style="list-style-type: none"> • A bring-a-bag-as-a-bin initiative for schools and businesses at lunchtime. • A clean city - less rubbish and graffiti. • Advertise and inform what happens with the different types of waste that are collected. Why are glass and plastic put in one bin? Will they be processed together or separated again later? • Ban all plastic bags, polystyrene and Styrofoam packaging. • Ban junk mail. • Better auditing of garbage contractors. • Better paper recycling in schools and businesses. • Collection of butts outside buildings and in gutters. Provision of ashtrays in buildings. Patrol of rangers enforcing fines for littering. • Concerned about wastage of paper and cardboard in schools. • Continue to provide waste and recycling services. • Council collection of compostables. • Dedicate resources to organic waste recycling in residential, business and school communities. • Education on and manufacturing of more recycled products. • Encourage more recycling in local businesses. • Encourage paper recycling in schools and businesses • Encourage renters to recycle through greater provision of/access to information. • Encourage resource reuse i.e. bike library, toy library, clothes swaps, book donations, computer and other electronic donations, tool donations etc. • For renters, we arrived in our property in Cammeray without recycle bins. We had to purchase ours, our neighbours didn't so their recycle

<p>Waste and Recycling cont...</p>		<p>items go in the general rubbish. It would be good if they were supplied in the general rubbish.</p> <ul style="list-style-type: none"> • Foreshore signs telling people not to litter. • Free papers like the mX are often dumped on the street - recycling bins should be provided for them. • Free recycling bins inside schools and businesses. • Garbage collection is great. Continue the bi-weekly household waste and garden waste pick-up. • Garbage containers for households - 2x wheelie bins, 1x garbage and 1x recycling. • Give excess mulch from tree removal to residents for free. • Have bins near the train stations and bus stops. • Have recycle bins in all classrooms. • Have recycling street bins. • Have the infrastructure for more types of waste recycling e.g. chocolate wrappers. • Hold waste reduction activities. • Improve promotion of recycling for residents. • Improve recycling services. • Improve waste and recycling service. • Increase promotion of recycling at kindergartens and primary schools • Increase recycling services for plastics and computer waste -pick-ups or drop off days • Install ashtrays on top of bins in the CBD area. • Install more bins in parks • Install more bins near train stations and bus stops. • Install more bins outside large food areas. • Install more disposable doggie bags in parks, precinct areas/More dog poo bins (or people will throw "dog walker's handbags" over fences or into the harbour). • Introduce 5c can recycling in NSW • Junk mail stickers on mail boxes and a campaign amongst business to reduce junk mail. • Litter from junk mail particularly at apartment blocks. • Litter rangers patrolling and enforcing \$200 littering fines. • Lobby State government for more chemical clean ups • Make recycled water sound more appealing to encourage use. • More aluminium can recycling. • More bins divided into different recycling types.
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<p>Waste and Recycling cont...</p>		<ul style="list-style-type: none"> • More bins outside large food areas. • More can recycling. • More plastic recycling. • More pollution traps to stop rubbish entering the harbour. • More poo bags in parks - a Harbour clean up found 100s. • More street bins because litter is a problem. • Must instigate composting facilities in high-density areas. • People make pollution with litter. • Promote more recycling in schools. • Promote the benefits of sustainability by supporting Container Deposit Legislation. • Provide ashtrays outside buildings and fine litterers. • Provide free recycle bins for all properties. • Provide free recycling bins inside schools and businesses. • Put ashtrays on top of bins in the CBD area. • Raise awareness of environmental sustainability. • Recycling - not hard to do so promote it more and start young in kindergarten and primary school. • Recycling should be paid for collection and available for all businesses. • Reduce waste and its impact on the environment through reductions in packaging, including plastics; through increased recycling and re-use; and through supporting alternative waste technologies • Reduce waste disposal costs. Increase rates if absolutely necessary • Rubbish - a big, big concern. More facts to back up instruction e.g. take lids off bottles and jars - but why? Have to encourage renters also who are not naturally as amenable as settled owners. • Small, classroom recycling bins should be provided by Council. • Street bins divided into recycling areas. • Street bins should be allocated for each waste type. • Support a BYO container initiative. • Support Container Deposit Legislation. • The foreshore is littered. • The cost of waste disposal is increasing significantly. • The water pollution on the Sydney foreshore. • Waste - recycling, dumping and littering. • Waste disposal. • Waste management - dumping of rubbish. • We need recycling of plastics no. 4, 5 and 6. We need more computer
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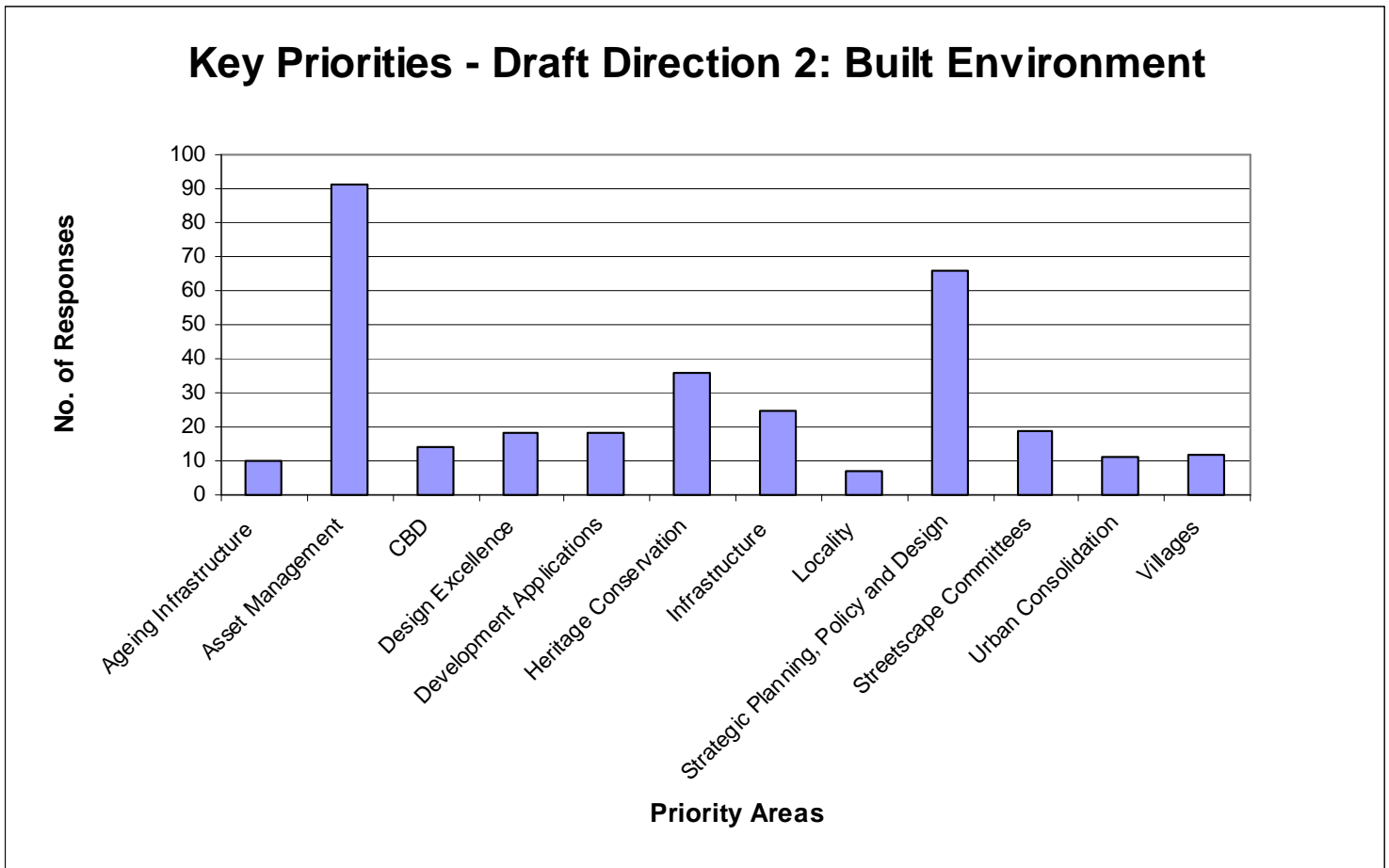
Waste and Recycling cont...		<p>waste pick-up or drop-off days.</p> <ul style="list-style-type: none"> • Why are our recycle bins without lids?
Wildlife		<ul style="list-style-type: none"> • Encourage native flora and fauna in all open space. • Impact of pets, especially cats. • Increase wildlife. • Native wildlife is a low concern. • Not much wildlife; might not be able to encourage it to live here. • Pictures along the foreshore of animals killed or injured by littering. • Protect wildlife.

Draft Direction 2: Built Environment

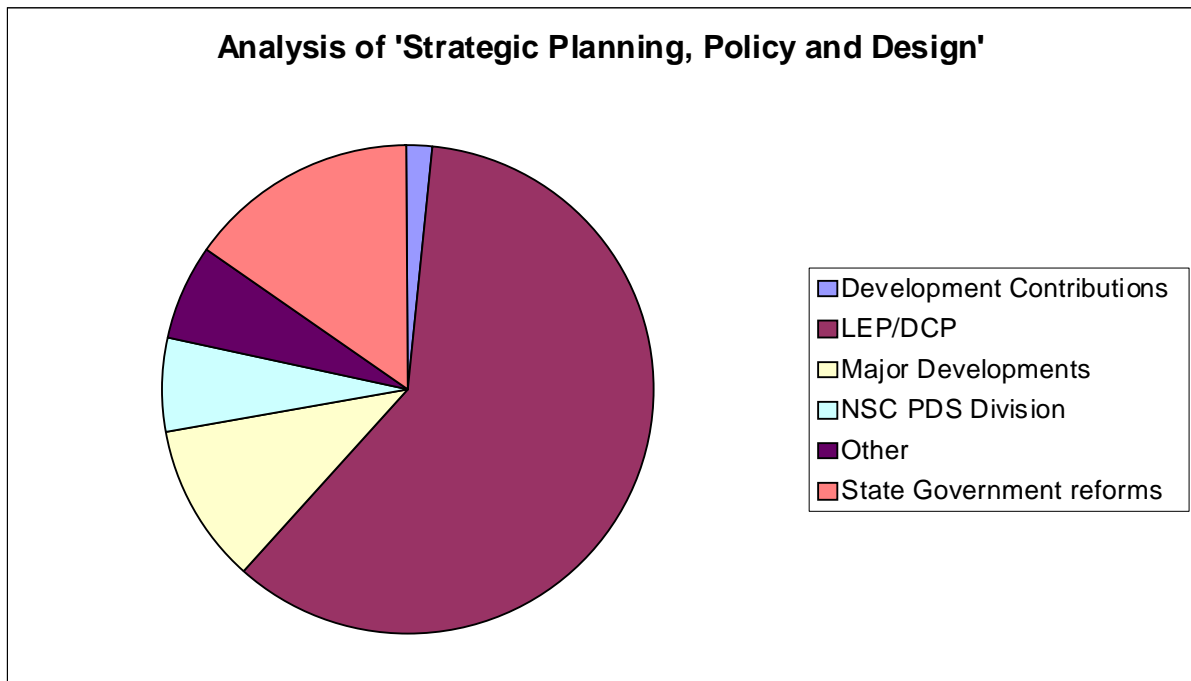
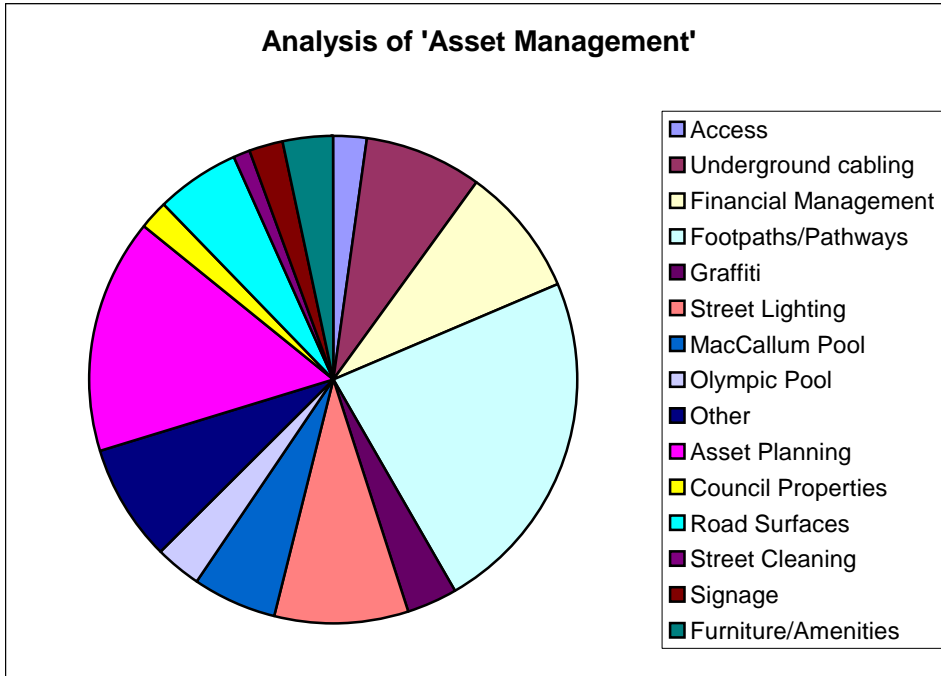
All feedback relating to the 'built environment' has been collated under this proposed Direction. The raw data has been collated under common themes which in turn have emerged as the key priority areas per Direction. The key priority areas identified were:

- Ageing Infrastructure
- Asset Management
- CBD
- Design Excellence
- Development Applications
- Heritage Conservation
- Infrastructure
- Locality
- Planning, Policy and Design
- Streetscape Committees
- Urban Consolidation
- Villages

The following graph depicts the number of responses per key priority areas and helps to distinguish between what the community considers are high, medium or low priorities. These key priority areas will form the basis of the goals and objectives within the new plan.



The highest priority areas identified were asset management and strategic planning, policy and development. The following charts show a break down of the sub themes emerging under each priority area.



Draft Direction 2.	Built Environment	
Key Themes	What we are doing well	Areas for improvement
Ageing Infrastructure	<ul style="list-style-type: none"> • Council's 2008 sound sustainability rating for infrastructure certainly answers Ted Mack's criticism in the North Shore Times. Major problems still occur in footpaths - aging is costly but Council is aware of areas to be fixed. • In 2007/08 NSC conducted a major overhaul of its drains, using funds from the \$1.6M annual infrastructure levy. 	<ul style="list-style-type: none"> • Ageing infrastructure is becoming more and more expensive to maintain. Much of the investment into NSC's footpaths network occurred over forty years ago. Consequently, many assets are now requiring increased levels of maintenance and/or replacement. • Faster rate of renewal of crumbling sea walls. • Footpaths in Young Street are in a dreadful state. • Green incentives for use of commercial buildings past prime (end of useful life). • Inefficient and ineffective street lighting. Negotiate with Energy Australia. • Old bowling club in Milsons Point needs an overhaul too. • Poor water gutter systems and bad collection on all streetscapes. • Unused buildings and dirty areas should be converted into cleaner, nicer ones. • Tackle ageing infrastructure renewing and replacing it as required, and reducing the level of public liability risk.
Asset Management	<ul style="list-style-type: none"> • Asset condition surveys conducted over the last 15 years show a slow improvement on the average condition of some assets. • Attention to footpaths fairly good. • Excellent job on path to old Cremorne Wharf • Love the clean streets and infrastructure. • Maintenance of MacCallum Pool at Cremorne Point is fantastic. As a new resident I am impressed with Council-provided community facilities. • Nice pathways for walking. • North Sydney is a well-kept area, neat and tidy. • Praise for high performance by council in maintaining local infrastructure e.g. in Wollstonecraft stone walls and fencing separating split level roads. Also sea wall at Berry Island. • Well-maintained drains, roads, parks and footpaths are critical for the wellbeing of the community. • The annual infrastructure levy used to repair seawalls at Waverton Park, Kurraba Point and Berry Island. 	<ul style="list-style-type: none"> • Access issues - lots of clutter on footpath e.g. tress and poles on curbside not in the middle. Obstacles should be against the wall or curb to leave a free and clear pathway for walking. • Accessibility of footpaths & buildings & public areas including fencing. • Annual expenditure needed to maintain current services levels is \$11.34M • Better financial systems need to be in place to measure true maintenance, renewal, and "expansion" costs. • Better project management of the Cremorne Point foreshore pathway upgrade. • Build over the freeway? Reconnects the suburbs and reduces noise. • Concentrate on capital works projects supported by grants - prioritise projects that help to implement 2020 Vision. • Conserve some of the water that naturally flows into St Leonard's Park and construct a small pond to tie into the area's former appearance. • Continue improving pedestrian paths. • Council should distinguish its works on footpaths etc. from those of Sydney Electrical/Telstra/Water Board so the public knows who's to blame for extended delays - Council coloured/named hazard tape.

<p>Asset Management cont...</p>		<ul style="list-style-type: none"> • Ensure that NSC infrastructure and assets are brought to a satisfactory condition and maintained at that level over time through regular investment in maintenance, upgrade and renewal. • Expand installation of sandstone paving across whole of local government area. • Expand provision of underground cabling. • Expand underground cabling. • Fix acoustics in Hutley Hall. • Footpath space at bus stops. • Footpaths are too narrow in some streets for wheelchairs, prams, guide dogs etc. (need width of at least 800-900mm) e.g. Lavender Street, Missilemass Street, Waringah Park Clark Road after High Street. • Get rid of large trees on footpath that trip people up. • Get rid of those shabby and unsafe pavers for a start. • Importance of infrastructure maintenance. • Improve accessibility and maintenance of footpaths. • Improve accessibility of footpaths. • Improve fiscal management for major capital works. • Improve governance and observation of major infrastructure items. • Improve maintenance of footpaths. • Improve Mary MacKillop church. • Improve road surfaces. • Improve street and park lighting. • Improve street cleanliness. • Improve street gutters. • Improve street lighting and remove trip hazards to encourage walkable communities. • Increase education on graffiti and actively remove graffiti particularly in CBD. • Increase promotion of Council's graffiti removal service (residential and business). • Increase street lighting for safety reasons. • Installation of additional Gross Pollutant Traps. • Keep the local infrastructure at an agreed and acceptable standard with limited funding provision for maintenance and upgrade.
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Asset Management
cont...

- Lack of progress in education on graffiti and active graffiti removal particularly in CBD area.
- Lack of progress mainly due to state government's planning reforms especially the Draft Subregional Strategy for Inner North.
- Lobby State Government to provide suitable contributions to the costs of servicing the North Sydney Council area.
- Long-term costs (including ongoing maintenance and operational costs) should be stated before agreeing to new infrastructure.
- Maintenance of footpaths & roads to improve safety.
- Management of planning and development.
- Management of the (Cremorne Point Reserve) pathway upgrade project over the past year. It has taken an extraordinary amount of time (putting the path out of use for many weeks) and must have cost far more than foreseen. We residents would be broke if we managed building projects that way. There must be room for improvement.
- MacCallum Pool - thousands use it - suggest user pay to ensure clean-up maintenance.
- MacCallum Pool - very high maintenance, constantly dirty and out of order. If the Council is short of funds to maintain the pool why do you not get the user pay - at least a gold coin either \$1 or \$2 to open the gate and the money used to keep it clean.
- More lighting in areas along back streets.
- More lighting in CBD, solar-powered fairy lights in CBD.
- More maintenance on North Sydney Olympic Pool - could be so much better.
- More seating and amenities and then promotion of this for public awareness.
- More street lighting to improve safety.
- More street lights and in the park.
- Need to ensure we have roads and footpaths and general infrastructure that is well-maintained and functioning and whereby the costs are borne not just by this generation but indeed by those generations that will follow.
- Need to widen footpath and introduce outdoor dining in Cabramatta Road behind the Cremorne Hotel.
- Older population needs better street furniture and more of it - what are Council's plans?

Asset Management
cont...

- Only provide new infrastructure if surplus exists.
- Pedestrians (especially the elderly) have no rubber tyres or shock absorbers. Why are our roads easier to walk on than our footpaths? Why are roads better lit than our footpaths? Cars have headlights.
- Planting along paths, shrubs and trees.
- Please fix the turnstile at the entrance to North Sydney Pool. It is always breaking down. Very inconvenient, especially for members!
- Pool looking very tired. Needs an overhaul.
- Poor governance and observation of major infrastructure items.
- Poor maintenance planning.
- Property assets as a category are missing from the subcategory Local Infrastructure in the 2020 Vision documents. Please add Buildings to the list.
- Pursue design excellence in engineering design and sustain long term.
- Raise rates and put the money towards MacCallum Pool.
- Remove trip hazards.
- Review possibility of underground services eg electricity enabling street trees to grow without mutilation.
- Roads - road surface generally below average. A new surface only lasts about 3 years.
- Signage and diagrams need to be more clear and detailed.
- Street cleaning - some areas never swept and the machine tries to sweep residential areas at weekends!
- Street lighting - could it be improved in residential streets eg Crows Nest - can't see on footpath. Between Willoughby Road and West Street.
- Strengthen links with neighbouring councils - pool resources.
- Trial a user-pay system for MacCallum Pool to fund better maintenance.
- The principles of intergenerational equity - that future generations should not be made to pay for the resource use of present generations - is important not only in relation to ESD principles but also the maintenance of NSC infrastructure assets
- Undergrounding of overhead cables on an increasing scale.
- Use alternate paving on the corner of Miller and Berry streets to delineate pedestrian-friendly area.
- Use more underground cabling to improve streetscapes.
- Utilise the economic downturn to conduct general maintenance.

		<ul style="list-style-type: none"> • What happened to the idea of underground cabling? • Why are the steps going from Kareela Road to the walk around the Point still not finished?
CBD	<ul style="list-style-type: none"> • Success at controlling the development in the low rise around the high CBD areas - to make the residential area liveable! 	<ul style="list-style-type: none"> • Creation of passive areas in the CBD use of laneways etc. • Crowding more and more rate paying residences and businesses into the same overcrowded area is ruining the district. • Draw resident base - CBD create "heart" e.g. along Miller street. • Get 62 Miller Street to green Victoria Cross paved area. • Improve residential input on CBD issues and limit impact on surrounding residential areas. • Increase attractiveness of North Sydney CBD as viable business destination including big business. • Increasing high rise in CBD - limit impacts of physical height increases including overbearing windblown CBD which in turn alienates residents and workers and night life ambitions. • Invigorating the CBD without increasing high impact premises (too much anti-social behaviour). Other criteria in CBD development (within strategic vision) for residents on CBD periphery. • More public sculpture, friendly intimate spaces, soften the wind tunnels. • Need to revitalise the CBD streetscape and claim it back for the people. Can we promote a sense of villages? • New sandstone paving is an improvement, be it locational. Needs to be in North Sydney wholly. • Should put cobblestones on the corner of Berry and Miller Streets as no one knows they are entering a pedestrian-friendly environment. • Use North Sydney CBD to connect people.
Design Excellence	<ul style="list-style-type: none"> • Cammeray Shopping Centre as a model of new urban space for several reasons - Stocklands is a great group of shops and provides new open space; traffic lights slow/stop traffic; artwork, landscaping, road closure of Cammeraygal Place is excellent. 	<ul style="list-style-type: none"> • Conversion of garages and storage areas is a problem. • Council to encourage and make incentives for new developments and refurbishments of older buildings to include better environmental sustainability measures. • Crime prevention through Environmental Design Principals. • Design excellence in built form. • Design Excellence Panel should mandate criteria to consider resident's concerns and include a community member for input. • Encourage 6 star green buildings through incentives and/or policy. • Encourage quality built form/Better urban design.

Design Excellence cont...		<ul style="list-style-type: none"> • Has universal access to the greatest extent possible. • Improve public benefit aspects of large commercial developments and not just via the levy - setbacks, greenery, social spaces. • Increase green buildings. • Look for solutions to similar problems initiated internationally. • Look into policies regarding buildings being refurbished to meet new environmental standards. • Mandate criteria for Design Excellence Panel to consider resident concerns and include a community member for input.
Development Assessments	<ul style="list-style-type: none"> • Low DA turnaround processing times. Council's target for determination of Delegated (staff) determinations is 65 days, and the average time taken in the 2006/07 financial year was 49.75 days. • The target for determinations by NSC is 110 days and the average time taken in the 2006/07 financial year was 100.5 days. 	<ul style="list-style-type: none"> • Continually improve processes and efficiency and increasing community satisfaction re DA processing • Council should resist developers and large, trendy renovations through the DA process. • DAs - still problematic for residents re: communicating DA changes and linking it to objections. This results in lack of confidence in communicating to council through various vehicles, including through the precincts. • DAs and building issues - insert KPIs in staff contracts to encourage responsiveness and transparency to community input or problems. • Do not make the DA system all about profit/commercial gains • Implemented the outcomes/recommendations of Council's Planning and Development Services Department review • Improve adherence to development application process standards. • Improve consistency of development assessment decisions in regard to heritage-listed properties. • Improve development application assessment process. • Include key performance indicators in staff work plans to encourage responsiveness and transparency in development application assessments. • Make the DA system stricter with developments. • Poor understanding of faulty DA system caused by delegation of problems to unqualified senior staff. • Reduce time to deal with DAs. • Regarding DAs - council not adhering to its own standards. • Review development application conditions - introduce washing/drying rooms in all multi-unit developments. Concept established and successfully working in all parts of Europe. Eliminates need for dryer -

Development Assessments cont...		<p>reduction in energy consumption.</p> <ul style="list-style-type: none"> • State planning reforms will remove decision-making powers from councils reducing the community's ability to have input into developments in their area. These reforms may compromise the character of neighbourhoods and community input. In this context, NSC need to ensure that development in NS is managed to preserve residential amenity, commercial viability and the character of our LGA • The DA process is very important for new developments.
Heritage Conservation	<ul style="list-style-type: none"> • Buildings - the blending of the old and new. • Currently reviewing existing properties identified as heritage items under <i>NS LEP 2001</i> and <i>DCP</i> planning provisions. The Review results will form a new heritage inventory register incorporated into the <i>Draft LEP 2009</i>. • I like the heritage of North Sydney. • Maintaining the heritage of our existing houses and buildings. • North Sydney has a strong respect for heritage and a respectful way of dealing with heritage issues. • North Sydney melds the old with the new. • Strong respect for heritage. • The <i>Heritage and Cultural Resources Study, 1999</i> identified eight cultural themes underpinning life in NS, and established goals for their management. • The heritage of North Sydney should be preserved - the current mix is good - interesting. • The study also identified those items that contribute to the character of conservation areas • The reworked Heritage DCP policy will realise more contemporary planning provisions that will work to both strengthen the significance of heritage and allow appropriate redevelopment to take place.. • It further documented NS's cultural resources including community facilities and cultural venues, significant views and lookouts and civic structures. 	<ul style="list-style-type: none"> • Conserve the precincts (areas) with distinctive heritage architecture. • Continue attempt to acquire Graythwaite and additional public gardens. Graythwaite Restaurant use for wedding receptions. • Council (should) encourage development and refurbishment of existing older buildings. • Development approvals: It seems that Council decisions about DAs especially in regard to heritage-listed houses are inconsistent. Some people come up with absurd development plans to maximise financial outcomes disregarding heritage and look of the street. • Encourage councillors to support the LEP by not making one off variations on decisions, which leads to white-anting of the LEP heritage framework. • Have a definite list of heritage items/buildings that want to be kept/protected • Have a heritage maintenance policy. • Highlight heritage aspects e.g. exhibitions. • HMAS Platypus. More can be done here! • I would like to see the largely Federation streetscape of North Sydney preserved to enhance a connection with the built environment. Streets consisting of high walls and garage entrances do nothing to make people feel safe in their area. • Inform the public of which items are heritage. • Keeping the character of our older houses and buildings because it is important to have some homogeneity. • Maintain tight heritage controls to preserve valuable aspects of the past. • Make policies protecting heritage. • New developments must be in keeping with existing buildings and retain heritage buildings. Maintain heritage values. • Place the former McDonald's building on the heritage list.

Heritage Conservation cont...		<ul style="list-style-type: none"> • Preserve the heritage of the area. Maintain tight heritage controls/Continue to maintain protection for heritage items and conservation precincts/Maintain heritage values/New developments must be sympathetic to their surrounds. • Promote heritage e.g. exhibitions. • Protect indigenous sites from vandals. • Publicity - inform the public of which items are heritage etc. • Support strong approach to maintaining protection for heritage items and conservation precincts. • We do not want to lose anymore heritage.
Infrastructure		<ul style="list-style-type: none"> • Better signposting. • Bins for pool. • Bring back drinking water fountains. • Extend Mount Street walkway down to Walker Street. • Find a more valuable use for the tunnel/gated area near the Harbour View Hotel on Blues Street. • Improve public spaces and infrastructure e.g. water fountains, murals, paintings, seating, park benches, trees, plants, and flowers • Install additional street furniture to improve accessibility for seniors. • Laneways needs lighting, trees, seating. • Liaise with community in addressing prioritisation of infrastructure needs. • More bench seats in parks in semi-shaded areas. • More lighting in areas along back streets. • Park benches installed along Mount Street near Mary MacKillop Place for elderly visitors who have had to walk up Mount Street from the train station. • Place more picnic tables and benches at Saw Millers and Blues Point Reserves. • Prioritise water fountains. • Provide more seating facilities for elderly people. • Restore the garbage bins. • Seats at Mount Street for elderly. • Should be a male and female toilet at all wharves - these are public places. • Street lighting.

Infrastructure cont...		<ul style="list-style-type: none"> • Use sustainable materials in infrastructure works. • Water features, fountains, trees, benches. • Water fountains, murals, paintings, seating, park benches, trees, plants, flowers etc. • We need bubblers for walkers/joggers in the area. One is needed near Luna Park.
Locality	<ul style="list-style-type: none"> • Bridge is iconic and how I get to work everyday. • How lucky it is to be a city dweller and when I look up into the trees feel like a country dweller. • I came back to North Sydney when I had the chance - it has a marvellous topography and gives you exercise when you don't even ask for it. • North Sydney is a great vantage point. • What's there not to love...North Sydney pool...running over Harbour Bridge...looking out at the Harbour Bridge and Opera House... popping out for a coffee... 	<ul style="list-style-type: none"> • Create and promote more places of interest in North Sydney. • Maps of districts (suburbs/regional)
Strategic Planning, Policy and Design	<ul style="list-style-type: none"> • A mix of nature/buildings. • Currently reviewing Section 94 Plan, with the aim to have a new Plan in force by 31 March 2010. • Future NSC planning framework provides the scope for these additional populations. The <i>Draft Residential Development Strategy (RDS) 2009</i> illustrates that NSC's <i>DLEP 2009</i> will contain sufficient capacity to accommodate additional dwellings without having to make significant policy changes, up-zonings or increases in development potential; concentrate the bulk of new dwellings in mixed use centres in close proximity to retail, office, health, education, transport, leisure, entertainment facilities and community and personal services; Deliver housing choice for a range of socio-economic groups throughout NS to meet the needs of existing and future residents; and Minimise the impact of new development on local character, amenity, environment and heritage. • Great contrast between density and a sense of life and natural recreation access. • Our built environment is on a human scale and consistency of form that is the result of wise planning policies for decades. One of the main things we would like to see in the "2020 Vision" is 	<ul style="list-style-type: none"> • A Woolworths/Coles supermarket in Crows Nest that is easier to access. • Aesthetics of the area. • Clear demarcation between residential and commercial areas. • Constituency endangered by investors and developers - assign a Councillor to prevent this. • Consultative approach to project development. • Control high rise development around the CBD to make the residential area liveable/Increase liveability in CBDs. • Control/restrict growth of residential areas. • Current NSC planning controls for the commercial zone currently allow for an additional 12,500 workers, therefore accommodating a significant portion of the 15,000 workers as required by the State. The planning controls will need to be amended to realise the shortfall of 2,500 workers by 2031. • Design more accessible spaces and links. • Develop pocket parks and community gardens; encourage children's centres etc. to counteract high density living for families and children in flats. • Distinguish between ownership and use in planning. • Don't want Military Road to become like Parramatta Road.

<p>Strategic Planning, Policy and Design cont...</p>	<p>more of the same.</p> <ul style="list-style-type: none"> • Seen North Sydney moving from little single storey buildings to a CBD and still interested to see what the future holds. • So close to the harbour, but yet a wonderful contrast of bushland and urban streetscapes. • The balance between the natural and built environment is already good - no need to improve. • The <i>NS Local Environment Plan, 2001</i> (NS LEP 2001) and <i>NS Development Control Plan, 2002</i> (NS DCP 2002) provide the controls for all development in the NS LGA as well as the development of heritage items, all buildings in conservation areas, and all other cultural resources throughout the LGA 	<ul style="list-style-type: none"> • <i>Draft Subregional Strategy for the Inner North</i> requires an additional 5,700 residents and 15,000 workers to be accommodated within the LGA by 2031. • Emphasis on the elements of North Sydney where people live. • Ensure LEP and DCP sets realistic targets for off street parking in new developments. • Ensure mixed range of apartment sizes. Not just all studios/one bedders. • Ensure open space is maintained when new developments and buildings are planned. • Ensuring compliance with both 'the letter and the 'spirit of the law' of planning policies and controls. • Explore rooftop possibilities for existing buildings. • HMAS Platypus site - construction characteristic of high-rise development of North Sydney. • How will new state government planning policies impact on North Sydney Council in terms of the ability of community and in particular immediate neighbours to comment on development proposals? • Improve accessibility of supermarkets in Crows Nest. • Improve project management. • Improve public access to foreshore. • Include green incentives in LEP and DCP. • Introduce 'green' meeting spaces. • Lack of progress mainly due to state government's planning reforms especially the <i>Draft Subregional Strategy for Inner North</i>. • Land and Environment Court proceedings - make decisions Council can defend in Court. • Limit car spaces in new DAs - more car spaces, more impact. Less resident friendly, less biker friendly, less child friendly. • Lobby hard to ensure that the density does not increase and instead decreases, as the pressure on our area is too high. • Lobby State Government on regional projects. • Lobby State Government to ensure that density does not increase by decreases • Make LEP and DCP simpler. • Maintain diversity of housing types • Maintaining the character of the area
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Strategic Planning,
Policy and Design
cont...

- Management of planning and development.
- North Sydney Council under all system's traffic - DAs do volumes of work by what we call 'band aid'. There is no time for a major development vision, so that is where we can make Council aware of visions needed.
- More consideration of impacts on residents in major development.
- NSC and City of Sydney could work together on asking the State Government to create a 'city centre zone' for Central Sydney that would be added to the land use zones in the standard instrument, which may be relevant for North Sydney Council's CBD.
- NSC and City of Sydney could work together on renewing zones and regeneration opportunities. When we were developing our Sustainable Sydney 2030 vision, our consultants recommended that we identify and capitalise on renewal and regeneration opportunities to link together communities where disused sites or excessive road infrastructure have acted as a barrier to communities - NSC may wish this for the Gore Hill Freeway.
- NSC and the City of Sydney could work together on developing mechanisms in our planning controls to achieve sustainability goals.
- Planning for future growth including climate change.
- Policy regarding size of vehicles in DCP.
- Private enterprise to fund a tunnel from the CBD to the Northern Beaches
- Simplify Council's DEP and LEP - way too complex, complicated and restrictive
- Smaller, more numerous and mixed developments.
- The most valuable, poorly-used urban area in North Sydney is the Big Bear/bus depot/tram shed site where there should be a masterplan for this site possibly involving the island on Military Road.
- There are threats from the State Government that concern us. We note your public comments about the State 'experimenting' with planning laws in ways that could be to the detriment of urban areas like ours. One wanton act by the State, selling the former tram drivers' facility at Cremorne Point as freehold in the middle of high-value public space, gives rise to concerns that the State might harm this suburb at any time. Therefore, any measures to improve the influence the council has with the State would be welcomed - although we recognise your personal efforts and have no illusions about the difficulty of this challenge.
- There are tough times ahead to bring North Sydney back to the people

Strategic Planning, Policy and Design cont...		<p>and make it not just about buildings.</p> <ul style="list-style-type: none"> • Town and block planning. • We would like greater responsiveness when we raise concerns such as the encroachment on to the reserve by the owner of the former tram shed at the (Cremorne) Point. This has been a problem for a year now. • What do we do to ensure open space is maintained when new developments/buildings are planned? • What is the identity of North Sydney? • When upgrading an area consult all user-groups e.g. pedestrian, cyclists, cars etc. • Why Ennis Road (Milson's Point) done up to end of shops and forgotten after that towards Greenway? Are we not as important as the retailers? • Work with State Government to prevent 'scar of Military Road' decimating villages at Neutral Bay/Cremorne - Don't want Military Road to become like Parramatta Road.
Streetscape Committees	<ul style="list-style-type: none"> • Diversity, landscape and buildings add to texture and quality of North Sydney. • NSC partners with local retailers and businesses, through its streetscape program, to improve the ambience and functioning of its local shopping areas. • Program includes the development of Masterplans for the various areas and the undertaking of capital improvement works. • Street level plantings and planter boxes strategically placed and properly maintained change the feel of an area so that people want to linger. See Willoughby Road, Crows Nest as an example. • Streetscapes and sculptures are fabulous. • Six active Shopping Area Streetscape Committees in North Sydney - including Cammeray, Cremorne, Crows Nest, Kirribilli, Neutral Bay and Waverton, one Village Project in Wollstonecraft, and one parklands project in Lavender Bay. 	<ul style="list-style-type: none"> • Create gateways at Neutral Bay and Crows Nest. • Explore how precinct committees and streetscape committees can work more closely together to reduce polarised views and stop the handing over of streetscape committees to businesses because it gives them the balance of power and many don't live in the area. • Give Military Road a stronger community/neighbourhood feel. • How can Crows Nest area have a "greening" environment when development is expanding? • Importance of design excellence in streetscape upgrades. • Increase resident and business participation in streetscape committees. • Increase use of the 'edges' of urban areas more • Making residential areas adjoining commercial areas clearly marked. • Military Road - bring back a sense of community/neighbourhood theme. • Retain/enhance the distinctive character of local commercial and retail areas, to be attractive and vibrant and to be the "village" centres, which residents use for local services, enjoy and value. • Streetscapes: Neutral Bay and North Sydney - grubby and not enough bins. • Supermarket shopping in Crows Nest - access for trolleys from Woolworths to car park is impossible with heavy trolley. Pushing trolley uphill on road to get to car.

Streetscape Committees cont..		<ul style="list-style-type: none"> • The unwillingness to control hotels and limit their activities degrades the area.
Urban Consolidation	<ul style="list-style-type: none"> • Council's planning strategies have enabled the protection and further development of a range of housing types from low density detached dwellings to high-density high-rise apartment buildings. • North Sydney has one of the highest residential densities in Australia with approximately 6200 residents per square kilometre. At the same time there are high levels of residential amenity. • NSC planning strategies already allow for an increase in residential development over the next 20 years 	<ul style="list-style-type: none"> • An additional 5,700 residents will be added to the NS community over the next 10 years. • Another challenge is ensuring that the density of the North Sydney area remains as is or reduces where possible. Council must lobby State Government regarding its <i>Metropolitan Strategy</i> (suggesting an extra 5700 residents will be added to the North Sydney community over the next 10 years). This is not appropriate especially given Council research shows that NS population will be increasing by 2000 during the same period. Instead Council should lobby State Government to push density out to those suburbs which are currently not high density. • It might be a good idea to contemplate the idea that growth is not always the solution. North Sydney is an extremely attractive area to live in. However I think growth of residential areas should be restricted. • Maintain and improve the natural environment in NS through measures which minimise the impact of urban development, and through active community involvement in managing bushland areas. • There is a huge demand to live and work in North Sydney and the various facilities and shortages of land must be managed. • Think about how growth of people will affect the environment of North Sydney. • What is a sustainable population level for North Sydney? Immigration levels? Can only build up (rather than out) because of water boundaries. This has an environmental impact. • Urban consolidation must be well managed to minimise the impacts on the fragile bushland ecosystems, waste generation, constrained energy, and water and sewerage networks. Ecologically sustainable development principles (ESD) provide the setting for development in NS in the future.
Villages	<ul style="list-style-type: none"> • Really happy to be in Crows Nest. • Sense of community, villages. 	<ul style="list-style-type: none"> • Preserve and expand a sense of community/village atmosphere. • Impact of Military Road - villages. • Improve the villages and neighbourhoods to make them unique. • Inner city community promotion. • Link the separate villages/pockets of NS in the CBD with an overall point of being there. • Reinforce and promote specific identity of each village. • Replace "streetscapes" with "villages" to reflect wider interest.

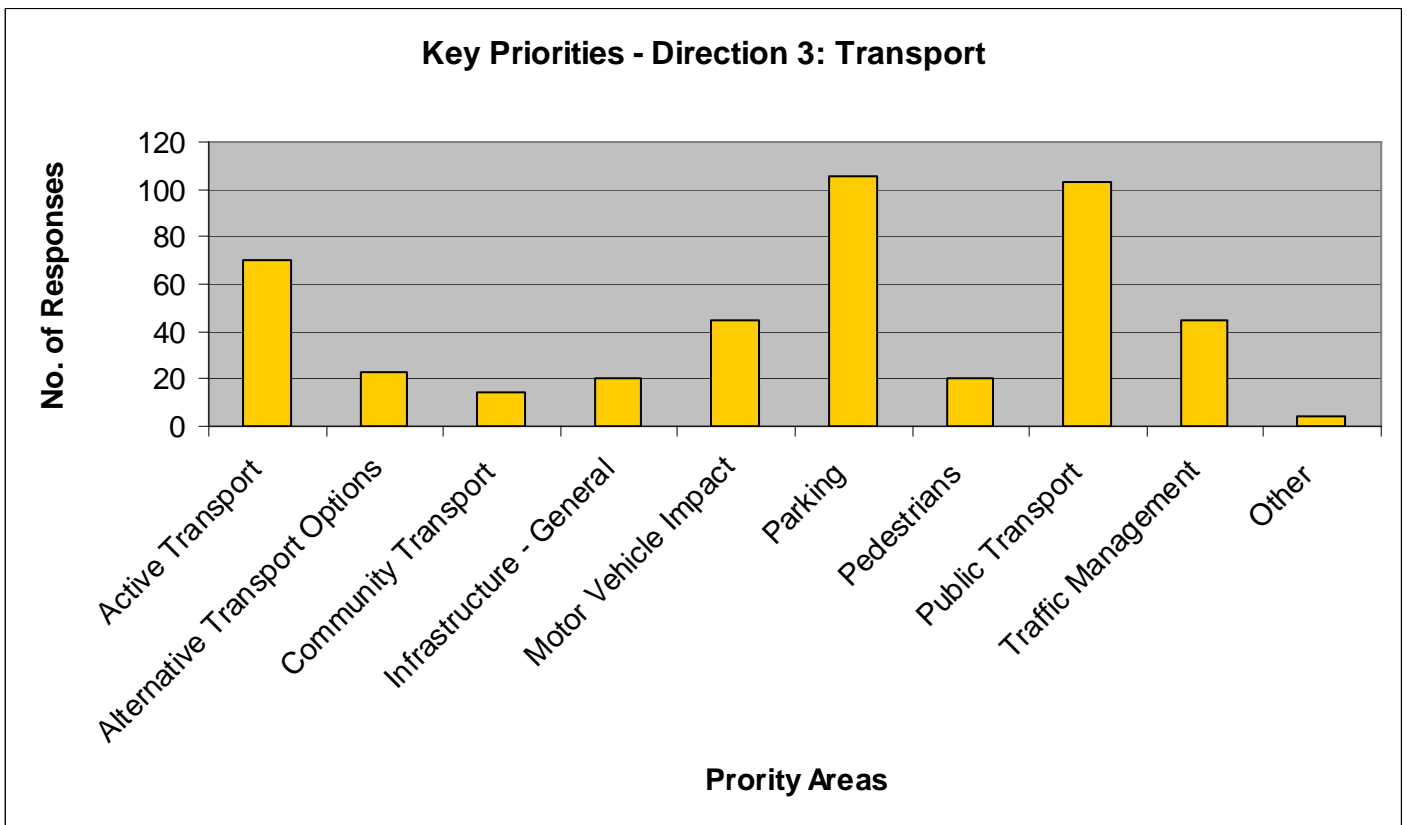
Villages cont...		<ul style="list-style-type: none">• Small pockets of communities create a village feel and character.• Too many mega buildings, not enough support for village structures.• Villages need better ways to move around bicycles or on foot
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Draft Direction 3: Transport

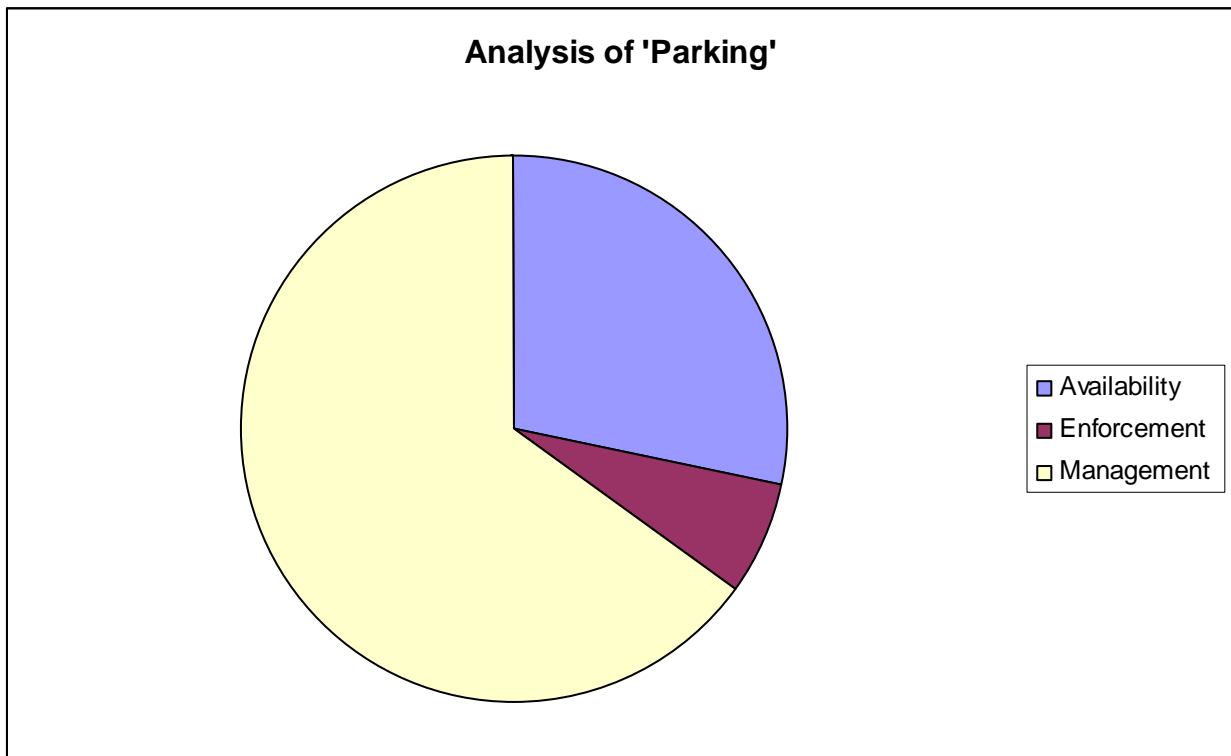
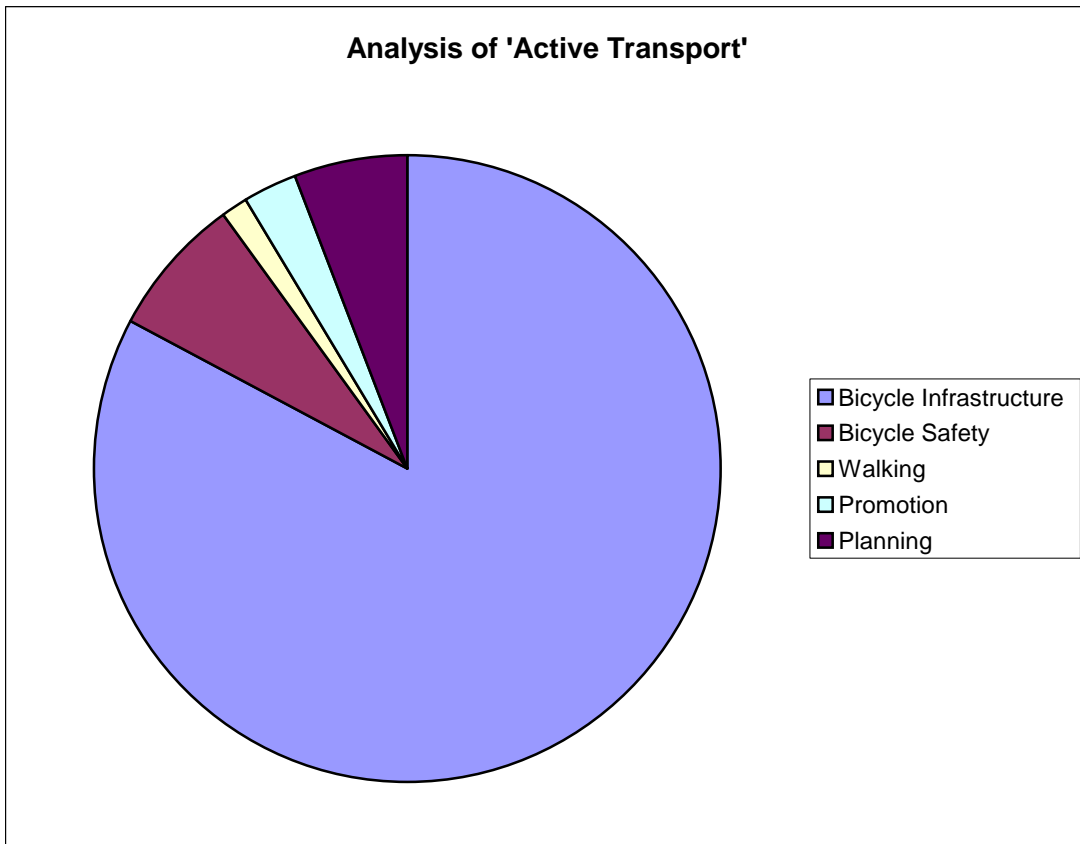
All feedback relating to the 'transport' has been collated under this proposed Direction. The raw data has been collated under common themes which in turn have emerged as the key priority areas per Direction. The key priority areas identified were:

- Active Transport
- Alternative Transport Options
- Community Transport
- Infrastructure - General
- Motor Vehicle Impact
- Parking
- Pedestrians
- Public Transport
- Traffic Management
- Other

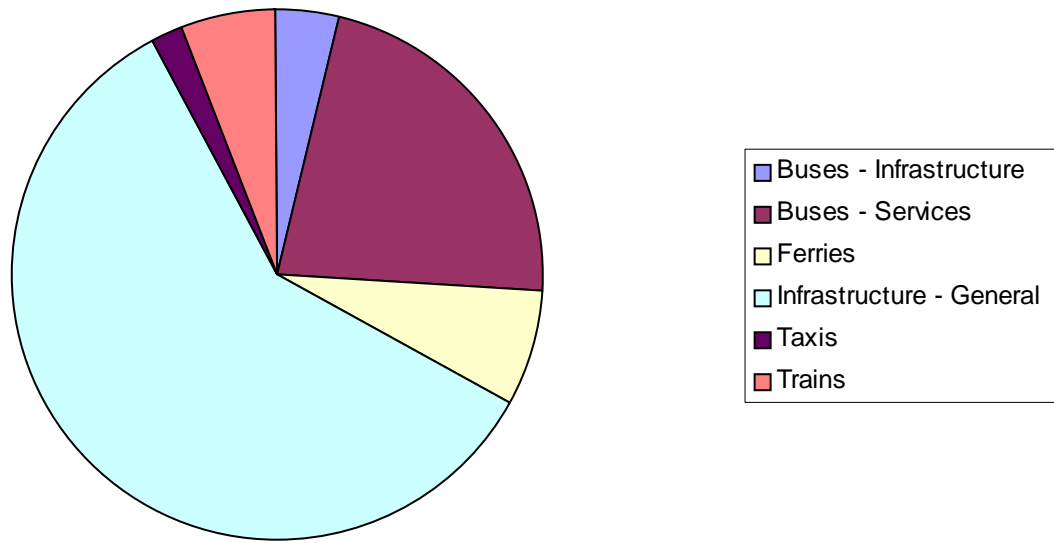
The following graph depicts the number of responses per key priority areas and helps to distinguish between what the community considers are high, medium or low priorities. These key priority areas will form the basis of the goals and objectives within the new plan.



The highest priority areas identified were, active transport, parking and public transport. The following charts show a break down of the sub themes emerging under each priority area:



Analysis of 'Public Transport'



Draft Direction 3.	Transport	
Key Themes	What we are doing well	Areas for improvement
Active Transport	<ul style="list-style-type: none"> • 2004 NS Bike Plan strategies almost completed. • New Bike Strategy being developed in 2009 to identify which projects need to be completed over the next 5-10 year timeframe. • NSC has also improved the bicycle and pedestrian network and associated facilities. 	<ul style="list-style-type: none"> • Access to North Sydney from Kirribilli is a problem. • Consider cycling and pedestrian needs in all capital works projects. • Cycling + pedestrian - discourage use of cars, less cars in CBD, utilise rooftop spaces, solar showers for cyclists, bike lanes, bike parking at library, more motorbike parking needed and encouragement of use. • Encourage walkable communities. • Encouragement to walkers e.g. Dr. Mary Booth and Bradfield. • Encouraging pedestrians and the use of bicycles to shop in the local area means people have time to stop and do such things as have a coffee and shop locally. While many shop owners fear the removal of car parking outside their shops, if there is a concerted effort to make cycling work, it has been proven that many more people visit their shops and for longer periods. • Gradually remove car-parking on the sides of some key streets to facilitate the development of a network of safe cycle paths so that children can ride safely to school and commuters can safely ride to work. • Hold events that encourage cycling/walking. • It is easier to move and get around out of North Sydney than move around within it.
Alternative Transport Options	<ul style="list-style-type: none"> • NSC supports public transport, bicycles, walking and car share e.g. the Go Get car share scheme. 	<ul style="list-style-type: none"> • A monorail and minibus system in the Mosman and Cremorne areas could better connect residents with their wider community. • A monorail system from the Northern Beaches to bus and rail terminals in North Sydney would relieve traffic congestion on Spit Road and Spit Hill. • Accommodate all modes of transport by providing dedicated lanes for walking, cycling, cars and buses separate from each other. • Agree with the suggestion of local community credits for buses or bike hubs. • Car pooling passes for Council staff - allow them to park in Ridge Street car park for free. • Car sharing. • Council bike fleet including 1 motorised bike for travel between Council buildings and local meetings. • Develop a motorcycle strategy. • Encourage alternative transport options. • Encourage alternatives to car use. • Encourage and increase car sharing schemes e.g. establish "Friends of

Alternative Transport Options cont...		<p>Car Sharing" group</p> <ul style="list-style-type: none"> • HarbourLink - an elevated shared path spanning approximately 2 kilometres from the deck level of the Harbour Bridge to St Leonards Park and then linking into the new shared facilities being built by the RTA at Falcon Street is a pending capital works project. • Increase car sharing scheme. • Monorail to go every 10 minutes from Dee Why etc. via the Middle Harbour foreshore to bus and rail terminals in North Sydney. With it relieving Spit and Military Road corridor of many commuters and most Sydney Transit buses. • Monorail/light rail system expand connects to other freeways & transport terminal. Publish ideas and get estimates for such a monorail. • NSC supports public transport, bicycles, walking and car share e.g. the Go Get car share scheme. • Promote alternative transport. • Promote cycling. • Promote more public transport use and use new hybrid car technology. • Provide sustainable active transport.
Bicycle Infrastructure	<ul style="list-style-type: none"> • Bicycle paths/network to link with adjoining local government areas. • New <i>Bike Strategy</i> being developed in 2009 to identify which projects need to be completed over the next 5-10 year timeframe. • NSC has improved the bicycle and pedestrian network and associated facilities. • Provision for cyclists. North Sydney Council is already committed to improving facilities for cyclists and I'd like the council to know that this is important for me. 	<ul style="list-style-type: none"> • A network of connected, separate cycle ways along key routes so that children can ride safely to school and commuters can cycle to work and the shops. • A network of dedicated cycle ways should be developed to encourage people to cycle to school, work and the shops. • Additional services for bikes on buses. • Allocate more money to the provision of cycling infrastructure so that a network of safe, dedicated cycle routes through the North Sydney Local Government area can be developed, together with workable connections to neighbouring council areas. • Allocate specific bike carriages to allow transport of bikes on trains. • Better cycling paths. • Bicycle transport - connect existing links via user-friendly off-road bike link through North Sydney CBD e.g. the Harbour Bridge cycle way and not shared use with pedestrians or it defeats point of fast transit to and through North Sydney CBD. • Bike facilities at schools. • Bike hire services - deposit tokens (similar to using shopping trolleys). • Bike lanes along the Pacific Highway and Falcon Street. • Bike lanes down Falcon Street.

<p>Bicycle Infrastructure cont...</p>		<ul style="list-style-type: none"> • Bike lanes down Military Road. • Bike lanes. • Bike lockers wanted for Blues Street • Bike paths - not only about length of new cycle ways but also about quality. Aim for Copenhagen style paths, separated from traffic. Benefits are not limited to environment but also flow to social and commercial spheres. • Bike paths. • Bike stations. • Combat problems like bike storage (have lockers at schools and businesses) and smelliness (shower facilities). • Community Bike Hubs and eCards - bike hubs that release a bike with the use of a ratepayer card. Gyms and school equipment can also generate electricity that goes back to the local grid. • Community bike hubs hold a lot of potential for 'village' to 'village' tourism from wharves etc. • Consider more bicycle-friendly streets, creation of more bicycle lanes especially to enable families to go on a bike ride with their children. • Continuity of bike lanes (stop abrupt ending - make alternate route well in advance). • Cycle ways • Cycling facilities and paths. There is no safe route from Naremburn to the Harbour Bridge. • Cycling infrastructure. • Cycling tracks separated from the road. • Cyclist paths to encourage safe cycling. • Encourage more bike use by increasing bike routes & liaising with RTA for more bike lanes. • Have more publicity promoting cycling - TV, billboards, healthy lifestyle etc. Have a model riding a bike on a billboard. • Implement Bike Plan. • Implement bike stations/shared bikes. • Improving bicycle pathways. • Integrate bike tracks around the Harbour at sites like the Coal Loader. • Integrated bike tracks • Integrated bike/pedestrian paths. • Introduce bike stations.
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Bicycle Infrastructure cont...		<ul style="list-style-type: none"> • Investigate the possibility of a BikePark initiative like the one in Melbourne. • Link bicycle paths/network. • Lots of commuters and cyclists who need improved infrastructure. • Make bikeways and make them bike only or they will lose their efficiency. • More bike parking facilities, lockers and racks available in council parks and shopping centre areas. • More cycle ways and cycle facilities • Need a much more bike friendly system of roads and paths. • Need better cycle ways to get cars off road. • North Sydney needs to realise it is the hub for all cyclists from North of the harbour who want to ride into the CBD. Currently it is a shambles. Create a few cycle paths from the Harbour Bridge cycle way to the edges of your domain. • NSC and City of Sydney Council could work together on further collaboration on improvements to cycling infrastructure and services. • Place bike lockers at key transport areas such as Blues Street. • Priority for cyclists - resurface all designated cyclist routes. • Promote availability of shower facilities and bike lockers at each Council building. • Providing more money for cycling infrastructure. • Residents should have the opportunity to improve their health by being able to walk and ride their bicycles in safety through the provision of dedicated cycle lanes (once car-parking has been removed from the sides of the streets). • Separated bike paths and bike parking bays where possible - consider making some streets one way to enable this. • The "Holland Solution" - safe bike paths to every area in North Sydney would address traffic congestion, transport, "wellness" issues "community" issues i.e. old/adolescent/child engagement, quality of life issues. Hugely capital intensive exercise hence state/federal assistance needed lobby the politicians. • There is a lack of bike facilities at schools
Bicycle Safety		<ul style="list-style-type: none"> • Bike licence for kids/children. Start bike training and road safety rules from a young age. • Bike licences. • Helmet wearing.

		<ul style="list-style-type: none"> • Hold safe cycling and road rules classes for young children so they learn about road safety before they start to drive a car. • Promote cycling and address issues such as safety. • Stopping the dangerous behaviour of cyclists especially on the High Street/Ennis Road Milsons Point pedestrian pass where they refuse to dismount/speed through without care and shout abuse at pedestrians walking and have been known to knock people over and speed off.
Buses - Infrastructure		<ul style="list-style-type: none"> • Bus lanes - separate from cars and bike routes • Bus terminal at Milson's Point. • Bus times (school buses). • Buses are bad. • Change of bus route. • Encourage more buses to travel to North Sydney. • Expand CBD Metrobus service. • Extended bus services. • Increased bus frequency. • Irregular/not on time buses. • More bus frequency. • More night time bus services. • Not enough buses. • Provide more school buses for students. • Reconfigure bus lanes outside station. • Review bus routes in consultation with state government. Consider smaller buses eg. route 265 provides good service, but mainly for elderly people and only a few other passengers. • School buses in the morning. • School buses sometimes let the public on. • Shore boys not allowed on the 230 bus because the public complains. • Signage to help use of public transport. A sign indicating buses travelling Miller Street and those along Pacific Highway would help. A map clearly showing routes/directions of buses would also help. Many journeys are only short and the ultimate destiny of buses is irrelevant. • State bus routes could be re-jigged to provide a better service in North Sydney. • Students are not allowed on public buses during school hours. • Students not allowed on buses. • There are not enough frequent buses.

<p>Bus - Services</p>	<ul style="list-style-type: none"> • Bus availability is good. • Regular buses to stations. • There are buses. • Transport to the city and Chatswood (via bus) is always clean and reliable. 	<ul style="list-style-type: none"> • Bus times (school buses). • Buses are bad. • Change of bus route. • Encourage more buses to travel to North Sydney. • Expand CBD Metrobus service. • Extended bus services. • Increased bus frequency. • Irregular/not on time buses. • More bus frequency. • More night time bus services. • Not enough buses. • Provide more school buses for students. • Reconfigure bus lanes outside station. • Regular buses to stations. • Review bus routes in consultation with state government. Consider smaller buses eg. route 265 provides good service, but mainly for elderly people and only a few other passengers. • School buses in the morning. • School buses sometimes let the public on. • Shore boys not allowed on the 230 bus because the public complains. • State bus routes could be re-jigged to provide a better service in North Sydney. • Students are not allowed on public buses during school hours. • Students not allowed on buses.
<p>Community Transport</p>		<ul style="list-style-type: none"> • Community bus. • Council bus service every 30 mins. • Council cab - like Willoughby Council. Link with other councils around North Shore Hospital area. • Daytrip shuttle bus from Kirribilli Neighbourhood Centre or other community centres to Stanton Library. • Free bus for locals. • Free buses. • Hop, skip and jump bus (shuttle) for community. • Investigate possibility of a free shuttle bus doing a circle linking Luna Park and swimming pool with Council, Stanton Library and Cammeray. • Local transport service mainly for the aged to get them to shops and clubs

Community Transport cont...		<p>in the local areas.</p> <ul style="list-style-type: none"> • Mini buses for local transport. • North Sydney Council local bus service that operates in the area every half an hour between 7am-11pm. • Public transport is difficult in North Sydney - a community bus could help. • Shuttle bus in and around CBD. • Take ownership/leadership of community transport needs and services.
Ferries		<ul style="list-style-type: none"> • Encourage ferry patronage with more creative pricing and promotion. • Ferry routes should be improved to provide a circular route rather than backwards and forwards to Circular Quay. • Link other transport to ferry services. • Link to ferry? • Middle Harbour to Sydney Harbour - opportunities to be explored? • Public transport – ferries especially – no State control. • Public transport especially ferries. • We worry that the ferry service in particular and public transport generally may not be maintained to a high standard in our area, when they really should be improved to get more people out of cars.
Infrastructure - General		<ul style="list-style-type: none"> • Better signage especially as transport interchanges. • Build a transport interchange station at Blues Street. • Council should lobby the state government to improve traffic conditions on Military Road. • Don't want Military Road to become like Parramatta Road. • Establish an alternative corridor connecting North Sydney, The Spit and the Northern Beaches. • Harbour link promote vision (DVDs). • Improve facilities for pedestrians and cyclists • Improve road access signage to and from North Sydney Station. • Increase pedestrian and cycling amenity. • Lights and timetables are bad. • More cab pick-up areas. • More taxi pick-up areas. • Need better facilities for pedestrians and cyclists. • Promote the vision of the Harbour link. • Rethink use of tunnel/gated space (RTA) near Harbour View Hotel, Blues Street (is flat).

<p>Infrastructure - General cont...</p>		<ul style="list-style-type: none"> • Roof one expressway with green space on top and multi-storey car park with travelators taking the driver to Sydney and North Sydney CBDs like in Hong Kong • Roof over the freeway and tunnel under the Pacific Highway - should be a long-term aim. • Support development of bicycle and walking tracks. • Upgrade quality of bus infrastructure e.g. Victoria Cross shelters. • Work with State Government to prevent 'scar of Military Road' decimating villages at Neutral Bay/Cremorne - Don't want Military Road to become like Parramatta Road.
<p>Motor Vehicle Impact</p>	<ul style="list-style-type: none"> • Major road network cut NS into “a series of islands divided by rivers of traffic”. The extent to which people living and working in NS find it necessary or easy to use motor vehicles reduces environmental amenity in the residential areas of NS and in its various commercial and retail centres. • 82.9% of NS households own one or more vehicles, compared to the Sydney average of 87.4%. This reflects the availability of relatively good public transport, presence of young households, the limited availability of on-street parking, and close proximity to employment areas including the Sydney CBD. • The high number motor vehicles travelling within and through NS, and traffic congestion is a problem for residents and local businesses. • The speed limit around schools is good. 	<ul style="list-style-type: none"> • Adopt 'urban forest' approach and minimise opportunity for private cars. • Alternative transport options no longer just discussion points for the future but critical decisions need to be made now. • Car congestion. • Car-sharing needs to be encouraged particularly through precincts. • Congestion and traffic. • Congestion in streets. • Decrease dominance of car use. • Direct traffic away from CBD. • Encourage other precincts to have as a project to establish access to car-sharing schemes eg GoGet in Hayberry Precinct. • Establish "Friends of Car Sharing" group. • Expand/spread out taxi pick-up zone. Currently, unneeded congestion is caused by randomly stopping taxis. • I would like to see the speed limit reduced to 40km per hour along North Sydney's streets to make it safer for cyclists and pedestrians. This would also add a sense of community as pedestrians and cyclists are much more likely to interact with the rest of the community than people travelling in cars. • Increase car-sharing scheme. • Large double-articulated trucks doing rat runs through Murdoch and Bannerman Streets to avoid Neutral Bay Junction. What to do? Even in Neutral Bay Junction someone was nearly killed recently when one parked right across junction and elderly pedestrian could not negotiate in time before lights changed. • Need smaller vehicles for smaller roads. • Personal transport (cars) are still seen as a more attractive alternative to public transport. The challenges are feeder systems into public transport

<p>Motor Vehicle Impact cont...</p>		<p>nodes and peak hour congestion (crush) on trains and buses.</p> <ul style="list-style-type: none"> • Promote ownership of “city” vehicles vs SUVs. • Promote ownership of city-appropriate vehicles instead of SUVs. • Provide the means for all residents to live without privately owned vehicles. • Redlands pick-up and drop-off traffic - why are they allowed to impede traffic in Murdoch and Winnie Street when both campuses have other street access points and this is one of few crossings of Military Road. • Reduce dependence on cars. • Reduce traffic congestion - avoid CBD being a thoroughfare. • Reduce traffic flow and thus reduce noise and pollution. Encourage use of and lobby for increased provision of public transport. • Reduce traffic in West Street. • Regulate car ownership. • Rethink the width of some residential/back streets. 4-lane roads are not always necessary and they encourage speeding. • Slow traffic in CBD. • Spit Bridge - too much traffic. • Tax second car ownership. • The environment would be less polluted as traffic would be less of a problem. • The Falcon-Miller corner is crowded when school finishes. • The need to reduce reliance on privately owned motor vehicles particularly for short trips. • Too much traffic parked in Kareela Road from the Sailing Club on weekends. • Traffic congestion. • Traffic is bad. • Traffic. Our local government area is one big car park and during peak times, is at grid-lock. Council should create a network of key cycle routes by removing parking along key roads to create a safe separated lane for cyclists. Painting bike logos on the roads next to parked cars is asking for cyclists to be injured when cars pullout in front of them or the occupants of cars open doors in front of passing cyclists. • Transport, particularly along Military road. In the Neutral Bay Cremorne area I live there is a feeling of division by Military Road which is a shame. It's difficult for some to cross and the traffic jams in the mornings are a problem.
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<p>Motor Vehicle Impact cont...</p>		<ul style="list-style-type: none"> • Motor vehicles have a huge impact on the LGA due to position within the metropolitan Sydney's major network. • Reduce the impact of motor vehicles on NS by providing alternatives to vehicle ownership through car-sharing, improving public transport, improving bicycle and pedestrian facilities and through demand management on the major freeways • NSC supports moving away from the single occupant privately owned vehicle. • Lobby for improving the equity of private motor vehicle transportation through standardised tolling (cost per km) for existing/new toll roads, introduction of demand management tolling for toll roads, that cashless tolls be introduced on all toll roads, abolition of the two-way toll charged by taxis on the Harbour Bridge and Tunnel, standardised parking levy for medium/large commercial centres across the Sydney metropolitan area and greater equity with polluter pays policies.
<p>Parking - Availability</p>	<ul style="list-style-type: none"> • Parking spaces are good. • The price of on-street parking in NS CBD has increased to match the price of off-street parking, reducing the extent to which private vehicles are attracted to the CCB by the reduced possibility of finding low cost on-street parking. 	<ul style="list-style-type: none"> • Allow businesses to provide onsite parking to adequately accommodate visitors (not long-day parkers). • Balance parking demand and supply in residential areas, through the provision of sufficient off-street parking and management of on-street parking in the interests of residents. • Better parking for school functions. • Boats, caravans and trailers take up spaces - solution could be a space to park trailers etc. at a cost. Parking trailer with advertisements. • Build parking into new developments. • Car parking has become too restrictive with extensive areas with no parking longer than 2 hours. Suggest a review of the mixture with more flexibility eg some more 4 hour spaces. • Car parking too expensive in multi-storey car park adjoining Stanton Library at \$6-\$8 per hour. While recognising the need to limit car use this seems excessive. • Changing all-day parking to 2 hours in Waverton. This has been great, we can now get a parking spot on our street. • Charge for people parking boats on the street. • Community free parking. Need to make after-hours parking more available if want to encourage people here at night time e.g. 1-2 hr. parking until 10pm or later doesn't encourage people to come. • Creative approach to parking solutions tailored to local conditions.
<p>Parking -</p>		

Availability cont...		<ul style="list-style-type: none"> • Greater supply of parking for visitors and community members. • How do we make working in North Sydney for commuters more viable? i.e. transport access and parking. • Improve provision and flexibility of parking e.g. provides after-hours free parking especially at Ridge Street car park. • In retail and commercial areas ensure adequate provision of parking for shoppers and business customers, as well as good management and coordination of parking to ensure maximum usage and turnover. • Include limitations to sizes of vehicles in Development Control Plan. • Increase off-street parking. • Interested in parking/fleet of vehicles so parking a problem. • Limit off-street parking. • Limit provision of car spaces in new developments. • Modes of transport - problem with commuters using North Sydney as a parking area. • More parking in new developments. • Multistorey parking and student parking. • Need for more off-street parking. Alternate view: need to limit off-street parking because it encourages car use. • Need to utilise underground parking more. • Re-develop Parraween Street car park. • There is no parking in North Sydney. • Weekend parking. • Where would people park when there is no more free parking available
Parking - Enforcement		<ul style="list-style-type: none"> • Problems extremely difficult especially close to CBD - commuters and workers take up all available parking. As secretary of Body Corporate I have problems finding parking for workers e.g. gardeners, plumbers etc. • Remove abandoned cars, even those with number plates, after 3 months. • Remove boats from street parking if not moved in 6 months. • The use of misleading parking signs and the encouragement of "rangers" to hide in nearby shops until some driver is misled by deceitful signage and then emerging to affix an infringement notice belongs in Russia not Australia. • Tow-away boats and caravans if not moved in 1-2 months or charge them if they want to park.
Parking – Management	<ul style="list-style-type: none"> • NSC currently regulates the supply of parking to reduce the extent to which the availability of parking encourages car travel. 	<ul style="list-style-type: none"> • Absolutely minimise unlimited parking in residential streets. • Allow residents a wider parking area e.g. being able to park in many areas

<p>Parking - Management cont...</p>	<ul style="list-style-type: none"> • NSC has also improved and enhanced existing public transport infrastructure/services to promote relative attractiveness of public transport, and encouraged the reallocation of road space to pedestrians, cyclists or public transport. • NSC parking policy encourages people to consider alternatives private car ownership. Including maximum limits on the amount of parking provided in new developments, combined with on-street resident parking schemes. 	<p>of North Sydney for residents.</p> <ul style="list-style-type: none"> • Another suggestion is to investigate a 4WD congestion tax; also for boat trailers. On-street parking around my home in Cremorne is not easy. • Ban boat, caravan and trailer parking on streets or charge them to be parked there and use the revenue for other projects. • CBD floor space - need to resolve parking, impacts on immediate residents e.g. Edward Precinct, Stanton Precinct, sustainability and traffic impacts before move to more worker space. • Charge for parked boats. • Establish a committee to address parking policy. • Free parking and free/subsidised transport for ratepayers. • Free parking at Ridge Street car park during after hours. • Great parking policy in Waverton. • I would like some dispensation for business people who need cars for business e.g. Salmon Galleries - Judith needs her car to deliver and collect paintings. • Introduce charges for boats, trailers, caravans, shipping containers in residential streets and use the income for innovative infrastructure projects like creating a turning circle at Cremorne Point Wharf. • Maintain metered parking to discourage car use. • Make after-hours parking free. • Mark out parking bay sections with white paint for local streets so that more "parking spaces" are available i.e. Guthrie Ave Cremorne. • Need more creative solutions for parking cars. • No resident car-parking pass - first pass free, two or more a charge. • Offer permits local workers could purchase at a reasonable rate especially at the Kirribilli Farmer's Market, North Sydney Olympic Pool and for local office workers that allows some other concession for more than 2-hour parking. • Organic farmer's market in Kirribilli - parking meters very expensive, parking permits for office workers in area. • Parking - need more simple parking signs; there is a different rule for parking spots almost every 5 metres; this is confusing and annoying. Know you need to please a lot of stakeholders at different times in different areas, but this can be a turn off for those visiting the area. • Parking and garaging that accommodates vehicles while preserving the amenity of our streets. • Parking for local businesses - why not provide them a number (50?100?)
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<p>Parking - Management cont...</p>		<p>of parking stickers, similar to the residential system where we can purchase 20 stickers over a year? (Based on feedback from local businesses in Hayberry Precinct who actually budget for their parking fines!).</p> <ul style="list-style-type: none"> • Parking for school functions. • Parking for teachers. • Parking management. If you provide free parking in streets surrounding shops, people will never take public transport. • Parking permits for council (swimming pool) staff. It is impossible to move car every 2 hours. I have been fined several times. • Parking permits for staff. No parking longer than 2 hrs is no good for full-time staff members who work 8hrs per day. • Parking policy: needs a special committee to sort it out. • Parking restrictions and resident parking permits are a good solution. • Parking restrictions make it difficult for the aged and disabled to visit local areas of interest. Public transport is not always an option for some. • Parking sensors both on the road and in car parking spaces. • Parking sensors both on the road and in carparks. • Parking spaces are good. • Parking sticker when pay rates cross. • Parking?? Commuters. • Parraween Street car park needs developing as it is dominated by the cinema patrons. • Pedestrian crossing corner Alexander and Burlington streets is a death trap. Needs urgent attention, traffic just doesn't stop. • Problems with commuter parking and supply of parking. • Provide free parking and free/subsidised transport for ratepayers. • Provide more parking. • Provide more unrestricted parking near Bradfield Park. • Provide more weekend parking. • Provide space to park boats, caravans and trailers. • Reduce parking fees, improve availability of car parks, reduce parking fines - way too expensive. • Reduce pressures of on street parking e.g. car stackers. • Reduce the cost of parking. • Resident carpark passes. One for free, two or more are charged. • Resident parking stickers that allow for free parking in metered spaces
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<p>Parking - Management cont...</p>		<p>even for just half an hour so simple things like shopping can be done without having to pay and pay. It could be limited to owner residents only (too hard to manage for tenants).</p> <ul style="list-style-type: none"> • Residential streets are full of commuter day parking - affects residents. • Review policies on garages. • Simplify parking rules and signs. • Sort out the parking; it's a nightmare. We do not need curfews after 6pm. • Survey in North Sydney about what people really need and what people would be prepared to pay. • The greed council displays for funds will be self-defeating: exorbitant parking charges, jumped up parking infringements, outrageous penalty rates. • The management of 'on street' parking resources (especially in Kirribilli) is a big issue to be resolved. Council should not be approving new driveways for single dwellings. Instead it should permit unlimited parking spaces (off street) in new residential developments outside of the CBD, allowing other residents (with no access to off street parking) to purchase excess off street spaces. • There needs to be more unrestricted parking spaces near Bradfield Park. 2 hrs on weekdays is not enough. • To help overcome parking problems for visitors and tradesmen, parking for visitor placards should not be restricted to 12 months. It is hard to predict how many will be needed. • Too much metered parking in zones where residents need parking to support local businesses by being customers. It is easier to go to Chatswood with 3 hours. Free parking for shopping involving decision making - clothing, furniture, household items. • Unit developers to contribute to public car parks with a parking time limit. • Utilise underground parking more. • Very little parking space. • With parking being so difficult in Milson Road Cremorne point, why are building permits for car stackers being knocked back? • You go on about the heroic battle you are fighting with the parking problem when the reality is that all the harassment of motorists is at the behest of the shopkeepers who want motorists to park long enough to spend money in their shop and then be chased away. I well remember the complaining they fought for years to get meters introduced.
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Pedestrians		<ul style="list-style-type: none"> • A pedestrian friendly CBD. • Decisions made for people first, cars second. • Encourage children to walk to school. • Give students that live in North Sydney more opportunity to walk to school. • Have a Walk to Work or School Day. • Improve accessibility and mobility. • Improve facilities for pedestrians and cyclists. • I would like to see Council preserving rights of way so that pedestrians can move more easily around the local area (not cede them to developers). • Increase pedestrian crossings. • Looking forward to using the pedestrian walkway to Neutral Bay (over the freeway). • Lobby RTA to make pedestrians more of a priority. • Making the urban environment friendly and safe for pedestrians and cyclists and concentrating less on maintaining car parking on every street. • Need a pedestrian-friendly CBD with walkways to encourage travelling by foot. • Need better facilities for pedestrians and cyclists. • Pedestrian lights countdown. • Pedestrian links from North Sydney to CBD. • Pedestrian walkway, for example bridge over Miller Street and Pacific Highway. • Pedestrians also need to take responsibility. • Pedestrian routes – more accessible/clearly marked, linking to CBD e.g. Hong Kong. • Rethink use of tunnel/gated space (RTA) near Harbour View Hotel, Blues Street (is flat). • Walkable Communities • Walking needs to be supported, pedestrian crossing need to be improved to make walking safer. • Walking trail from North Sydney to the city directly. What is the progress of this?
Public Transport Infrastructure - General	<ul style="list-style-type: none"> • There are lots of services. • There is transport to get to a lot of different places e.g. city. • Transport to the city and Chatswood (via bus) is always clean and 	<ul style="list-style-type: none"> • A lack of off-peak public transport forces car use. Mini buses in the local area could make up for this deficiency. • A transport terminal at Milsons Point Railway Station that would remove

<p>Public Transport Infrastructure - General</p>	<p>reliable.</p> <ul style="list-style-type: none"> • Method of travel to work analysis in 2006 compared to the Sydney area showed 34.1% used public transport, while 37.4% used a private vehicle, compared with 18.0% and 60.8% respectively in the Sydney area. • Much work has gone into improving and enhancing the existing NS public transport infrastructure and services to promote the relative attractiveness of public transport. 	<p>the traffic jams and congestion that has grown since buses replaced trams and cars. This requires a transport terminal with RTA property. A terminal for empty buses.</p> <ul style="list-style-type: none"> • A way to take animals on public transport. • Can council make it more attractive for private operators to provide public transport services? Can we survey usage of public transport (particularly trains) to prove to state government and apply pressure for an increase in services? • Encourage local transport timetable servicing pubs and clubs. • Encourage public transport usage. • Encourage public transport use by: the maintenance and cleaning out of buses; air conditioning on buses; maintaining bus shelters & train stations; more buses. • Frequent and reliable public transport in and across North Sydney. • Give awards to frequent public transport users. • Good progress made but needs continuing efforts to encourage public transport and provide good quality services. Local travel (within 5km radius) \$2.00. • Improve accessibility of North Sydney train station. • Improve egress through Greenwood for peak hour train users. • Improve passage through North Sydney train station. • Improve provision of public transport particularly for people who live out of the area. • Improve public transport routes in general but particularly from Northern Beaches • Improve reliability of buses for school students. • Increase accessibility and provision of public transport. • Increase attractiveness of public transport. • Increase awareness to bus drivers of cyclists. • Increase promotion and knowledge of how to get around. • Increase provision of public transport. • Increase public transport services for people who live out of the area. • Increase public transport. • Increase signage of public transport especially at North Sydney Station regarding buses going via the Pacific Highway or Miller Street. • Integrate and connect transport modes. • Integrate RTA land into another upgrade of North Sydney Station.
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<p>Public Transport Infrastructure - General cont...</p>		<ul style="list-style-type: none"> • Liaise with the RTA and build a transport terminal at Milsons Point that houses empty buses and could help remove traffic jams and congestion. • Like Blues Street to be a transport interchange node. • Lobby for improved public transport. • Make linkages happen through our design to encourage less use of cars eg bicycle/wheelchair accessibility into and around the LGA, increase community transport. • Make public transport information more accessible • Make public transport more viable compared to private cars. • Method of travel to work analysis in 2006 compared to the Sydney area showed 34.1% used public transport, while 37.4% used a private vehicle, compared with 18.0% and 60.8% respectively in the Sydney area. • Mosman and Cremorne residents could by regular mini buses connect with monorail at stops where also park and ride commuters could connect. Like at the various parks along the Middle Harbour foreshore. • Most of the buses at St. Leonard's station don't go to North Sydney Boys' and they don't come regularly. • Much work has gone into improving and enhancing the existing NS public transport infrastructure and services to promote the relative attractiveness of public transport. • North Sydney has trains so many people can easily catch public transport. • NSC and City of Sydney Council could work together on lobbying the State Government for improvements to public transport. • Online local bus timetables - displayed on flat screens in pubs, clubs and RSLs to encourage use of public transport and reduce driving when drunk. • Public transport - off peak services - more needed. Forces car use. • Public transport at night time needs to be improved: many business people and residents travel late from/to North Sydney. • Public transport availability to/from CBD. • Public transport isn't frequent after school. • Public transport needs more promotion. • Public transport should be more reliable. • Public transport should run on time and there should be more of them and more in the local area. • Public transport within North Sydney. • Quarterly public transport pass discounts. • Reconfigure bus lanes outside North Sydney train station.
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<p>Public Transport Infrastructure - General</p>		<ul style="list-style-type: none"> • Reduce public transport costs for everyone. • Simplicity/accessibility of public transport. • Some form of bus to access either Milsons Point railway station or North Sydney railway station which will give us access to Chatswood or Town Hall/Central - Circular Quay is not the only destination people want to get to. • The key connecting element is transport. Recognise and utilise all forms of transport - car/truck/train/pedestrian/bike/bus/ferry. • There are lots of services. • There is transport to get to a lot of different places e.g. city and Chatswood. • Transport from Waverton is a concern. • Transport terminal at North Sydney. • Update of Waverton train station with electronic announcement boards. • Upgrade of North Sydney station in turn increased new development and developers contribution to this upgrade. • Use public transport and walk when possible. • Wharf to Crows Nest bus. • Work with Sydney Buses to improve bus routes - look at Cremorne Point. Two buses to get anywhere except the ferry and Military Road. I am sure there are many pockets like this.
<p>Traffic Management</p>	<ul style="list-style-type: none"> • Accessibility and roads are good. • Traffic lights are good. • 85% of NS workers live outside the LGA • NSC has reallocated road space to pedestrians, cyclists and public transport. 	<ul style="list-style-type: none"> • Accommodate all modes of transport by providing dedicated lanes for walking, cycling, cars and buses separate from each other. • Ban large trucks from taking side streets to avoid Military Road. • Annual surveys on how staff get to work. • Bad traffic around the CBD. • Better safety measures at the bus turnaround at Cremorne Point wharf. • Council should lobby the state government to improve traffic conditions on Military Road. • Decrease traffic congestion around CBD. • Devise alternative traffic routes for private vehicles and make Miller Street for buses and taxis only between Pacific Highway and Mount Street. • Establish an alternative corridor connecting North Sydney, The Spit and the Northern Beaches. • Facilitate greater cycle and pedestrian access. • Get private enterprise to build a tunnel from the Harbour Bridge to Balgowlah.

<p>Traffic Management cont...</p>		<ul style="list-style-type: none"> • Improve traffic in CBD. • Improve traffic management in residential streets. • Improved access for pedestrian and cycling through-traffic from outside the area onto the Harbour Bridge. • Incorporate pedestrian lights countdown e.g. Europe, Singapore. • Lobby for increased provision of speed cameras in school zones. • Lobby the state government to close the Spit Bridge and instigate a transport system that can better cope with the amount of traffic in the area. • Make the place safe for pedestrians and cyclists. • Military Road not going to get better. NSC to lobby for alternative transport options to alleviate problems. • Military Road traffic lights favour traffic more. Longer for pedestrians to wait to cross the road. • Monitor abandoned vehicles, monitor illegal parking of trailers in residential areas. • More road tolls. • North Sydney Council driving force for main artery. • North Sydney is and always will be hub and destination for Northern suburbs commuters i.e. an alternative corridor has to be developed for North Sydney-destined commuters, and permanent parking in sub streets to avoid North Sydney and CBD cost could be the answer to the Spit corridor problem. • One idea for an alternative corridor is: to close the Spit Bridge permanently and allow boats to access Middle Harbour through a 400m long tunnel under the Spit Hill. This would allow a monorail to connect the Northern Beaches with the North Shore. • Pedestrian crossing corner Alexander and Burlington streets is a death trap. Needs urgent attention, traffic just doesn't stop. • Pedestrian phasing. • Road - next to Harbour Bridge/take Bridge rather than tunnel - road to somewhere. • Reduce through traffic on local streets. • Right turn arrows at Ben Boyd/Military Rd set of lights north and south. • The handing over to pedestrians not the motorists who pay for them is intolerable and will lead eventually to showy protests. • Theme: 60% workforce commutes into region: sustainability, traffic/transport, transient workforce.
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Traffic Management cont...		<ul style="list-style-type: none"> • Too much congestion with traffic in North Sydney. • Traffic congestion and parking - avoid being thoroughfare to City of Sydney CBD. • Transport is contentious. Bad traffic and transport are stopping people coming to the area. • Tunnel under from The Spit/Northern Suburbs to North Sydney. Establish an alternative corridor. • Tunnel underneath the CBD. • Tunnel under the Pacific Highway in the long term. • Turning Military Road into Neutral Bay/Cremorne "rift in their hearts" (like Warringah Expressway) should be stopped. • We need a roundabout at the corner of Shirley Road and Belmont Ave (near Wollstonecraft Station). It is a very dangerous corner; high speed traffic converges on a busy intersection. • Why do some schools (Mosman) have speed cameras while those in Neutral Bay (Yeo Street) do not? • Work with State Government to prevent 'scar of Military Road' decimating villages at Neutral Bay/Cremorne - Don't want Military Road to become like Parramatta Road.
Trains	<ul style="list-style-type: none"> • Train stations are good. • Trains are a unique characteristic of the area. • Trains are good. 	<ul style="list-style-type: none"> • Not enough trains. • Updating North Sydney train station with lift and escalators - great help for parents with prams and little kids. • Updating North Sydney train station with lift and escalators.
Other		<ul style="list-style-type: none"> • Cars priority - not people "places for people". • Cycling + pedestrian - discourage use of cars, less cars in CBD, utilise rooftop spaces, solar showers for cyclists, bike lanes, bike parking at library, more motorbike parking needed and encouragement of use. • Encouragement to walkers eg Dr. Mary Booth and Bradfield. • Gradually remove car-parking on the sides of some key streets to facilitate the development of a network of safe cycle paths so that children can ride safely to school and commuters can safely ride to work. • How do we make working in North Sydney for commuters more viable? I.e. transport access and parking. • Include limitations to sizes of vehicles in Development Control Plans. • Improved transport will help the shopkeepers in that area to generate more business. • Increase pedestrian and cycling amenity.

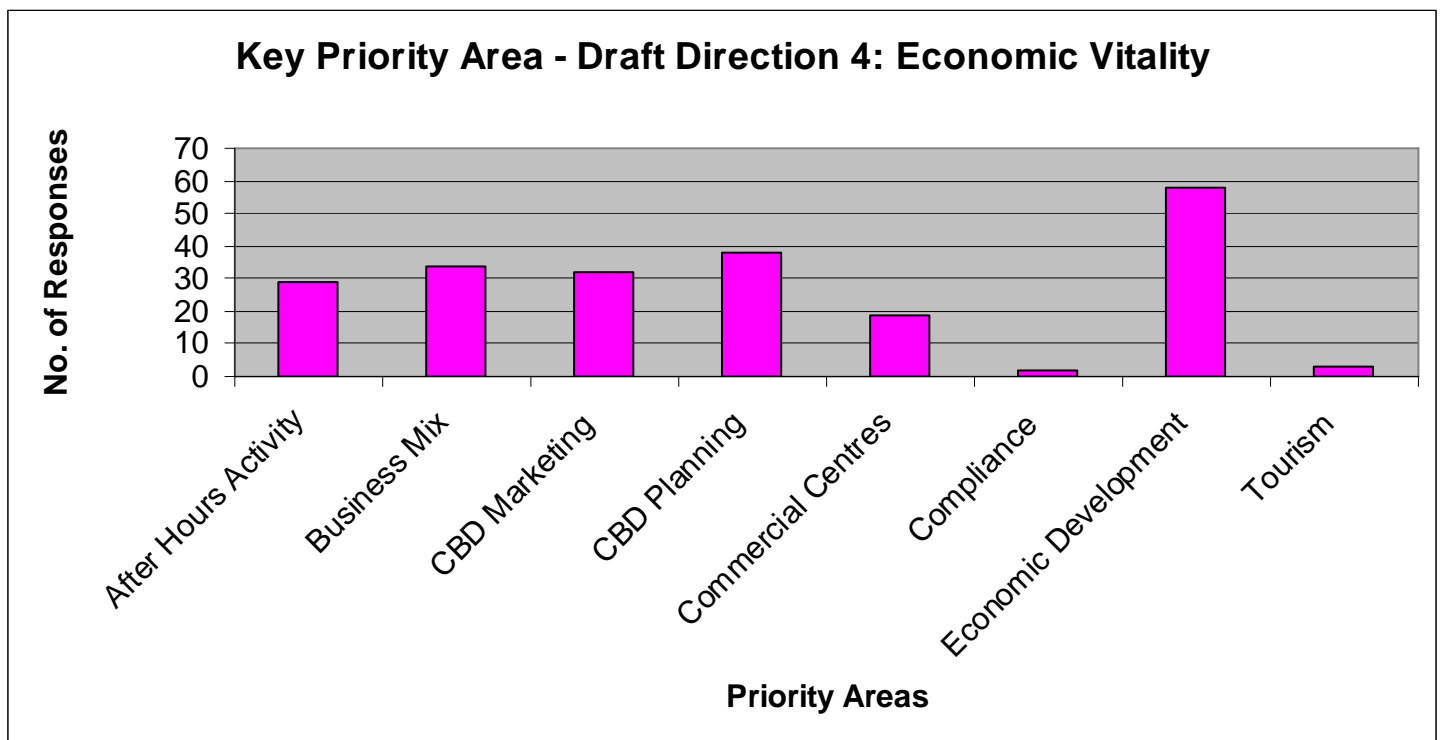
		<ul style="list-style-type: none">• It is easier to move and get around out of North Sydney than move around within it.• Limit provision of car spaces in new developments.• No Plan or System B - when everything is good it is good - when something goes wrong nothing works.• Rethink use of tunnel/gated space (RTA) near Harbour View Hotel, Blues Street (is flat).• Roof over the freeway and tunnel under the Pacific Highway - should be a long-term aim.• Support development of bicycle and walking tracks.• Villages need better ways to move around on bicycles or on foot.
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Draft Direction 4: Economic Vitality

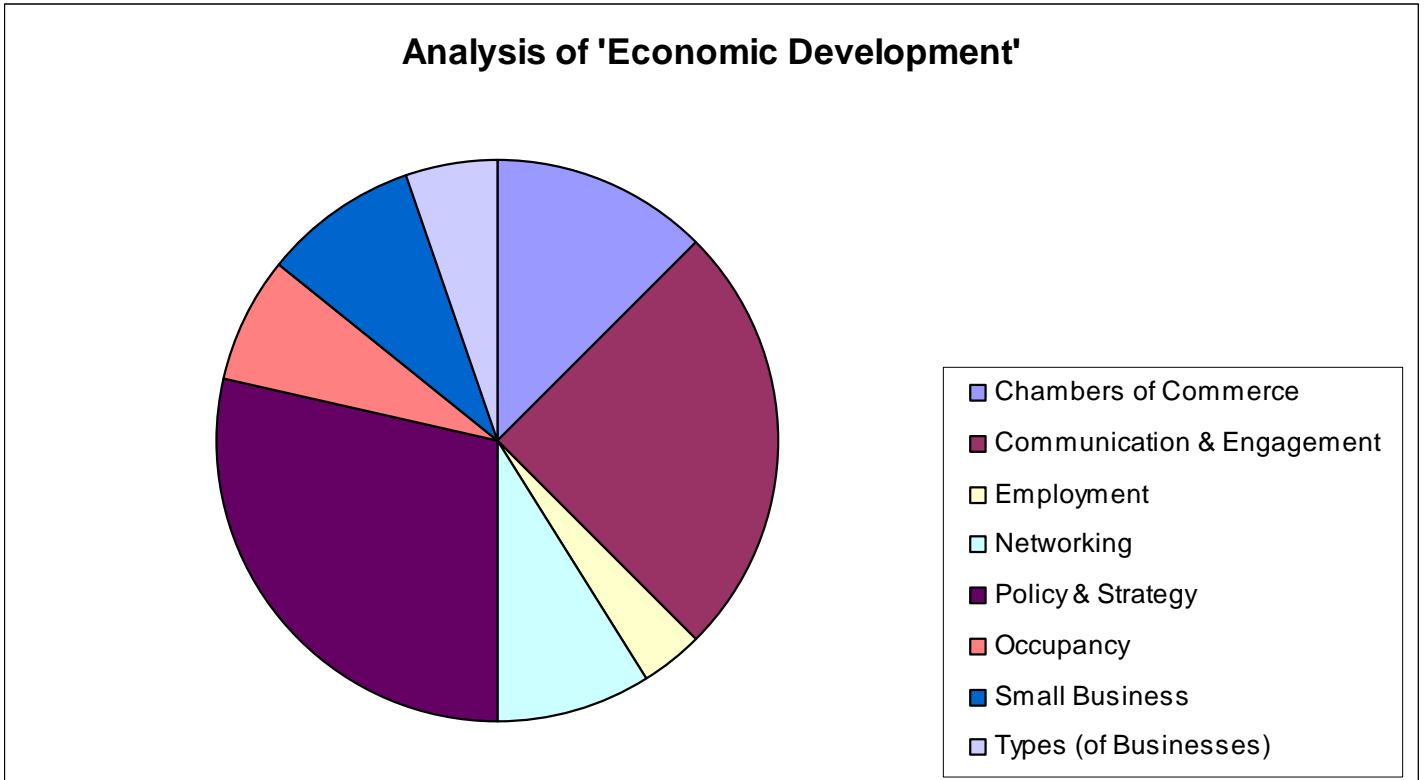
All feedback relating to the 'economic vitality' has been collated under this proposed Direction. The raw data has been collated under common themes which in turn have emerged as the key priority areas per Direction. The key priority areas identified were:

- After Hours Activity
- Business Mix
- CBD Marketing
- CBD Planning
- Commercial Centres
- Compliance
- Economic Development
- Tourism

The following graph depicts the number of responses per key priority areas and helps to distinguish between what the community considers are high, medium or low priorities. These key priority areas will form the basis of the goals and objectives within the new plan.



The highest priority area identified was 'economic development'. The following chart shows a break down of the sub themes emerging under the priority area:



Draft Direction 4.	Economic Vitality	
Key Themes	What we are doing well	Areas for improvement
After Hours Activity	<ul style="list-style-type: none"> • A sense of life needs to be generated after 5pm particularly at weekends. • Keep balance for residents and business - after hours activities, theatre/cinemas 	<ul style="list-style-type: none"> • Activities to make CBD more attractive with nightlife. • Encourage after hours and weekend use • Encourage improved nightlife in CBD for residents: more restaurants open, a cinema to reopen. • Encourage more nightlife in North Sydney by extending • Expansion of Greenwood to increase the people in the area and nightlife. • Implement strategies to increase business activities on the weekend on the CBD. • Improve vitality and type of use (use is predominantly centred around business hours with little after hours and weekend use) e.g. reopen cinema. • Melbourne model - improve after hours use of NS CBD. • Mixed use of CBD at night - not just more large pubs with resultant liquor and antisocial behaviour problems. • Need to encourage nightlife in North Sydney for it to be ready as part of the CBD. • Needs to re-invigorate pubs, clubs anti-social. • Nightlife clubs impact on residents, more traffic and people drinking. Invigorate the CBD but not with pubs and clubs. • Nightlife - after hours, remove barriers to outdoor dining, music venue, hours of operation - longer. • Nightlife in Sydney is good. • Nightlife needs to be revitalised in the CBD and not just with more pubs. • North Sydney at night? • North Sydney CBD - give it a sense of place and encourage weekend use. • North Sydney CBD in the most part remains a 9am-5pm hub and void of life thereafter on the most part. • North Sydney seems to have obliterated any little pockets that could have been great for jazz music/bar venues and • NS CBD to be a place where people want to be during and after working hours. • Only time you are in CBD is for school. • Possibility of no-alcohol zones forcing people to use clubs. • Reactivate North Sydney nightlife for 18-30 age group. There is nowhere for them except the city or Kings Cross. • Recreation needs more promotion after hours. It seems busy during

After Hours Activity cont...		<p>lunch but nothing after hours.</p> <ul style="list-style-type: none"> • Revitalise North Sydney CBD without increasing high impact premises (too much anti-social behaviour). • Revitalise North Sydney pubs as a meeting place for day or night - important for the sustainability of the area. • Use Melbourne's example to improve the after hours use of North Sydney CBD. • Zoning changes to allow clubs to open.
Business Mix	<ul style="list-style-type: none"> • Food options are good for the areas. • Good food and restaurants in North Sydney. • Good range of food at Greenwood. • Greenwood Plaza is a great shopping area for work-related outfits. • Love the amenities, love variety of cafes. 	<ul style="list-style-type: none"> • A cinema would be good - maybe at the oval or the park. • A strong suggestion to assist revival of night activities in the CBD: permits review changes in connection with outdoor restaurants at night, providing an incentive for a cinema to restart in the area. Increased residency in the CBD area may assist this process significantly, but local government support would assist reuse of CBD as a living, active residential centre at night and on the weekends. • Analyse solutions to better integrate local community into feeling responsible to shop/eat there. • Bring back McDonald's. • Cinema and other things at Greenwood Plaza. • Expand activities at Greenwood Plaza. • Expand activities in North Sydney CBD. • Expanded activities at Greenwood will make it more attractive to hang out there. • Games arcade and a bowling alley. • Improve variety of retail amenities including at Greenwood Plaza. • Improve variety of retail. Especially expand/develop/copy Greenwood and its Plaza. Laneway revitalisation. • Local shops/centres more desirable than large generic ones. • Locate area for cinema. • Lots of restaurants and nightlife that bring people into the local area. • Maintain retail mix in North Sydney CBD. • Make use of unused opportunities in the CBD for outdoor dining. • More choice in mall. • More dine in restaurants. • More range in shops. • Music venue in CBD. • No cinema in North Sydney. • Provide free broadband internet in the CBD. • Provide sliding scale for outdoor dining. • Re-introduce an Arthouse cinema. • Shops should be open longer.

Business Mix cont...		<ul style="list-style-type: none"> • Sliding scale for outdoor dining. • Support local businesses e.g. cafes - end of day food before drinking. • There is no cinema in North Sydney. • Walker Street cinema. Bring back a cinema.
CBD Marketing	<ul style="list-style-type: none"> • Revitalisation projects currently underway/recently completed, which enhance the viability of the NS CBD e.g. upgrade of Miller Street and Victoria Cross intersection, the NS CBD marketing campaign, the NS railway station upgrade and NS public art program. • So close to big city but still with its own identity. • The 6th biggest CBD after Sydney CBD - North Sydney is a key commercial centre. • Upward pressure during 2007 on vacancy rates following the relocation of Optus to Macquarie Park combined with new stock completion. However market analysts report that tenant demand is forecast to increase over the short to medium-term as the North Shore benefits from declining vacancies and affordability in comparison to the Sydney CBD. 	<ul style="list-style-type: none"> • Build identity for the CBD using branding and positioning. • CBD identity through advertising and PR, better event management from Council. Many underused assets. • Change North Sydney name - too similar to Sydney and South and West Sydney. • Council needs to initiate and support more community events and activities in the CBD. • Creating a healthy CBD. • Define its image in order to promote it (see Melbourne model). Promote activities that support its image. Revitalise the CBD. • Encourage a vibrant CBD • Encourage CBD to be a 'living city' by promoting recreational activities events and enterprises. • Encourage positivity/sense of vibrancy - it is a place where business happens. • Expand public performances in North Sydney CBD. • Free broadband internet in the CBD. • Increase attractiveness of North Sydney CBD as viable business destination including big business. • Keep focus on CBD as viable business district/enhance and promote. • Maintain promotion of CBD. • Making the CBD attractive by improving social activities and environment. • Melbourne example - follow in N.S. • North Sydney CBD needs a Marketing Plan that gives a comprehensive analysis of the area, including details of workers, office space, retail and entertainment usage. • North Sydney should maintain its distinctive look. • North Sydney to be active after hours - city of Sydney's laneway bars project. More life in the CBD especially on weekends. On a weekend it's like a ghost town. • North Sydney vacancy rates are declining making this an opportune time to encourage relocation to the area. • Possibility of wireless internet in and around CBD. • Promote North Sydney as a vibrant centre. • Relative to other areas like Norwest Park in Parramatta etc., North Sydney is becoming a commercial backwater with high vacancy rates.

<p>CBD Marketing cont...</p>		<p>Not seen as a viable business destination compared with other areas. Does not favour small business.</p> <ul style="list-style-type: none"> • Revitalise North Sydney CBD eg lifestyle model to attract people. • Review NS CBD marketing campaign • Use the CBD as a hub for connecting people in a greater sense of community. • Utilise building rooftops in CBD e.g. gardens and musical performances. • There is growing confidence in the NS CBD with the outlook for the office market to remain positive with increasing tenant demand, resulting in downward pressure on vacancies from 2009 onwards. • Use the CBD as a hub for connecting people in a greater sense of community.
<p>CBD Planning</p>	<ul style="list-style-type: none"> • A world standard CBD. 	<ul style="list-style-type: none"> • A thriving CBD that needs to be nurtured. • Activate laneways. • CBD 2 stakeholders - 1. Residents in/on the fringe and 2. Workers 9-5. • Control high rise development around the CBD to make the residential area liveable/Increase liveability in CBDs. • Council must have an ongoing commitment to the long-term health and success of the CBD and make it just as much a priority as the local residents. At the moment the CBD is subservient to residents. • Council should allow Greenwood to physically expand and integrate a new floor. • Council to allow Greenwood expansion. • Create a resident base in the CBD to give it a 'heart'. • Get 62 Miller Street to green Victoria Cross paved area. • Give the CBD a less commercial and greater cultural feel to draw people in. • Increase residential areas in the CBD to revitalise • Install solar-powered streetlights and fairy lights in CBD. • Limit thoroughfare through CBD. • More taxi pick-up areas. • New developments such as 100 Pacific Highway and 100 Arthur Street and 16-40 Mount Street along with 60 Miller Street have improved the market and skyline. • North Sydney CBD business use is changing. More deliveries everyday for all businesses and there are not enough loading zones. • North Sydney CBD needs more seating and awareness of seating facilities. • NS "transient" thoroughfare. • NS CBD to hold its position as a major commercial centre, attracting

CBD Planning cont...		<p>and retaining major businesses and being a successful and vibrant place to do business and to work.</p> <ul style="list-style-type: none"> • NS CBD "vanilla" more creativity in public spaces and attractiveness. • Parking on top of Greenwood Plaza. • Provide open space within CBD developments. • Retain big business in the CBD/what can be done to stop companies moving out of North Sydney? • Revitalise the public and open space in the CBD with grass, seating, tables and artworks. • Shadowing. • Stimulate more development as well as ensuring the CBD has an appropriate and varied retail mix. • Stop using the CBD as a thoroughfare to get to the city. • Strategies are needed to retain big business tenants in the CBD; with the present economic situation is there a risk that some bigger companies that say they are moving here in a couple of years may need to back out before then? Are there strategies or resources currently in place to address this? Has the question been asked of those who have moved out of the area, why have they moved? • The CBD is physically constrained, dominated by older buildings with limited opportunity for redevelopment or refurbishment and has a sub-optimal retail mix. • The CBD needs more green spaces for workers to take a break from their offices. • Think outside the square - less commercial, more cultural feel CBD \$ will follow. • Thriving CBD that needs to be nurtured. • To encourage businesses there needs to be an attractive CBD with good facilities and variety. • Water features. • When you enter North Sydney CBD there are 2 main impressions, traffic and buildings. One wants to see people and life. • Will Council allow more residential areas in the CBD and close environs to add life to the CBD? McMahons Point works because of this mix of business and residential. • Through existing/new planning controls, NS CBD has development potential to grow to approximately one million square metres of commercial floor space, accommodating approximately 47,500 workers.
Commercial Centres	<ul style="list-style-type: none"> • NSC's commercial centres have excellent transport links and good communications infrastructure. 	<ul style="list-style-type: none"> • Balance commercial spaces with creative hubs and art performances. • Business incentives to be in North Sydney e.g. NSW Events, VIC

Commercial Centres cont...	<ul style="list-style-type: none"> • NS CBD is recognised as a major commercial centre and part of the “global arc”. • The State <i>Metropolitan Strategy</i> supports the development and intensification of existing town centres. NS has a large non-resident population, given its role as a substantial employment and education hub. • The principal commercial activities in the NS CBD, one of the largest in Australia, are advertising, marketing, retail, telecommunications, information technology, finance, and property development. Similarly St Leonards, on the fringe of the local government area is a growing commercial centre. 	<ul style="list-style-type: none"> • events. • Cammeray/Crows Nest businesses - residents and owners. • Community i.e. areas such as Crows Nest for dining/shopping/places to gather. • Explore acquisitions for St Leonards/Crows Nest (increased population, inadequate open space). • Improve public spaces and infrastructure e.g. art and murals. • Prepare master plan for Big Bear/bus depot/tram shed site. • Pressure for NS to accommodate increasing level of employment-related activity will continue to be reinforced by State Government policy. • Property overdevelopment, unattractive shopping complexes, less of a village feel. • Provide additional loading zones. • Small businesses contribute to a sense of community. • Smaller, more personal shopping/business areas. • St. Leonards - Masterplan with adjoining councils to coordinate development and stop creation of a lifeless canyon. • There is a need to revitalise the North Sydney CBD. Perhaps time needs to be set aside for this.
Compliance	<ul style="list-style-type: none"> • NSC is responsible for many activities, ranging from signage through to the safe operation of air-conditioning units etc. 	<ul style="list-style-type: none"> • Improve food safety.
Economic Development	<ul style="list-style-type: none"> • Five Chambers of Commerce - located in Cammeray, Cremorne, Crows Nest, Neutral Bay and North Sydney; as well as a combined Harbourside Chamber support their members and assist in playing a part in the shaping of NS, not only in economic terms, but in social and cultural terms as well. • North Sydney has a tremendous potential to improve its business side and business networks. • Support and resources are promoted through Council's own website and the 'NS CBD: Where Business Happens' site 	<ul style="list-style-type: none"> • A community BBQ for workers in the CBD at Christmas time is a good way of building community spirit. • Attract big business back to North Sydney by building and zoning residential high rise in the CBD. • Be kinder to small businesses. • Business required/critical mass required. • Businesses can promote other business/Council with links to each other on their websites. • Coordinate with Chambers of Commerce. • Currently exploring ways to improve two-way communication with wider NS business community - exploring participation model(s) appropriate to increasing opportunities for the business community to become more involved in NSC local decision making. • Develop and promote an economic development strategy. • Distinction between CBD - key area + need to enhance support/communication engagement with business community. • Economic development/enrichment. • Encourage all types of business to get involved in projects. • Encourage businesses to come to NS/make more financially

<p>Economic Development cont...</p>		<p>viable/Retain financial viability.</p> <ul style="list-style-type: none"> • Encourage businesses to partner and work together. • Encourage people to utilise the services offered by all local businesses. • Encourage the development of a CBD precinct. • Engage business community through energised Chamber of Commerce. • Engage the business community. • Establish a Chambers of Commerce reference group with representatives from Chambers of Commerce. • Expand community engagement with businesses. • Expand community events program. • Extend outdoor dining. • Financial sustainability top priority. • Financial sustainability. • Have a local businesses day - like a market but provide the local businesses a space to advertise. Local businesses notice board with business cards? • Have a shop local campaign, consider a neutral bay market. • Hold a local businesses day - like a market but provide the local businesses a space to advertise. • Hours of operation, removing barriers to outdoor dining and opening a music venue. • Improve community engagement with residents on CBD issues. • Improve/take pride of place business owners. • Investigate establishment of an Economic Development Officer. • Key players are: employer and retail and event organisers. • Link good sustainability practises to financial costs in the business community. • Local businesses noticeboard with business cards. • Local economy should be contributing well towards the cost of North Sydney Council and its service provisioning. • Local economy will experience significant growth and there will be more Asia Pacific HQs. • Maintain and enhance economic and social vitality. • Make outdoor dining fees more flexible. • More notice boards - suggest those boards with free postcards to advertise things in Woolworths, Coles and IGA if they'd go for it. • Need economic development strategy if do not have one already • Need to reboot Chambers of Commerce. • Not many local residents work in the CBD - find a way to encourage
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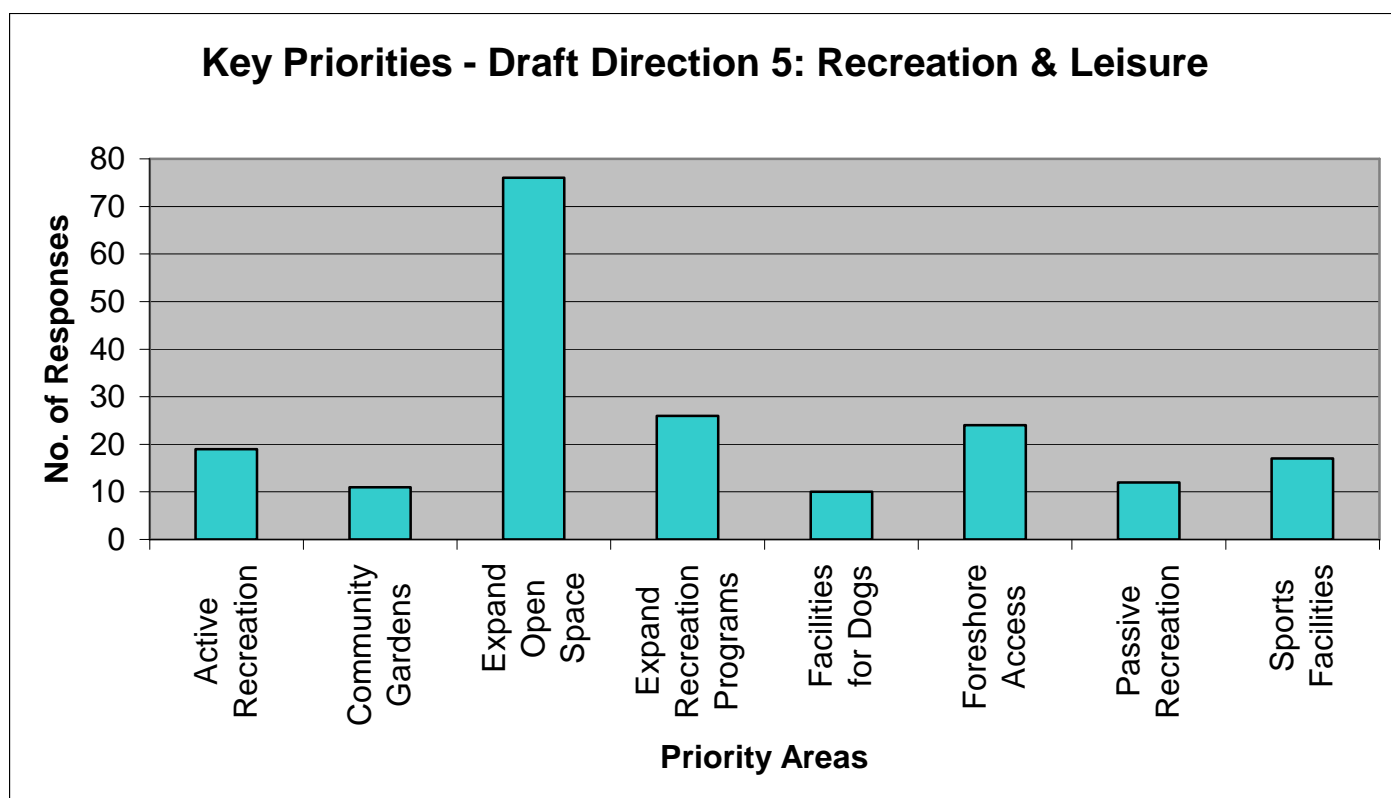
Economic Development cont...		<p>local people to use/work in North Sydney.</p> <ul style="list-style-type: none"> • Opportunity to increase the Chambers of Commerce role and function locally. • Outdoor dining fees should be more flexible. Fixed rates mean that when businesses are struggling they take tables indoors which is not what the public wants. • Provide activities and entertainment during lunchtime. • Provide support for local run business. • Publish a series of how to guides and contacts of local businesses that provides services. • Recognise impacts of decision making on ability of small businesses to be viable. • Recognise the contribution small businesses make to our sense of community. • Re-energise the Chambers of Commerce to connect with businesses • The transient working population must be engaged to care about the North Sydney in which they work. • There needs to be a rate structure that is not a disincentive to businesses that are 'essential' to locals e.g. minimarkets, fruit and vegetable shops, post offices, libraries and the like. • This is progressing nicely and by 2020 I would expect to see a thriving local economy which operates in accordance with the relevant regulations and legislation. • Thriving businesses large and small, providing employment and services to the North Sydney community and contributing to national prosperity. • Utilise mall "Market Day". Promote businesses & local service providers (link the two - what can businesses do?) • Use the business/corporate community to network through the wider community.
Tourism	<ul style="list-style-type: none"> • North Sydney is a popular venue for conferences. 	<ul style="list-style-type: none"> • Promotion of places of interest in North Sydney. • Urban tourism.

Draft Direction 5: Recreation and Leisure

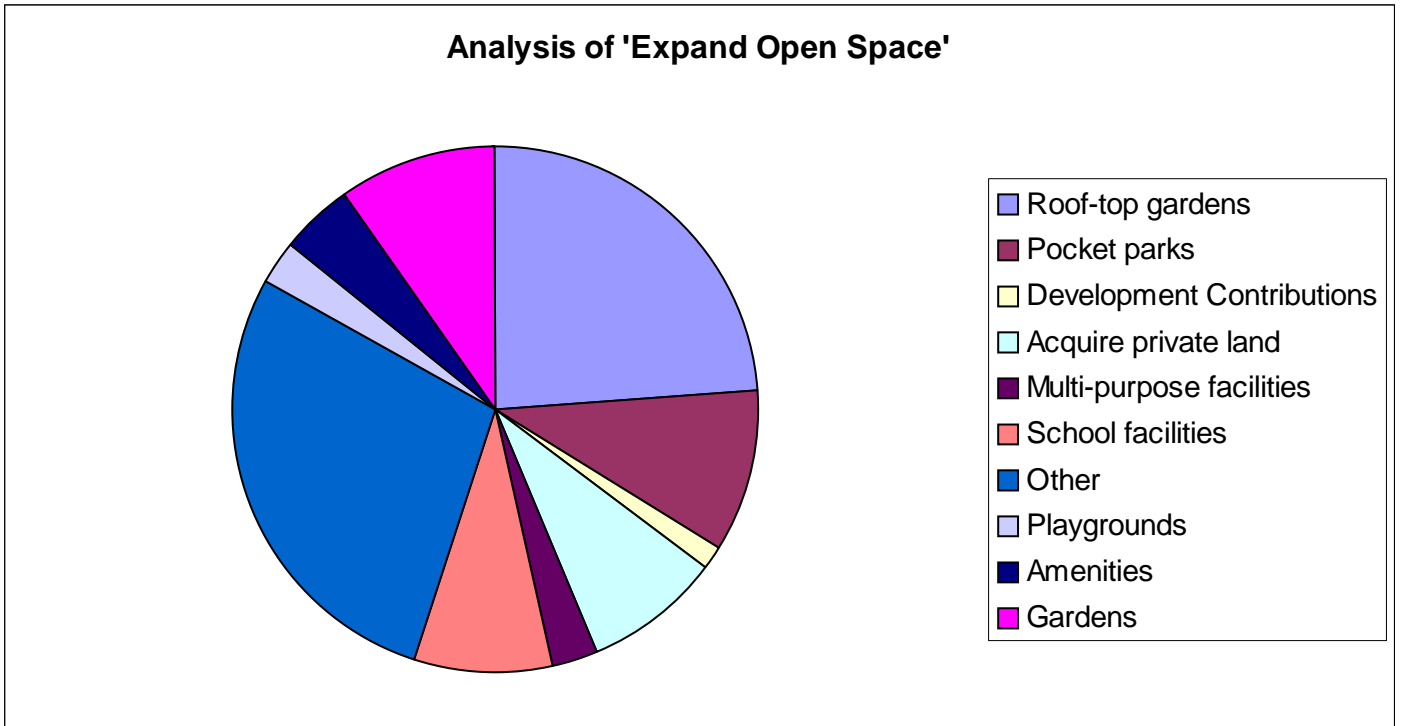
All feedback relating to the 'recreation and leisure' has been collated under this proposed Direction. The raw data has been collated under common themes which in turn have emerged as the key priority areas per Direction. The key priority areas identified were:

- Active Recreation
- Community Gardens
- Expand Open Space
- Expand Recreation Programs
- Facilities for Dogs
- Foreshore Access
- Passive Recreation
- Sports Facilities

The following graph depicts the number of responses per key priority areas and helps to distinguish between what the community considers are high, medium or low priorities. These key priority areas will form the basis of the goals and objectives within the new plan.



The highest priority areas identified was 'expand open space'. The following chart provides a break down of the sub themes emerging under each priority area:



Draft Direction 5.	Recreation and Leisure	
Key Themes	What we are doing well	Areas for improvement
Active Recreation	<ul style="list-style-type: none"> • Love the access to North Sydney pool and its amenities. • North Sydney is a lovely place to walk. • North Sydney keeps you young - access to pool. • North Sydney keeps you young with access to pools and parks. • The parks in North Sydney are good for peaceful, relaxing morning walks. • There are lots of walking paths. • With so many and various walks, you can spend an hour very easily discovering North Sydney. 	<ul style="list-style-type: none"> • A lunchtime walking club in North Sydney would help promote the knowledge and use of parks. • Create user-friendly active spaces. • For more active space, look at using school grounds more. • I would like to be able to walk to the movies and other forms of entertainment that doesn't hurt my ears. • Increasingly, the resident and working population is demanding greater flexibility in sport and recreation participation, particularly at night (after work) and in non-structured, social activities (e.g. going for walk or jog, impromptu touch football games). • Link bicycle paths/network e.g. Coal Loader site • More active recreational facilities instead of passive ones. • More recreational facilities at parks. • Outdoor gyms and exercise stations. • Recreation even more important in current climate. • Water theme park. • We need more exercise equipment in the parks.
Community Gardens		<ul style="list-style-type: none"> • Community gardens - more of them. • Develop community gardens • Garden clubs/plant more natives? • I love the Streets Alive idea but have not idea how I'd start in our street. Some coffee shops do it. Although this is probably more a community idea. • Local community gardens and dedicated permaculturalists to support. • Provision of community gardens in every ward. • Rooftop gardens. • Streets Alive - community gardens - cut down social isolation. • Trial community and allotment-type gardens in Milsons Point and Waverton. This could be a great way to build neighbourhood and engage with the greater community. Suggest St Thomas' Rest Park with the gardens fenced off from dogs. • With economic downturn many people now find themselves out of work without hope. Could more community gardens be established to bring people together? • Use of nature strips for gardens. Ownership by residents to maintain and use as own garden plots.
Expand Recreation	<ul style="list-style-type: none"> • NSC undertook a <i>Recreation Needs Study</i> in 2005 	<ul style="list-style-type: none"> • Although a wide range of facilities and reserves currently exist, the

Programs	<ul style="list-style-type: none"> • NS has a wide range of facilities and reserves, catering for organised sport and informal recreation. Current supply includes a number of “iconic” facilities such as the Olympic Swimming Pool and St Leonards Park and NS Oval, together with distinctive reserves and foreshore parks, fronting Sydney and Middle Harbours. • The range of organised sport and recreation groups based in North Sydney is quite diverse. 	<p>community has identified a number of gaps or deficiencies in sport and recreation provision.</p> <ul style="list-style-type: none"> • Balls Point - accommodation facilities? School groups, camps etc. • Eco lodge e.g. burrowed accommodation for the greater Sydney to visit - income generator. • Encourage events in open space and recreational areas. • Expand Luna Park. • Games arcade and a bowling alley. • Have more social and recreational squads at North Sydney Pool. • How to access people’s free time and engage them? E.g. the beach in the Northern Beaches. • Increase opportunities to hold more concerts on the Oval particularly for youth. • Increase sports clubs and recreational groups. • Increase utilisation and promotion of events at North Sydney Oval. • Integrate needs of people with disabilities in sporting facilities. • Interpretive dance facility. • Improving kids stuff - under Harbour Bridge. • Lunchtime walking club at North Sydney - promotion parks. • Lobby to re-introduce the North Sydney Bears. • More community events at North Sydney Pool and other recreational facilities. • More social /recreational squads at North Sydney Pool. • More sport promotion. • More social games. • Multicultural services e.g. swimming lessons at North Sydney Olympic Pool for CALD people. • Promote sport. • Re-introduce the North Sydney Bears. • Use of the oval by schools.
Expand Open Space	<ul style="list-style-type: none"> • An aesthetic and green environment that is safe and sound for the population that resides in the area. • A number of beautiful parks are found in North Sydney. • Civic Park is a good example of a friendly public space with the fountain, amphitheatre and places to sit. • Enjoy discovering the open spaces around North Sydney. • Great parks and walkways. • Greenery in the area is good. • In general, we are very happy with our community and environment. We love the Cremorne Reserve and appreciate the council staff who look after it well. The Lex and Ruby 	<ul style="list-style-type: none"> • A place (grassy) area for recreation in North Sydney Girls. • A significant reduction in the availability of Section 94 contributions will considerably slow the delivery of the greatly anticipated capital works programs and open space improvement works, other ways of funding open space expansion must be explored. • Additional solutions such as NSC working with other organisations to landscape an area of private land, which is then made available for public use, are also being pursued. • Astro turf • Better management of parks • Community infrastructure to provide active and passive recreation

<p>Expand Open Space cont...</p>	<p>Graham Garden and the McCallum Pool are special assets on the Reserve.</p> <ul style="list-style-type: none"> • Keep up the good work on our parks and gardens. • Love the parklands eg St. Leonard's Park - well maintained. • North Sydney is so beautiful, our parks are absolutely fantastic. • Parks and open spaces are looking good. Keep up the improvement. • Parks and the ability to go for long beautiful walks and enjoy unbelievable sites. Fantastic. • The open spaces of North Sydney are a wonderful asset. • Whilst no new open space areas have been acquired since 2006, negotiations with RailCorp are underway for beautification leases to obtain additional open space areas for public recreation and enjoyment in Waverton and Lavender Bay, which will create some new spaces. 	<p>choices.</p> <ul style="list-style-type: none"> • Conserve some of the water that naturally flows into St Leonard's Park and construct a small pond to tie into the area's former appearance. • Create more open space as far as possible. • Create pocket parks. • Design more accessible spaces and linkages for all. • Environment needs to be balanced but with a big focus on the rate-paying residents and owners of the area. In particular the services required by such (and not by the visitors to the area i.e. the majority of school students) should be focussed on by Council. So less of an emphasis is required on the sports type facilities and more on the parks and local infrastructure. • Evaluate existing open space and identify opportunities - much space lacks character. • Even small pockets of vegetation can be very satisfying. • Explore other ways of providing active spaces e.g. schools. • Explore acquisition in areas lacking open space • Gardens in parks. • Give more open spaces a definite character. • Green roofs and green space over freeway. • Green roofs space on roofs of flats. • Incorporate open space and recreation within CBD developments or provide CBD overflow. • Increase bushland linkages. • Increase commercial land use near North Sydney oval. • Increase green open spaces • Increase rooftop gardens. • Increased provision of diverse open and active spaces rather than passive spaces. • Lack of open space particularly for schools. • Lobby the State government to develop the HMAS Platypus site into something more useful. • Make the parklands beautiful. • Maintain parks and open space. • Maintain the quality of parks. • Maintaining open spaces. • Maintaining the green areas of North Sydney (bushland, garden, plots, trees etc.) • Mini city and green spaces. • More areas with play equipment for mothers and children • More child friendly areas.
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<p>Expand Open Space cont...</p>		<ul style="list-style-type: none"> • More community facilities such as parks and public playgrounds. • More open space and recreation areas. • More parks, playgrounds, grass etc. • Natural, 'green' areas including parks. • Need for more open space - with less open space available. • NSC's <i>Draft Open Space Expansion Strategy, 2009</i> identified shortage of available land with LGA, a significant constraint on the provision of new sport and recreation sites to meet future community demands, coinciding with strong population growth. Also identified where areas currently lacking in open space overlap with areas experiencing greatest population growth to determine priority sites for providing new public open space. • NS sports fields and many parks and recreational facilities are currently experiencing problems of overuse; and as both worker and residential populations increase in coming years the problems will be amplified. • Open space and recreation areas. • Park on top of Greenwood Plaza. • Parks and gardens. • Parks, trees and open space - spaces you can use with your family. • Portions of parks for gardens - as overseas especially in flats. • Pursue private and community partnerships to expand open space and recreational opportunities • Promotion and celebration of open space. • Revitalise public open space and amenity in the CBD. Open areas, amenity, seating and tables, artwork, grass. • Should promote more about open spaces in North Sydney e.g. St Leonards Oval and Harbour Bridge area to the community. • Trees and park areas. • Upgrade Bradfield Park. • Reclaim some of the land set aside for local roads. • Regional playground for children of all abilities. • Roof one expressway with green space on top and multi-storey car park with travelators taking the driver to Sydney and North Sydney CBDs like in Hong Kong. • Roofs of buildings in CBD need utilisation. Plenty of opportunity for gardens and musical performances. • Rooftop gardens - commercial only, not residential. • Seek solutions for areas like Crows Nest with poor open space eg pocket parks. • Utilise rooftops, promote the existing parks, promote activities during
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		lunchtime and after-hours.
Facilities for Dogs	<ul style="list-style-type: none"> • If you have dogs, come to North Sydney. • Love the leash-free parks. 	<ul style="list-style-type: none"> • Bradfield Park needs a good overhaul and should include a dog park too. Need dog parks in the area. • Develop and provide dog parks. • Dog parks • Dog run enclosed exercise areas, not just off-leash but also must be enclosed and equipped with rubbish bins, poo bags, water etc. • Fenced areas for dogs with facilities i.e. water. • Leash free areas for dogs • Provide more disposable doggie bags in parks. • Shade and seat for owners of dogs at parks etc. e.g. Sydenham, Summer Hill, Enfield.
Foreshore Access	<ul style="list-style-type: none"> • Fortunate enough to be surrounded by water and harbour views. • North Sydney is totally surrounded by water. • North Sydney offers fantastic foreshore, park areas. • NSC aim to identify opportunities to improve access to NSC's foreshore for a range of recreational users including pedestrians, cyclists and recreational boaters. Prepared in consultation with the community, the <i>NS Foreshore Access Strategy</i> examines existing foreshore access systems to identify where missing links to continuous access can be sustainably addressed, and where opportunities to extend access through redeveloping sites should be pursued. • NS area enjoys access to Port Jackson and the waterways of Middle Harbour. Water-based recreation is an essential part of living in NS, and increasing popularity requires greater access to foreshores and waterways • The proximity of the harbour and the beaches. • There is a connection between water and recreation - memories of kids playing in the water at Balls Head. • The outcomes of the <i>Water Based Recreation Needs Study, 2006</i> ensures that water based recreation facilities, their development, management and improvement over the next 10 years respond to existing and anticipated future needs. • Since 2005 NSC has successfully obtained funding for key projects including boat access/dingy storage at Kurraba Point Reserve, dredging of Long Bay, staircase access to Blues Point Reserve, access to Neutral Bay via Nutcote, improved public access to Middle Harbour via ShellBank Bush Care site and Folly Point intertidal access/dinghy storage currently 	<ul style="list-style-type: none"> • Better project management of the Cremorne Point foreshore pathway upgrade. • Bring the vision for continuous foreshore access into line with the position adopted by council in the Foreshore Access Strategy (2007) and the Open Space Provision Strategy (2008). • Foreshore site at the end of Ben Boyd Rd (near Customer site). • Improve public access to foreshore. • Improving public access to the Sydney Harbour foreshore. • Introduce food outlets/coffee shops on the harbour foreshore. • Looking after the parks and areas around the waterfront. • Maintaining and increasing public access to the harbour foreshore. • Need to ensure public have greater access to the foreshore including taking back access from private residents where possible. • NSC determined to allow fair/equitable access for all. • Overall aim is to maximise public access to the foreshore. However many projects require funding to achieve maximum foreshore access. Efforts will be made to obtain funding from other levels of government as well as NSC's own sources. • NSC will seek to increase the public's access to the foreshore when opportunities present themselves. The objective of achieving continuous foreshore access is 'visionary' in nature due to restricted public access to areas in private ownership. It's a case of waiting for opportunities to arise (e.g. redevelopment of a foreshore site) and acting on them (negotiating foreshore access). • Promote accessibility to the Harbour foreshore. • Public access to the Sydney Harbour Foreshore would be increased and improved. • The users of small craft such as kayaks, for recreation and commuting, which need more facilities

Foreshore Access cont...	underway.	
Passive Recreation	<ul style="list-style-type: none"> • Balance of facilities for young and old (old denominations) e.g. skate parks within parks, different cafes. • Full of contemplation places - Stanton Library, Tunks and Primrose Parks. • Green space for workers at lunchtime. • Lots of parks for relaxing. • There are lots of recreation opportunities including the Stanton Library and many parks. 	<ul style="list-style-type: none"> • An eco-lodge (to be) built underground like a burrow would provide accommodation and be a place for the greater Sydney to visit. • Introduce 'green' meeting spaces. • Keep some passive/relaxing parks in the area. • Maintain passive parks. • More CBD green space for workers to differ/contrast with their office environment. • Provide additional park seating. • Wellness and well-being: Install "passive structures" with a small footprint in parks e.g. Hong Kong and Mosman.
Sports Facilities	<ul style="list-style-type: none"> • Great basketball centre in Crows Nest. • I like the sports facilities in North Sydney. • North Sydney oval is my favourite cricket ground in Australia, reminds me of SCG. • Proximity, wonderful facilities. • Really like sports facilities in North Sydney. 	<ul style="list-style-type: none"> • Basketball/netball at St. Leonard's. • Better management of sports fields • Better public facilities for pre-teens and older kids - basketball courts, seating, better designed eating/drinking amenities (under Harbour Bridge?). • Facilities that allow a healthy outdoor lifestyle as housing is typically smaller and more densely populated than other areas. • Improve ground conditions of parks and sporting fields. • Improve management of parks and sporting fields. • Increase and improve options at North Sydney Olympic Pool. • Maintain sporting and recreational facilities. • More exercise equipment in parks. • Parks more ideas/sports could be integrated, such as goal posts or nets and hoops. • Provide facilities for sport - oval, pool etc. • Public facilities such as swimming pools and parks. • Tennis courts placement closer to schools.

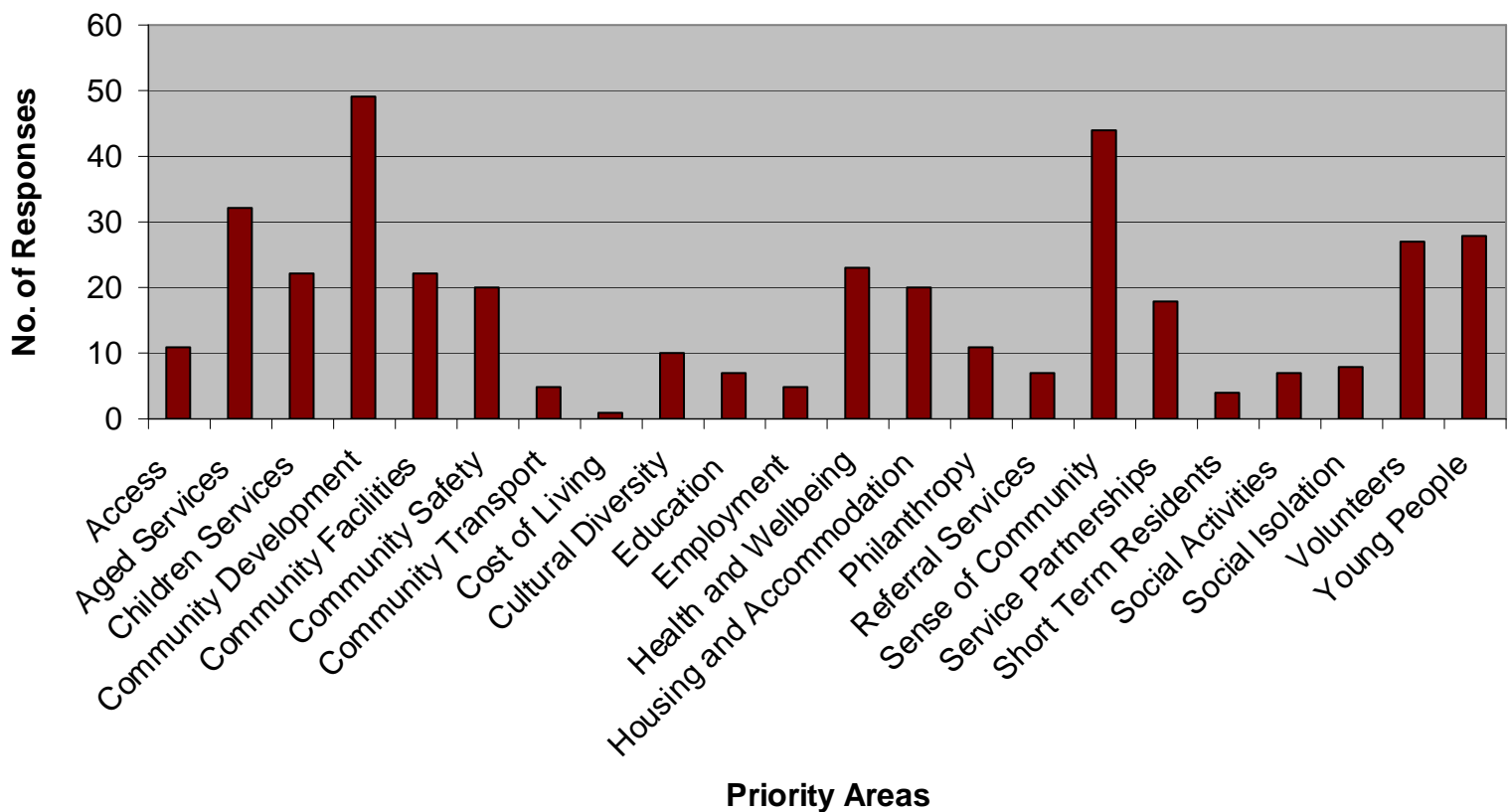
Draft Direction 6: Sense of Community

All feedback relating to a 'sense of community' has been collated under this proposed Direction. The raw data has been collated under common themes which in turn have emerged as the key priority areas per Direction. The key priority areas identified were:

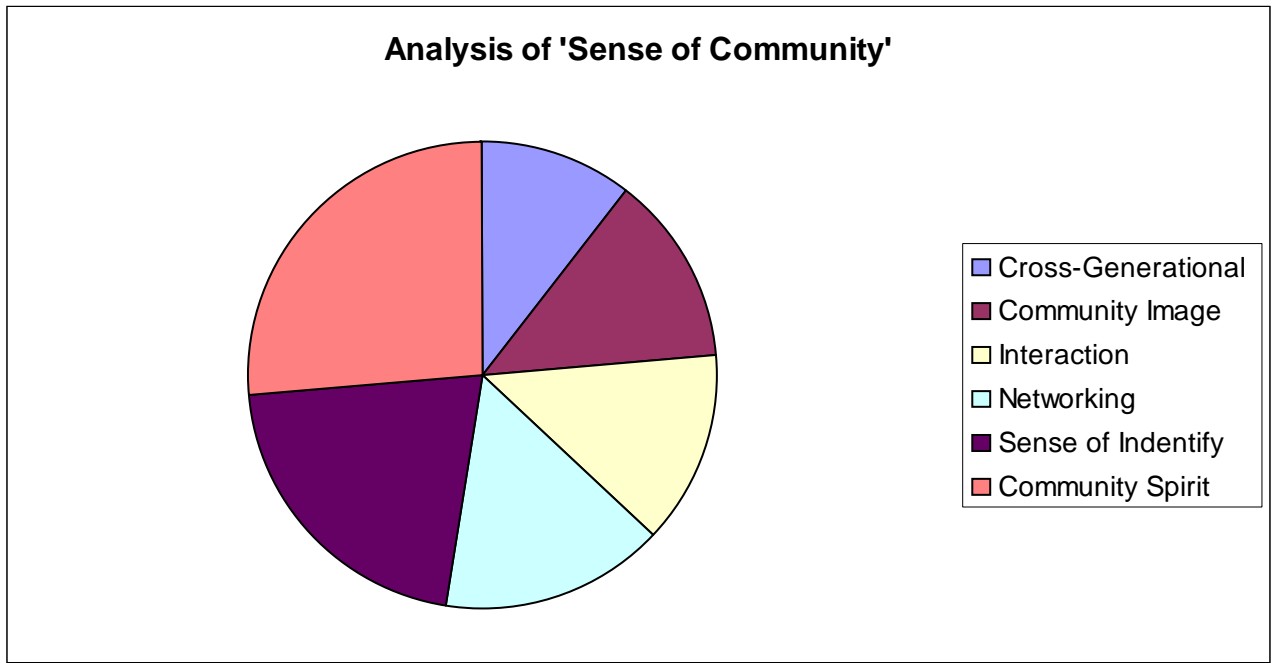
- Access
- Aged Services
- Children Services
- Community Development
- Community Facilities
- Community Safety
- Community Transport
- Cost of Living
- Cultural Diversity
- Education
- Employment
- Health and Wellbeing
- Housing and Accommodation
- Philanthropy
- Referral Services
- Sense of Community
- Service Partnerships
- Short-term Residents
- Social Activities
- Social Isolation
- Volunteers
- Young People

The following graph depicts the number of responses per key priority areas and helps to distinguish between what the community considers are high, medium or low priorities. These key priority areas will form the basis of the goals and objectives within the new plan.

Key Priorities - Draft Direction 6: Sense of Community



The highest priority areas identified were 'community development' and 'sense of community'. A 'sense of community' has been analysed and the following chart represents the sub themes emerging under this priority area.



Note: At the time of printing this summary report the analysis of 'community development' was not complete and as such its sub themes have not been reflected as a pie chart because the responses categorised under this theme were too numerous and varied.

Draft Direction 6.	Sense of Community	
Key Themes	What we are doing well	Areas for improvement
Access		<ul style="list-style-type: none"> • Build and integrate wheelchair ramps and lifts, prioritise Greenwood Plaza and North Sydney Station. • Community groups to research and survey and identify needs of wheelchair users. • Disability services • Improve accessibility and mobility. • Improve disabled access to facilities. • Language translation for North Sydney Pool. • Publicity for wheelchair users. • North Sydney Council must be committed to ensuring its facilities and services are accessible to the greatest extent possible. Including through compliance to Access Standards, applying best practice, extensive consultation with the community and use of alternative information formats. • Universal access and social inclusion - access for all persons, the disabled, marginalised, for total engagement in community. Access to transport, venues, buildings, information etc. Needs to be at the management level of Council to be included in every aspect of council politics. • Wheelchair access in more areas including Greenwood. • Wheelchair access year round.
Aged Services		<ul style="list-style-type: none"> • Aged care - wellness needs to be brought into this as a heading - how to help people remain fit and well into their older years. Fitness programs. • Elderly facilities. • Encourage more aged care services and be actively engaged in service planning processes undertaken by DADHC. • Focus on footpath maintenance, awareness and information distribution and partnerships with other stakeholders focusing on strength improvement to address falls. • Improve aged care facilities. • Improve facilities for elderly in their homes. • Improve home-based care and facilities for elderly. • Improve wellness of seniors. • Increase community groups for elderly e.g. bingo. • Increase elderly/disadvantaged services.

Aged Services cont...		<ul style="list-style-type: none"> • Increase intergenerational interactions – involve more youth in the area to interact with the older/more frail/disadvantaged in the community. • Increase services and facilities for elderly/aged. • Increase the number of nursing home beds to the minimum standard. • Lobby for additional aged care facilities. • Maintaining wellness is the step before caring for the sick and elderly. • Meals on Wheels. • Modified delivery of Home and Community Care (HACC) services to achieve healthier lifestyles for clients through systematic setting of goals and restorative processes. • More elderly-oriented infrastructure. • More provision for the elderly - there are so many in our area. The Neutral Bay Community Centre would be a start. • Outer North Sydney suburbs - assistance for seniors who might not have family in the country. • Please identify the services for the aged - those with limited mobility - that will be expanded. • Programs which enable the elderly to socialise with young people e.g. transport for the elderly to attend community functions. • Promote 'active ageing' through a regular campaign and fliers advertising activity information. Some activity suggestions include: easy walking, simple exercises, life-ball, slow dancing and indoor bowls. • Provide a seniors community centre for the aged/elderly/Provide meeting places for the aged/elderly. • Provide meeting places for the aged/elderly. • Relationship between corporate and linking community relationships/programs I.e. Westpac go out to nursing home to do banking. • Support aged care developments. • The need for Council to lobby State and Federal Governments about the need for ensuring the NS area is provided with at least the standard (108 per 1000) allocation of beds in nursing homes for our area. It is unacceptable that NS is allocated more than 100 beds below the standard and this needs to be raised as a significant matter. Care services in general need to be supported by Federal/State Government partnerships. • The wellbeing and healthy ageing of older people is gaining focus and DADHC is promoting these issues and encouraging activities.
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Aged Services cont...		<ul style="list-style-type: none"> • There is nowhere in the local community to continue with rehabilitation services after a hospital stay for surgery such as a knee or hip replacement. Since the community is not getting any younger, Council should be considering providing some facilities for this sector of the population who will likely end up on their own in terms of rehabilitation or else paying for expensive physiotherapy appointments. North Sydney Pool only has ladders, which are a challenge for new hips and knees. An organisation called MRI (Mobile Rehab Innovators) conduct home visits as well as operating a hydro pool in St. Leonard's with group sessions available. The Anzac Club could also be used to provide physical rehabilitation services with a new pool serviced by ramps. The Club is in a central location with good public transport services. • What can we do about 'wellness' for seniors? • Work with other government and community agencies to ensure adequate levels of accommodation for the aged, disabled and homeless populations.
Children Services		<ul style="list-style-type: none"> • Additional facilities for children to keep pace with changing demographics e.g. playgrounds, child care centres. • Childcare - not enough preschool facilities in the area. • Childcare facilities. • Childcare problems exacerbated by collapse of ABC centres and people working in CBD centre needing places for children living out of area. • Council-supported preschool for 3 and 4 -year old local children is fantastic! Well done council for your commitment. • Effective child protection systems that offer child protection for all junior sports clubs and attract funding from local businesses. • Encourage family day care as an option/alternative to childcare centres; could engage young mums or mature stay-at-home demographic • Ensure access to childcare facilities. • Expand Children's Services e.g. more prevention programs. • Forsyth Park needs developing of children services i.e. build the proposed centre on the Scout Hall site and allow Montessori to amalgamate its threatened premises on this site. • Initiate a child protection scheme and process for all junior sports teams. • Many of the services for children and families are at risk of ongoing funding which is a by-product of both the economic climate and certain

Children Services cont...		<p>government funding streams being reduced.</p> <ul style="list-style-type: none"> • More child friendly areas and childcare facilities including for children of CBD workers. • More little kids' stuff-bright colours, playgrounds etc. • Need for childcare. • Not as many child-oriented facilities available. • Older children need better facilities. Bike tracks, open spaces designed for bigger kids. • Preschool - Grandstand (KU). Registered care (state). Not approved for any taxable rebate. This is because not certified care (federal). • Provide affordable day care/preschool facilities. • Start any new initiative or program with children first as they are the future of North Sydney. • What is North Sydney Council's vision for increasing both space and infrastructure for children's services in the area? • There has been a recent impact on the provision of childcare services with some private centres closing. This may in the short term place strain on remaining services. This places a significant strain on parents for whom childcare is a necessity to their being able to work.
Community Development	<ul style="list-style-type: none"> • I love living in Cremorne Point. The Council do a marvellous job in caring for young and old. 	<ul style="list-style-type: none"> • A rates bonus system to fund community service providers. • Community group meetings. • Community programs for fostering intergenerational connectedness - enable the elderly to socialise with young people eg transport for the elderly to attend community functions. • Cost of living here is very expensive. • Council opportunities (in terms of groups). • Council should collect info and data about what the needs are eg number of homeless people. • Food drives. • Give lessons in other languages. • Hold and/or encourage community services to hold food drives. • Must promote social togetherness and a social plan which is especially an issue for the ageing population. • Prevention programs. • Seniors and the elderly population need more education programs for general life advice e.g. financial and banking. • Social inclusion • Start at a grassroots level - start with kids as they grow to be the future.

<p>Community Development cont...</p>		<ul style="list-style-type: none"> • Access to information, group support. • Advocate a facilitator for people in need to engage in community services and facilities. • Behavioural change - require strategies. • Children and families. • Communication with non-English speakers could be improved through language translations and translators etc. • Community services must be well advertised. • Community/sustainability. • Concern for the future generations. • Continue provision of response programs including the North Sydney Men's Shed • Creating links between elderly and youth - building better relationships. • Determine capacity for expanding community events program and why existing programs are not reaching the vast majority. Investigate changes to program before adding more events. • Difficult time in economic downturn - people will be in greater need of services. • Discuss, promote and educate people on an increase in community events. • Drug and Solidarity groups and services - mental illness. • Find a way for the local North Sydney community as a whole to tackle global issues. • Find some way to access people's free time and engage them through a local common denominator. • Focus community development on singles and childless couples and they will then link their future children into the community base. • Foster more community interaction/community connectedness between broad community groups. • Free pro-bono financial advice day. • Hold free or pro-bono financial planning days for North Sydney residents. • Increase financial literacy in the community via the corporate sector. • Lack of awareness of grants available. • Language help/English classes. • Link and unite elderly and youth centres so that they can benefit from the presence of each other. • Link the currently separated areas and pockets of North Sydney with
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Community Development cont...		<p>the common aim of everyone being lucky to be here.</p> <ul style="list-style-type: none"> • Lobby for and facilitate community services. • Promotion of community groups, services and facilities. • Provide meeting places for mothers without their children. • Rate-payer card that gives the ratepayer a number of Local Community Credits which they can use on free parking outside their property, free travel on a community bus or free use of a community bike. • Social networks. • To address the needs of residents and visitors (visitors includes employees, service providers and tourists) consider a layered approach. • Unite care centres & programs for elderly and youth - have them interact for the benefit of young and old instead of keeping them separate. • Utilise the high number of local NGOs and businesses as a way to link the residential and business communities. • There are challenges in linking older residents and the socio-economically disadvantaged with social, community support networks
Community Facilities	<ul style="list-style-type: none"> • Community centres generally excellent. • Love the new community centre - fabulous rooms, very well maintained. • The community made aware of the many facilities available in North Sydney. • NSC owns/ maintains a number of community centres and halls, including the North Sydney and Kirribilli Neighbourhood Centres and Crows Nest Centre. The Centres are run by volunteer board members who employ paid staff supported generally by volunteers. NSC's staff work with Centre operators to ensure strategic direction meets community needs. • Major renovations to the Kendall Hall Community Centre, using developer contributions to provide new accommodation for its childcare services. 	<ul style="list-style-type: none"> • A sense of community - services and facilities. • Better access to community facilities i.e. library. • Better facilities. • Community centres. • Community services and facilities • Free access to community facilities. • General access - facilities more readily available. • Get involved through Kirribilli Neighbourhood Centre • Improve promotion and awareness of and access to community services. • Increase community noticeboards. • Increase community service centres. • Limited Section 94 contributions affecting Council's financial support for community centres. • Management of community services and facilities. • More community facilities such as parks and public playgrounds. • Support community centres • The Community Centre at present is only for the old or the pompous. • Toilets at the joke of the community centre are dreadful.
Community Safety	<ul style="list-style-type: none"> • Feel relatively safe. Well-policed and Rangers ok. Feel ok 	<ul style="list-style-type: none"> • Anti-lad measures - solve violence.

	<p>walking around.</p> <ul style="list-style-type: none"> I feel safe in the CBD. 	<ul style="list-style-type: none"> Better lighting in St. Leonard's Park to make it safer. Community safety workshops/training programs in self-defence and empowerment to promote a 'non-violent' North Sydney. Community safety. Conduct community safety training and workshops to promote a non-violent North Sydney. Council to be visible in other ways besides parking police and street signs. Perhaps Council should consider espousing social order and values i.e. 'we are a non-violent community' rather than 'we are a nuclear-free community'. Further promote council's graffiti removal service - not everyone knows about it (residential and business). Graffiti - small as it seems it can make you feel unsafe. Importance of community safety. Improve the streetscapes to have better lighting, less trip hazards and a greater sense of safety. Increase promotion of public transport e.g. encourage local pubs and clubs to provide information on public transport to encourage the use of public transport and reduce drunk driving. Keep a 'check' on your neighbourhood/streets. More police around Bradfield Plaza and general patrols. More protection. Neutral Bay is scruffy and this attracts criminals. Perhaps Council should consider espousing social order and values i.e. 'we are a non-violent community' rather than 'we are a nuclear-free community'. Prevent crime by reducing opportunities for crime through urban design and effective use of the built environment. Safe environment to work with. The binge drinking on a Friday night means that fire extinguishers and glasses are often stolen from Minsky's and around 2am the wall around the corner becomes a urinal. It's been improved by the smaller local bars that offer food along side the booze.
Community Transport		<ul style="list-style-type: none"> A community shuttle bus going to and from key areas such as Kirribilli Neighbourhood Centre and Stanton Library could be a valuable asset. Extensive community transport to community events. An increasing service delivery need area is access to community transport. Current programs include the 'Easy Rider'. Recommend free community bus to move people throughout North

		Sydney so can maximise shopping and interaction in North Sydney e.g. Perth and Melbourne examples and a North Sydney Railway link route.
Cost of Living		<ul style="list-style-type: none"> No connection between residents and working in CBD e.g. hardly any Council employees live in the local area.
Cultural Diversity	<ul style="list-style-type: none"> Diverse and vibrant community. Diversity of North Sydney is good. North Sydney is about the diversity of the people. The importance of ethnic diversity. There is a great diversity of people living in North Sydney. 	<ul style="list-style-type: none"> Accommodate values adjustment, diversity. An increase in cultural events for young people. Expand multicultural events program. We could see the multiculturalism in North Sydney influence the area more - restaurants, clothing, shops etc.
Education		<ul style="list-style-type: none"> A good education. Education programs for seniors, i.e. finance/banking, support groups. Linking elderly with 'life' information. Finding solutions for school rivalry. Identify North Sydney as a centre of excellence for schools. Improve promotion of Stanton Library to students. Reduce school rivalry. Sense of ownership of community by schools e.g. through community involvement.
Employment		<ul style="list-style-type: none"> Employment and residential nodes or layers – village approach. Employment programs to enable council to employ unemployed people. Establish employment programs to enable Council to employ unemployed people. Need to look at changing nature of workforce - part-time workers, job shares and their transport options and needs. Promote local government more in schools and to school leavers.
Health and Wellbeing	<ul style="list-style-type: none"> Community care forums highlight the power of discussions. I like the forward thinking of Council - it takes on issues such as maintaining wellness. My neighbours in my unit block. We are always in and out of each other's houses and help each other out. North Sydney has good access to health care - expensive but good. 	<ul style="list-style-type: none"> Engage more with the disadvantaged. Happiness, harmony and health are what a community is about. Happy, harmonious, healthy community. Health and fitness levy for cross-council benefit. Health and wellbeing e.g. immunisation and referrals to Area Health Service. Increase community responsibility to focus on increasing wellness. Increase health services. Interaction between old and young. Intergenerational connectedness. Investigate health and fitness levy for cross-council benefit. Key performance indicators: social wellbeing and demographic

Health and Wellbeing cont...		<p>spread.</p> <ul style="list-style-type: none"> • Please incorporate 'wellness' in the open space and recreation category. • Promote intergenerational connections and events. • Provide info for support. Wellness for seniors. Childcare and preschool. Recreation spaces for kids. • Provide services and facilities for the wellness and recreation of seniors, children and toddlers. • Social cohesion and networks for all age groups. • There is a growing emphasis on wellness and wellbeing of people. Council needs to adopt a strategic approach to promoting wellbeing of residents. Work with Area Health service in a more proactive manner. Include 'improving wellbeing' as a key priority in the strategic plan. • Work/life integration.
Housing and Accommodation		<ul style="list-style-type: none"> • A small minority of NS community is experiencing housing/ accommodation issues or homelessness. Whilst the DoH is committed to NS with substantial communities in locations in Milsons Point, Cammeray and Crows Nest, new additions to affordable housing have only been possible in recent years with NSC as a partner. Largely in part to the Section 94 scheme levying new developments. NSC contributes 29 properties (44 units) for the tenants most in need, which is managed for NSC by Community Housing Lower North Shore. • Affordable housing - what is it? Would council subsidise it? Who would provide it? Who would need it? (Teachers, police, ADF?) • Closure of local boarding houses reduces temporary and emergency housing. • Continue the publishing of Domestic Squalor Guidelines and funding community transport. • Homelessness and community housing. • Importance of housing affordability. • In implementing the Housing Affordability Strategy, NSC will seek to expand the numbers of affordable housing options through funding means such as government grants, leveraging equity in current properties and through planning mechanisms. We will work with other government and community agencies to ensure adequate levels of accommodation, in particular for young people, the aged, disabled and homeless populations. • Maintain diversity of housing and accommodation types. • Need for low-cost, short-term, hostel-type accommodation. Location to be on council property to reduce capital.

<p>Housing and Accommodation cont...</p>		<ul style="list-style-type: none"> • Need strategy and long term planning - in the meantime properties could be used as affordable housing. • NSC and City of Sydney Council could work together on affordable housing strategies. • Provide a refuge for men on the Lower North Shore. • Provide more affordable housing. • Provide more short-term, low cost housing on Council land. • The elderly population and the cost of housing means that the area is not attracting families which are obviously having a knock on affect on businesses and services • There are no locally accessible provisions for older males or women without children, and no emergency accommodation for young people. • Use property acquired for open space for affordable housing in short term. • Vary the affordability of new housing developments. • We need a refuge for men in the lower North Shore. • Women in disused space/homelessness.
<p>Philanthropy</p>		<ul style="list-style-type: none"> • Banking perspective: sustainability within community how do corporate(s) set good examples of what they can do in the community for this? Financial literacy - translating banking language to community of all ages. • Banks - encourage clients to be collection point for donations (compete with each other). Invest to turn it into growth fund for charity. • Build relationships between the corporate world and the residential community through initiatives such as a Westpac banker visiting local nursing homes to do the banking for the residents. • Building community spirit that leads to a sense of community ownership - investigate property and cash endowments and bequests. • CBD banks can set a good example in the community by connecting with people of all ages and providing free, good financial advice and literacy to build a financially healthier community. • Corporate businesses can be linked together to provide a holistic range of services to the community. • Encourage local bank clientele to donate money and then invest the donations in a growth fund for charity. • Encourage local restaurants and cafes to have a "buy two lunches" program that provides food for those in need. • Initiate scheme whereby CBD buildings can sponsor local community initiatives as a group.

Philanthropy cont...		<ul style="list-style-type: none"> • Link businesses and charities through a rewards program that helps charities with funding. • Local Community Credits System - CBD ratepayers can sponsor local community initiatives. Building Clusters Sponsor Local Community Initiatives - CBD buildings can sponsor local community initiatives as a group.
Referral Services		<ul style="list-style-type: none"> • Expand services for people in need e.g. referral to services, closer ties with community service providers, information about services and access. • Identify users and their needs including more consideration of residents possibly being overshadowed. • Improve accessibility of information. • Increasing access to resources should be a priority compared to disseminating information. • Is there an easier way to engage local community services? Our street once had a homeless man sleeping in a small park - the residents largely tolerated him until he became aggressive/threatening to passersby. The process of reporting him was very protracted and the pathways to get him help/supported were not clear. • Services for people in need - referral to services, closer ties with community service providers, information about services and access. • The community will often know what services they require and it would be good if the services that are offered met that demand. Many organisations like Good Beginnings are able to identify the need but are limited due to lack of funds. The key outcome of overcoming this for a community is social inclusion.
Sense of Community	<ul style="list-style-type: none"> • Community spirit is far greater in North Sydney than in any other area of Sydney. • Community: Good stewardship here. • Consider it a privilege to live in North Sydney where the community and the council care. • Different generations that have a life long commitment to North Sydney. • Feel as if I'm part of North Sydney. • Find/create a community identity that can link and connect everyone. • Good community feel in North Sydney. • I like the community I live in to have a community feel. People have to be encouraged to get out and be involved with other 	<ul style="list-style-type: none"> • A greater sense of community can be achieved through group programs such as Clean Up Australia Day. • A sense of community • A sense of community needs to underpin all other directions. • Again the transient population - home away from home - sense of belonging, safety etc. Transient population are more reliant on organisations such as Council and events and community centres than people with family here. • Although only here a short time, I can already feel the sense of community. • Because many people pass throughout the area, people (locals) may not feel the same sense of belonging to a community as with other suburbs.

Sense of Community cont...	<p>people they live with. Programmes like the Streets Alive are a good start.</p> <ul style="list-style-type: none"> • It is a privilege to live in North Sydney. • Like knowing people. • Many choose North Sydney to start their family life here. • Many people choose to start their family life in North Sydney. • My grandparents met in Lavender Bay and I am still in the area! • North Sydney has a sense of life. • North Sydney holds wonderful memories for many people. • North Sydney is a community that looks after the young, old and everybody in between. People who have strength look after others. • North Sydney is a lovely place to live and appeals to a range of different generations. • North Sydney is all about good memories - growing up and raising families. • Passion of the locals. • Sense of belonging. • Sense of community, lots of interaction. • There is a high community spirit that exists in North Sydney. • We never want to leave North Sydney and we want to do our bit. 	<ul style="list-style-type: none"> • Community spirit is far greater in North Sydney than in any other area of Sydney. • Community: good stewardship here. • Community image. • Council is top of the class, but what about solid cohesive community structure? • Council objective: maintain social diversity. • Intimidation of an affluent area on younger, transient less well-off population. • Look at singles and childless couples - hook them before kids and they will link their kids into the wider community. • More community events to be organised by precincts/council to increase the sense of neighbourhood and community. • More sense of community in NS CBD. • Preserve and expand a sense of community/friendliness within villages. • Sense of responsibility to look after the place as best we can. • Social cohesion and opportunities for positive interaction. • Social networking - neighbours' groups with commonality. Safety workshops. • Stakeholders need to co-operate and act together for the greater good of the community. • The 'glue' of the community and promote it - is it sustainability? Not just environmental but sustainability of an affluent area...not everyone is rich. • The 'glue' of the community might not necessarily be sustainability of environment but sustainability of people. • What's North Sydney's "marquee" i.e. like surf life saving is to the Northern Beaches. This brings communities together, all ages united. How do we get this in North Sydney?
Service Partnerships	<ul style="list-style-type: none"> • Community services funded through government programs need to reduce overhead costs such as rents to divert more funds for direct services. Council's model of service delivery where buildings and subsidies are provided to community organisations and groups, which in turn provide the direct services, needs to continue. • Council's role is to support community services run by others rather than run the services themselves. • Well catered for - delivery of many services is not a Council 	<ul style="list-style-type: none"> • Building relationships between community & business sector i.e. how can corporate(s)/businesses help within community through programs etc. • Community contribution. • Co-operation between stakeholders for the greater good. • Council should work in partnership with the community service providers. • Creating links corporate with corporate to provide community programs. Get corps together - "What can we do as a responsible

Service Partnerships cont...	responsibility, nor does Council have funds available.	<p>group? What can we do put back into community?"</p> <ul style="list-style-type: none"> • Encourage local business to set up rewards systems that fund local charities and have a commitment to a specified charity for a period of time. • Ensure all communities are adequately serviced. • Find out why NGOs are doing what they're doing, have better communication with them. • Get not for profits and corporates together and identify needs for programs/grants available and where to put these in the community. • Increase services to keep a diversity of services in the community. • North Sydney has the highest concentration of NGOs. Council needs to link them & businesses to close the divide between residential and business communities. • Provision of information and lobbying and facilitative role rather than funding. • Seek to expand these services and facilities by engaging with existing non-council facilities in joint projects. • Set up a dental program funded by banks as an example (dentists to quote schedule of rates/type of structure). • There is a prosperous, connected NGO network. Bridge gaps, use Council, have different hierarchies and levels.
Short-Term Residents	<ul style="list-style-type: none"> • There is an international transient population as well due to the proximity to the city. 	<ul style="list-style-type: none"> • Transient community - business and youth - how to engage and bond with North Sydney Council. Consider international examples. • Transient population may decrease the feelings of familial safety in the long-term residents. • Transient working population - there is only one chance to grab their attention and connect with them, what is the best way to do this?
Social Activities	<ul style="list-style-type: none"> • Lunchtime events and social meetings are always popular and successful. 	<ul style="list-style-type: none"> • Community events and civic activities. • Community events and posters promoting them. • Lots of meeting places for socialisation. • Opportunities to connect with other people from the community preferably in a low-cost, healthy environment (e.g. not the RSL). • Residential street activities - ward forums. Information sharing from Council. Proactive/positive. • Residents to meet and socialise on weekends and nights.
Social Isolation		<ul style="list-style-type: none"> • Build connections for the under-privileged and marginalised to decrease social isolation. • Community networking and social isolation should be targets through a 'get to know your neighbourhood' program. The area could be

Social Isolation cont...		<p>broken up into smaller community groups to manage the large (60,000) total number of people.</p> <ul style="list-style-type: none"> • Interaction of strangers. • Reduce social isolation. • Social isolation and community apathy - visitor apathy as well. • Social isolation and loss of 'village' characteristics. Councils in Northern Beaches have implemented various strategies to address social isolation amongst older people. North Sydney Council can adopt strategies that have been successful in other areas. • Social isolation has been identified by DADHC - more should be done to address this issue. Inspiration from Northern Beaches councils in addressing and combating social isolation and providing greater access to community transport for older people should also be a focus for council. • Social isolation is a problem. Could a bus be used to service areas where people find it hard to get to facilities?
Volunteers	<ul style="list-style-type: none"> • 17.8% of the NS population reported performing voluntary work in 2006, compared with 14.8% of Sydney residents. • NS strong volunteer culture and scope of its volunteer work includes activities particularly the community gardens at Waverton's Coal Loader Site, Streets Alive program, SES, community buses, neighbour aid, wildlife rescue, community education, working with youth organisations, sports clubs, schools, service clubs, churches and charities. • NSC volunteer base is diverse with more than 440 volunteers in Council's Bushcare, and the Home Library Service amongst others. Local community services also coordinate volunteer programs including the Kirribilli Neighbourhood Centre and the Crows Nest Centre which includes Meals on Wheels. • NSC also works closely with Service Clubs likes Rotary and other volunteer organisations such as the University of the Third Age. 	<ul style="list-style-type: none"> • Audit local volunteer opportunities and programs. • Consider a system of volunteering in local schools. • DADHC has also identified the need for promoting volunteer culture and expanding the number of and opportunities for volunteering. Council can play a vital role in these two issues with events for recognition and reward of volunteers. • Encourage more volunteering - Initiate a volunteer system whereby hours volunteered earns credit points that can be redeemed for various good and services. • eVolunteer benefits systems whereby each volunteer person is awarded up to 8 different credits that can be redeemed in various areas including learning, clothing, travel and entertainment. • Local volunteer credits that work in a Volunteer Credits Scheme that are accepted by local businesses. • Maintain the strength of our volunteer culture and expand the number of volunteers as well as the opportunities for volunteers to make a contribution. • More community service opportunities. • More volunteering in North Sydney. Keep alive! • Promotion of volunteers. • Strategy run by Council that encourages volunteers and participation and makes facilities more readily available. • Strategy that works through council to encourage volunteers and participation.

Volunteers cont...		<ul style="list-style-type: none"> • Voluntary and volunteer work. • Volunteer credit system for use in local businesses, parents and sports clubs. • Volunteer opportunities - Meals on Wheels - difficult to get information out. • Volunteer coordinator needed to actively manage, support, identify and increase volunteer numbers. • Volunteer promotion needs to be strengthened. A council-managed volunteer recruitment drive, especially for aged care services is needed. While recognition of volunteers happens, bigger & more visible ways to recognise volunteers is needed. • Volunteers taking people to places and events on the community buses on a rostered basis and monitored by the precincts. • What provision is there for volunteers within and associated with North Sydney to have access to cheap/free parking? ie events at St. Leonards Park, Luna Park, community fairs etc. • Maintain the strength of our volunteer culture and expand the number of volunteers as well as the opportunities for volunteers to make a contribution. • Increase recognition/rewarding of volunteers so they feel appreciated • Continue promoting the value of volunteers. • An NSC volunteer database is currently being developed
Young People	<ul style="list-style-type: none"> • NSC and community/youth centres provide services and programs including events specifically targeting culturally and linguistically diverse youth, such as Multicultural Forums program and Youth Week festival. • NSC partners with/provides financial assistance to other service providers such as the Royal North Shore Hospital, Taldumande Youth Refuge and Phoenix House Referral and Brokerage Service. • Key issues affecting local young people and students include road safety, drug and alcohol abuse, stress and anxiety management, mental health issues and healthy eating and obesity. 	<ul style="list-style-type: none"> • Apart from the 'Planet X' youth centre (St. Leonard's Park) and the skate ramp (Neutral Bay/Ernest Street) what other activities/facilities/initiatives are there to engage young people who may be currently disengaging with family, schools? • Balance of facilities for young and old e.g. skate parks within parks, different cafes. • Close the separation between the youth and other people within North Sydney -sometimes they're thought of as a nuisance. • Continue to explore facilities that cater for the young. • Contribution from youth. • Cultural activities for adolescents and teenagers. • Encourage diverse range of educational, cultural, recreational and social opportunities for young people. • Engage the youth of North Sydney. How do we do it in ways that allow them to be part of our community? • Expand community engagement with schools. • Expand facilities that cater for young people.

Young People cont...		<ul style="list-style-type: none"> • Expand services and facilities that cater for young people including youth refugees. • Increase services and facilities for youth e.g. youth cafes. • More youth activity. • Need more committed students. • Not many big youth events in North Sydney or youth facilities. • Pre-adolescents and adolescents need more recreation - bike tracks for that age group? Use outdoor spaces better for them. • Provision of cultural and social activities for young people – young people are not currently catered for unless they are “problematic”. • Recreation for young people • Young people are our future. • Improve community connectedness and engagement with young people. • Increase promotion of community services and facilities to youth e.g. Planet X to schools, through SRCs, Facebook, bus stops, and advertisements in mX newspaper, school newsletters. • Increase promotion of multicultural and youth events. • Renovate Planet X. • The only time I'm in this area is after school. • There needs to be more cultural activities for adolescents and teenagers. • With the NS youth population projected to remain steady over the next decade need to ensure that there are positive approaches to tackling the key issues facing young people of today and tomorrow. • Encourage diverse range of educational, cultural, recreational and social opportunities for young people
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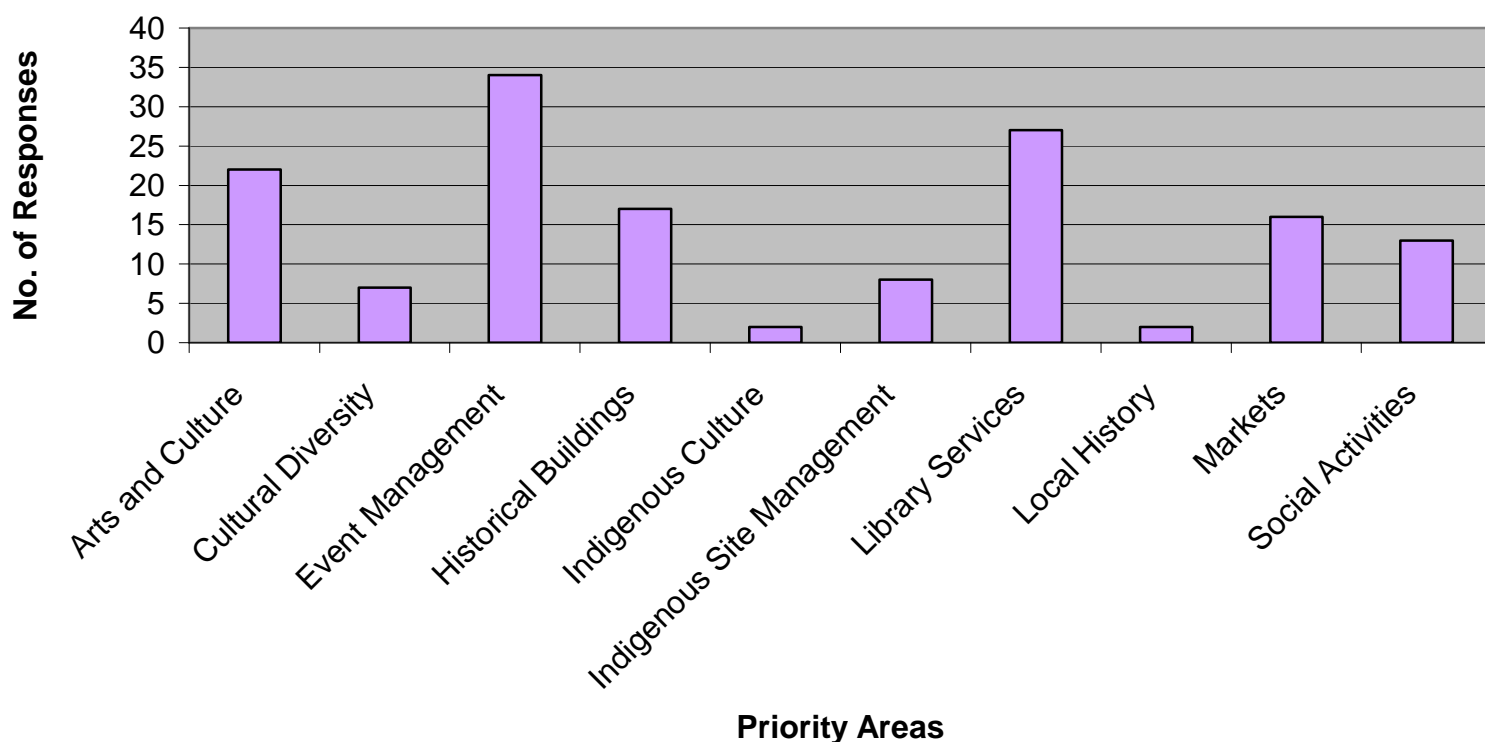
Draft Direction 7: Culture and Heritage

All feedback relating to the 'culture and heritage' has been collated under this proposed Direction. The raw data has been collated under common themes which in turn have emerged as the key priority areas per Direction. The key priority areas identified were:

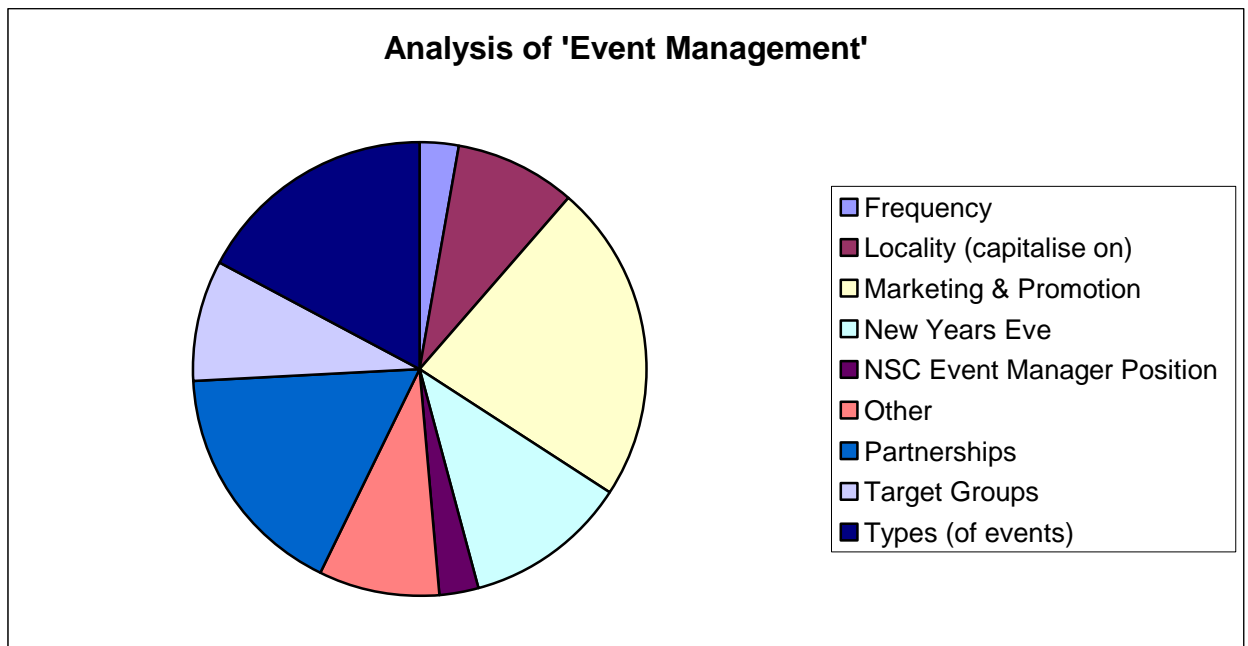
- Arts and Culture
- Cultural Diversity
- Event Management
- Historical Buildings
- Indigenous Culture
- Indigenous Site Management
- Library Services
- Local History
- Markets
- Social Activities

The following graph depicts the number of responses per key priority areas and helps to distinguish between what the community considers are high, medium or low priorities. These key priority areas will form the basis of the goals and objectives within the new plan.

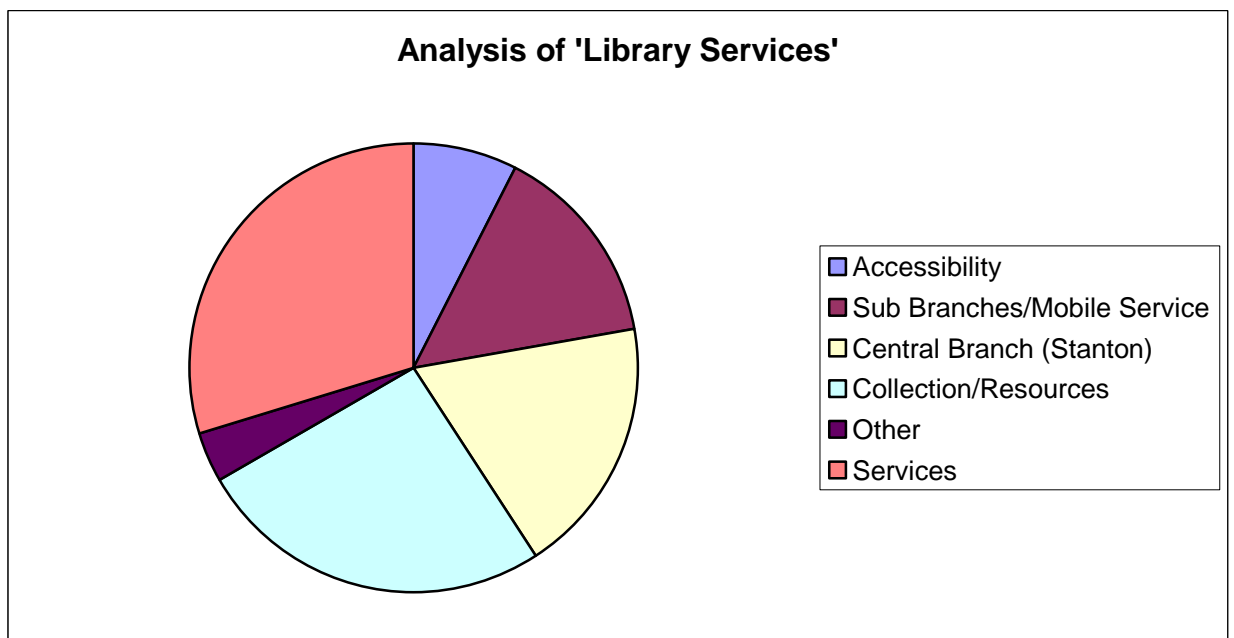
Key Priorities - Draft Direction 7: Culture & Heritage



The highest priority areas identified were 'event management' and 'library services'. The following charts show a break down of the sub themes emerging under the priority area:



Note: 16 responses were also given regarding 'markets', these have been listed separately to 'types (of event)'.



Draft Direction 7.	Culture and Heritage	
Key Themes	What we are doing well	Areas for improvement
Arts and Culture	<ul style="list-style-type: none"> • It's lovely to have lots of local photographers. • North Sydney has a strong involvement with the arts. 	<ul style="list-style-type: none"> • A communal-use art studio would be a good community facility • All age free events such as music gigs and festivals. • Community classes e.g. art classes etc. • Continue NS public art program. • Draw upon local talent. • Great area for photography. • Increase public art. • Make street life more interesting with art and murals. • Multicultural facilities. • Murals and street art. • Music, festivals and art. • Need more art around North Sydney. • Open up commercial spaces; create 'hubs' art performances. • Performing arts. • Promotion of arts and events - identify new communities; budget, fund and promote. • Public performance space. • Public performances. • Street art and more colour. • We have a 'men's tool shed' what about an 'art studio' for communal use? • We would love to see an arthouse-style cinema - like Walker Street used to be - back in North Sydney. • World Music Festival in Adelaide - exposes a culture that wasn't there before, like the Mardi Gras in Sydney.
Cultural Diversity	<ul style="list-style-type: none"> • A lot of churches of different denominations and varying types of beautiful architecture. • A multicultural area, the festivals and street parties celebrate this. • Diversity of fairs - multicultural aspects. 	<ul style="list-style-type: none"> • Could hold more events to celebrate and promote ethnic diversity in the area. • Ensure that NS residents continue to have access to a wide range of cultural activities and experiences - whether they are provided by NSC or through community and private enterprise. • We could see the multiculturalism in North Sydney influence the area more - restaurants, clothing, shops etc.
Event Management	<ul style="list-style-type: none"> • NSC events to be well attended, sustainable (affordable and non-detrimental to the environment), accessible for the frail aged, for carers with children, and built trust in the community - such as between young people and older people. 	<ul style="list-style-type: none"> • Actively explore public (Council) and private (community/business) partnerships for community events. • By 2020 and indeed before then North Sydney Council needs to work closer with State Government to ensure that national and international events conducted in North Sydney area especially NYE foreshore

<p>Event Management cont...</p>		<p>activities are managed differently.</p> <ul style="list-style-type: none"> • Cash in on people coming here for things like NYE. People are coming here anyway so how to deal with them? • Community events - discussions, education, promotion. • Community events and posters promoting them. • Consider creating an events manager position at Council and increasing advertising and fundraising. • Council needs to strengthen ties with organisers of local markets to promote and advertise the events more. • Council should initiate and support local events that attract a wide variety of people to the area. • Crows Nest Fair well received. A good example of promotion. • Celebrate events more. • Encourage "iconic" events of regional or national status. • Events are an area for improvement. • Expand community events programs all round e.g. Breakfasts, Earth Hour, Shoreshocked, casual sports events such as bowling, BBQs and North Sydney Mardi Gras. • Encourage weekend visits with free/cheap parking. • Focus funding and ideas on people who are already coming here for big events such as New Year's Eve. • Hold more community events at the Pool and other already-existing facilities. • Hold more festivals in the various Council car parks. • Hold open days at historic and heritage places. • Increase awareness of community events for individuals and then make businesses more aware of the opportunities available at these events. • International Food Festival, Breakfast on Harbour Bridge - could explore opportunity to extend into North Sydney. • More "iconic" events of regional or national status. • More local events. • No celebration of ticker tape parades ie sportsmen and fashion shows. When the Pope was here in North Sydney it was massive. • North Sydney could have a winter-based initiative that attracts people when no one or nowhere else is doing anything. • NSC events to be well attended, sustainable (affordable and non-detrimental to the environment), accessible for the frail aged, for carers with children, and built trust in the community - such as
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Event Management cont...		<p>between young people and older people.</p> <ul style="list-style-type: none"> • On the other side of the harbour they capitalise on their proximity to the harbour eg NYE celebrations. Clover Moore's events are well publicised eg for NYE there is adequate infrastructure and \$ (including big sponsors) put into the promotion and staging/infrastructure of such an event. These events are enjoyed not only by residents but visitors. But North Sydney doesn't seem to put the same energy in, yet has a mirror image of the bridge and harbour. And yet visitors flock to North Sydney for such an event. • Policing during events - closing streets off. • Promote events at "arrival" points e.g. buses, trains. • Promote North Sydney more during large events such as the International Food Festival. • Promoting events. • Strategies to achieve things in North Sydney - events management position in Council. New ideas, fundraising events, advertising events. • Support public events through flexibility in catering to events that attract people to CBD. • The proximity of North Sydney to the harbour should be promoted more especially during major events such as New Year's Eve. • Work closer with the state and federal government to ensure that national and international events conducted in North Sydney are managed differently e.g. restricted entry, secured and bounded areas, fee for entry, no alcohol etc. As a minimum Council should be ensuring that State Government bears the costs of organising and managing and paying for such events as they currently cost NS residents a lot and bring them only a damaged environment and inconvenience. • NSC and City of Sydney Council could work together on planning for global city functions.
Historical Buildings	<ul style="list-style-type: none"> • Churches are important. • Graythwaite has had great support -still hopeful. • Graythwaite. • Iconic Harbour Bridge, North Sydney Olympic Pool and Luna Park. • North Sydney Pool is an iconic spot. We are so lucky to have Luna Park and the Harbour Bridge. • NSC is caretaker and provider of extensive historical services. As owner of Nutcote, Council supports the Nutcote Trust in presenting this unique property and collections to new generations. 	<ul style="list-style-type: none"> • Continue the fight for Graythwaite. • Enhance open space: importance of Graythwaite site. • Graythwaite should be protected. • Graythwaite to be owned by council and used for weddings and the beautiful gardens kept. • Improve Mary MacKillop church. • Kirribilli and Admiralty Houses should be open to the public and should have war libraries opened within them. • Kirribilli House and Admiralty House should be open to the public (like the White House). • Open days at historic and heritage places.

Historical Buildings cont...		<ul style="list-style-type: none"> • Preserve heritage Graythwaite social and cultural. • Preserve the social and cultural heritage of the area including Graythwaite. • Save Graythwaite.
Indigenous Culture	<ul style="list-style-type: none"> • First Aboriginal Heritage Officer was at North Sydney, so many firsts in North Sydney. 	<ul style="list-style-type: none"> • More programs to promote aboriginal culture.
Indigenous Sites Management	<ul style="list-style-type: none"> • A regional approach has been adopted to preserve Indigenous sites through the Aboriginal Heritage Office. • Balls Head is a wonderful tribute to the original occupiers of the land. • Council works hard to preserve and promote aboriginal and indigenous heritage. • NS has 60 registered Aboriginal sites. NSC register provides specific recommendations regarding conservation and management of sites, including protocols for dealing with development applications in the vicinity of an Aboriginal site. • 60 registered aboriginal sites in North Sydney - excellent. 	<ul style="list-style-type: none"> • Continue to ensure that Aboriginal sites in NS are protected and valued. • How are indigenous sites being protected by vandals? • Increase community understanding of the importance of Aboriginal heritage.
Library Services	<ul style="list-style-type: none"> • Community information dissemination is coordinated through an online community directory, together with over sixty community noticeboards throughout the LGA and production of information/service directories. • I was impressed by library staff being bussed around all community centres - Nutcote, Kirribilli etc. response was apparently excellent. • Library staff is always helpful. • Praise for wonderful library in Stanton Library and other associated community facilities. • Stanton Library one of the 'Top Five Sydney Libraries' in the Sydney Morning Herald's <i>Sydney Magazine</i>. • Stanton Library services include research assistance, exhibitions and public activities for History and Heritage Weeks and manage local museums. 	<ul style="list-style-type: none"> • Can Stanton have more branches within North Sydney? • Continue to explore practical and sustainable technologies to aid presentation of library, historical and community information needs, increasing access resources. • Expand role of library as hub - expand services offered after hours e.g. customer service. • Expand the role of the library in the community with services such as after hours customer service. • Hold Stanton Library events in the evening in addition to daytime. • If there is a mobile library service, how is it advertised? • Incorporate library in the Kirribilli Neighbourhood Centre into Stanton Library. • Increase the technology available at Stanton Library. • Keep funding for Stanton. • Might be better to continue to grow the library resources and especially to increase the technology available in the Stanton for research and such services. • North Sydney Council could set the standard for other councils with a community information hub. • North Sydney Council develop 'Community Information Hub' for license as 'Software as a Service' to other councils. • Pursue state of the art means of collecting and disseminating

Library Services cont...		<p>information to ensure that NS residents, school students and businesses are the best informed in Sydney.</p> <ul style="list-style-type: none"> • Stanton is a great library, but can it in some way have a connection with Kirribilli? Some sort of recognition of the library enterprise built up there? • Stanton Library becomes information hub. • Stanton Library could have branches throughout North Sydney to give some people easier access. • Stanton Library organises author talks/Writers at Stanton. If these can sometimes be organised in the evenings/at night it would be really good. • Support library. • The library in the Kirribilli Neighbourhood Centre is pathetic. Why could it not be incorporated into Stanton Library with all the latter's IT advantages? • Use Customs House Library instead because its closer to Kirribilli.
Local History	<ul style="list-style-type: none"> • The NS Heritage Centre documents the social and cultural heritage of the local area, with a particular focus on the built environment. The Centre collects and makes available primary and secondary material for a wide range of historical research, including family history, house histories and heritage reports. • North Sydney values its history by protecting its past. 	<ul style="list-style-type: none"> • Historical notes, of great interest but good background research is crucial e.g. Dr Mary Booth Lookout - flats built in 1948 not 1960s - makes a difference. • Better highlighting of the area's history and heritage through, for example, information signage; historic plaques; and promotion of public awareness of the Stanton Library's heritage resources.
Markets	<ul style="list-style-type: none"> • Fresh fruit from markets. • Great markets as they engage the community and provide revenue for further activities to benefit community. • I love the noodle markets. • Noodle markets - what a great community celebration. Great food, great atmosphere, great sense of community. 	<ul style="list-style-type: none"> • Better promotion of community markets by Council communicating with market organisers to promote. • Hold produce markets e.g. St Mary Cathedral in Sydney CBD. • Investigate innovative ways to accommodate multi uses e.g. more hard surfaces for markets. • Maintain and improve the North Sydney Noodle Markets. • Make community aware of events like markets, public domain improvements. Make businesses more aware of opportunities these create. • Move markets into CBD, events at lunch, after hours, appoint Council events manager. • Noodle markets/produce markets - need to do more to promote them as no-one knows when/where they are on. • North Sydney markets offer promotional opportunities for Council activities. • Produce markets like the ones at St Mary's Cathedral in Sydney CBD.

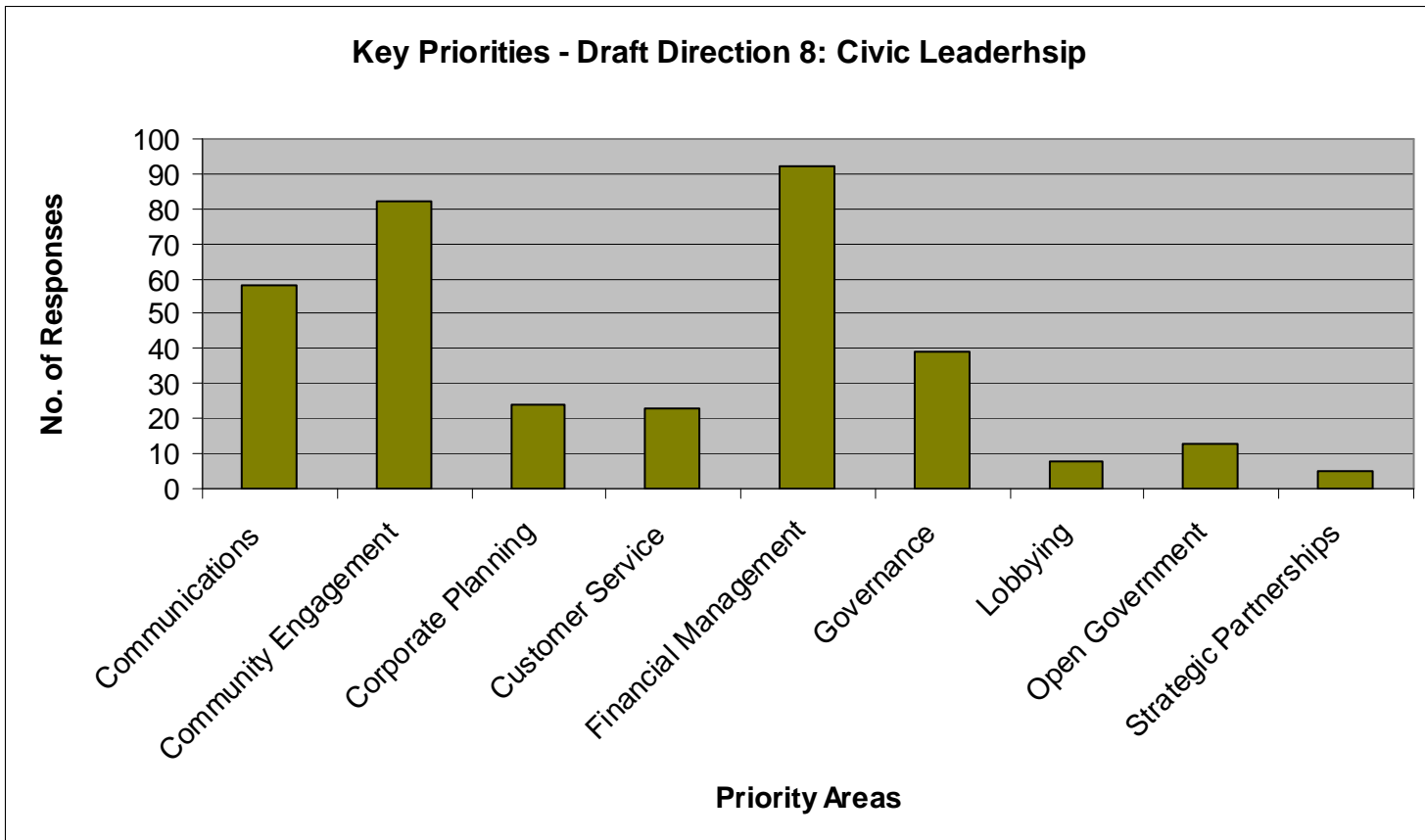
Markets cont...		<ul style="list-style-type: none"> • Quality of Friday noodle markets has gone down in comparison to previous years. Fewer stalls - less choice. • Reduce stallholder rental fees to be in-line with other markets in Sydney. • What controls are in place with charging the stallholders in say, the North Sydney produce market, considering that this is supposed to be revenue-raising for the community centre? Quite a few stallholders have left the markets due to very high rental fees in comparison to other produce grower's markets around Sydney.
Social Activities	<ul style="list-style-type: none"> • Christmas spirit - community BBQ good sense of community. • Community events. • I love the celebrations in North Sydney for Australia Day. • Keep the festivals we have now. 	<ul style="list-style-type: none"> • Better activities. • Community events to get everyone included and inform people about events and what's happening. • Council and community organised/supported activities. i.e. markets and lunchtimes in the CBD. • Events, entertainment and programs in the area at lunchtime. • Have more festivals in the various council car parks. • Lots of people commute so more functions interesting a wider range of people. • More Council and community organised activities in CBD. • Social activity is an area for improvement. • Winter activities?? If everyone/everywhere else is dead, can North Sydney attract people?

Draft Direction 8: Civic Leadership

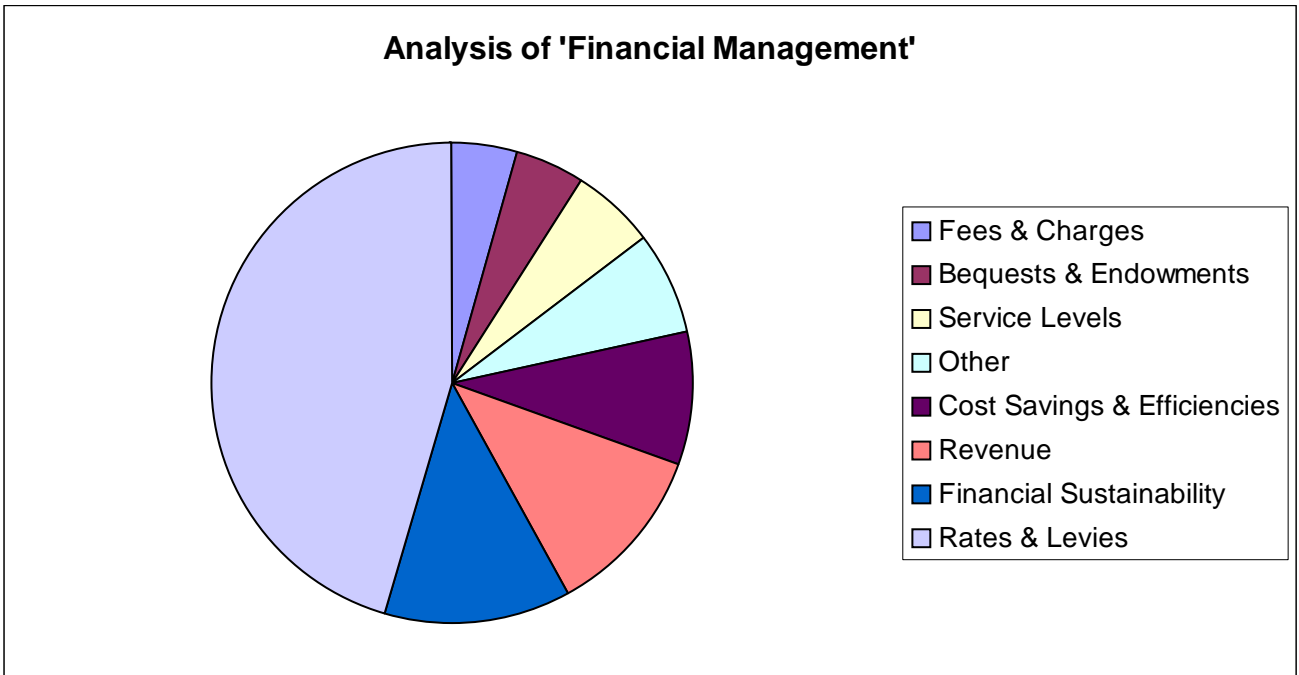
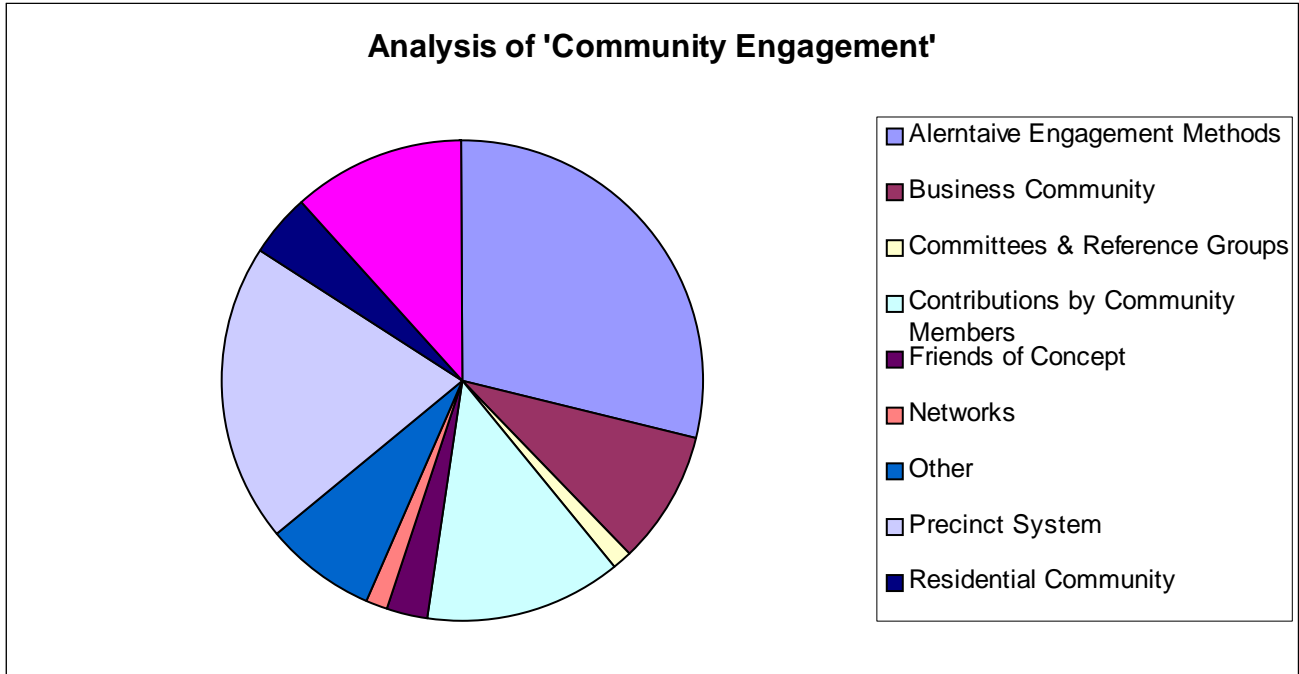
All feedback relating to the 'built environment' has been collated under this proposed Direction. The raw data has been collated under common themes which in turn have emerged as the key priority areas per Direction. The key priority areas identified were:

- Communications
- Community Engagement
- Corporate Planning
- Customer Service
- Financial Management
- Governance
- Lobbying
- Open Government
- Strategic Partnerships

The following graph depicts the number of responses per key priority areas and helps to distinguish between what the community considers are high, medium or low priorities. These key priority areas will form the basis of the goals and objectives within the new plan.



The highest priority areas identified were 'community engagement' and 'financial management'. The following charts show a break down of the sub themes emerging under each priority area:



Draft Direction 8.	Civic Leadership	
Key Themes	What we are doing well	Areas for improvement
Communications	<ul style="list-style-type: none"> • Council newsletter. • Continue to communicate using technology. • Excellent, especially through precinct system newsletters to residents etc. Modern technology is being well used by Council and by residents two-way!! • Using technology. 	<ul style="list-style-type: none"> • All communication must be tailored to the audience such as Facebook for teenagers and email for people with home computers • As a local resident who has lived in the area for only a couple of years, I'd like to know more about what goes on in North Sydney. Could the council distribute a regular email to those that subscribe promoting local activities? This would be cost effective and accessible to those that want to hear about what's happening but don't always check out council's website or get the local papers. I'd like to receive such an email as its then up to me to read it when I want to. • Attendance at school assemblies - guest speakers. • Better system for communication e.g. community events. • Combine email list of business community and Council networking email list. • Communicate our achievements and successes graphically. • Communicate what we do better. • Community not fully aware of work done. Local papers not read by many residents. • Continually improve NSC communication with residents and ratepayers. • Communication of outcomes: Mosman Daily, email, website, Open Day including sausage sizzle, market stall, library/presentation at library, notice boards, NSC news, community bus, another community workshop, use neighbourhood centres. • Communication strategy - consistent communication through, 1. North Shore times, 2. Mosman Daily etc. Various types to accommodate community needs. • Communication strategy - needed internal and external. • Communications and information technology (CIT) - where does CIT fit in the 2020 Vision? There is no mention of how CIT will enable council to achieve its 2020 Vision. • Communications other than web-based. • Council has not adopted the Complex Address Format of the Australian Online Standard AS4590 as the format for its online and PDF forms. • Council needs to do more on their website and promote their website usage more. • Council newsletter - e-news is a good way to communicate. Extend e-news more online.

<p>Communications cont...</p>		<ul style="list-style-type: none"> • Council to be visible in other ways besides parking police and street signs. • Council website news - how to promote - do more online? • Create a Council master list of email contacts for the business community. • Display posters at transport hubs. • Email is a valuable form of contact. • Email ratepayers? Is this an effective way to communicate? Is it possible? • Ensure the integrity of information on Council's website. • Establish a Facebook page/network. • Get a Facebook page/network or a Second Life profile. • Have consistent communication through the local papers. • Improve marketing of Council's performance. • Improve methods of communication. • Increase communication through media other than the internet. • Increase communication with schools - maybe in a school newsletter. • Inform the community more. • Information sharing from the Council be proactive/positive. • Integrity of information dissemination: Council website. I.e. 2020 Vision advertise. • Internet links on each others' websites. • Investigate the possibility of communicating with ratepayers via email (to reduce paper use). • Keep feedback boxes for all communities and staff to keep communication flowing. • Look into different forms of communication - Facebook, email, newsletters. • Notice boards are 'dodgy'; they need to be more interesting. • Online community notice board "What's On" - mirror the physical noticeboard. • Promotion of community activities. • Rates notices - promotional tool - identify local service providers who need help. • Reconsider the internal and external communication strategies. • Refresh format of Council newsletter. • Social newsletter distribution? • Some good ways to communicate the outcomes of the 2020 Vision include: the Mosman Daily, noticeboards, a presentation at Stanton
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<p>Communications cont...</p>		<p>Library, an Open Day, a market stall and in the NSC News and a sausage sizzle.</p> <ul style="list-style-type: none"> • Standardisation/accessibility of council's online forms/PDFs • Standardise all Council's online forms to the Australian Standard to reduce electricity and paper usage. • Tailor communication to the audience. • The online forms are a problem; the PDF forms don't meet Australian Standard Formats for the Electronic Transaction Act. • There must be some behavioural changes for North Sydney Council. For example, better communication regarding rates notices. • University radio. • Use rates notices as a way to promote and publicly identify service providers who need help. • Use Web pages rather than PDF files. Use Standard online form formats (Complex Address AS4590). • Utilise website more proactively. • Website should reflect more 'social' - review. • What about our own newspaper? Local but commercial.
<p>Community Engagement</p>	<ul style="list-style-type: none"> • Establish precinct infrastructure networks that extend the scope of the precinct responsibilities to include reports on the local infrastructure problems with drains and sewerage. • Great praise for Council's strong support to and encouragement of the precinct system. • Having a dedicated community engagement team in the Council really makes a difference to how precincts can operate and fulfil their objectives. • It is important for us, the community to have our say and Council gives us that opportunity. • Love the opportunity to have our say and the Council gives us that opportunity. • Mock council meetings for school students. • Precinct system good in Cremorne Point 	<ul style="list-style-type: none"> • A progressive community, engaged in political and social issues not just locally but globally. • Arrange a series of cutting edge speakers about what makes a great inner city community and encourage community attendance. • Change the timing of consultations. • Changing the mould of the place through the precinct system. • Close the divide between residential and business communities • Closer relationship between precinct committee and Streets Alive. • Communicate better with agencies. Attend forums or you lose understanding of local need as it changes. • Communicate committee decisions to the wider community. • Community contribution. • Community engagement - accessible, implement, accountable. • Community liaison and prioritisation. • Community would be more involved than now. • Conduct community consultation at family friendly hours e.g. after 6pm/not during working hours • Continue to support precinct system. • Council and the "community resource" (people). I think there may be other ways to engage the intellectual, physical, emotional and spiritual resources of people which would contribute to the social cohesion of

<p>Community Engagement cont...</p>		<p>North Sydney we have a good start with the community centres, precincts etc. but we do not engage the youth?</p> <ul style="list-style-type: none"> • Council should promote individual positive role models on a small scale. • Council should provide more opportunities to contribute. • Encourage CBD precinct. • Encourage community use in varied and innovative ways. • Encourage consensus decision-making • Encourage participation • Encourage young people to run for Council. • Engage business via networks. Improve communication for stakeholders. Set benchmarks and monitor. • Engage more with the disadvantaged. • Expand community engagement - identify all stakeholders in decision-making. • Expand community engagement with the disadvantaged and transient populations. • Expand community events program across local government area. • Extend community consultation to identify all relevant stakeholders in decision-making. • Focus on funding precincts that are fully engaged with realising the 2020 Vision of Council - don't fund the stagnating precincts! • Good progress made with residential community but more needs to be done to engage the business community. • Have a 'Friends Of ...' a particular issue concept for various issues relevant to North Sydney area. • Have monthly Youth Councils where local youth can meet with council face to face. • Having opportunities for inclusion of all community members • Help the precincts develop eCommunity Initiatives. • Hold community engagements at family friendly hours to make them more accessible. • Hold youth forums on a regular basis and advertise with flyers at train station. • Include community members on Environmental Services Committee • Include community representation on project management groups i.e. resident or business leader to ensure messages/programs are relevant and effective. • Increase community consultation methods and community
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<p>Community Engagement cont...</p>		<p>involvement in Council decisions.</p> <ul style="list-style-type: none"> • Increase efforts to involve 20s cohort and apartment dwellers in the community. • Increase school and business involvement. • Initiative 'friends of' a particular issue/concept. • Investigate community engagement opportunities that allow for different levels of engagement. • Involvement of business community needs more effort as during the day they make up half the population. • Lack of range of community consultation opportunities. • Many people are craving the opportunity to be a part of their community in a way fits into their lifestyle and responsibilities. There should be different levels of interaction available. • Maybe it would be a good idea to publicly point out people in the community who act as role models in regard to environmentally good practices around their house/business. Might give people ideas about what is actually possible. • Members of the Precinct would like to suggest that the overall aim should be building community 'spirit' which leads to community 'ownership'. The broad concept of giving, benefactors or endowments have been overlooked and can add much to community spirit and community works. • More gatherings within the neighbourhood e.g. community meetings. • More programs that encourage people to be more involved in the community e.g. the Streets Alive program. • North Sydney Council must be committed to ensuring its facilities and services are accessible to the greatest extent possible. Including through compliance to Access Standards, applying best practice, extensive consultation with the community and use of alternative information formats. • On issues such as consultation, check with existing organisations that may or have already done recent consultations or who are already connected with the community. Ensuring NGOs are engaged in local decision-making processes. Make social inclusion part of human rights rather than welfare. • One person can make a difference. • Progress Council and wants to involve the community - not just consultation but also engaging community actively on local issues. • Promote more community engagement and make it accessible and accountable.
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Community Engagement cont...		<ul style="list-style-type: none"> • Raise general awareness. • Representation - students live in North Sydney • Residents/community ability to access politicians, councillors for local issues. • Seek to engage those sectors of the community that are currently not being engaged • Stakeholders are schools, businesses, residents. • Support proactive precincts. • Support the precinct system • The precinct system works well and has drawn residents into involvement in planning and community matters. • There should be two-way communication and community involvement with Council. • Think of ways to close the divide and connect the business and residential communities. • Two-way community involvement, improved communication. • Use the precinct system to change the mould of North Sydney. • Utilise blog more proactively. • Utilise expertise within community formally e.g. architects, artists, etc – explore formal way to engage and draw on experience (e.g. Fremantle Council). • Utilise expertise within community formally e.g. architects, artists, etc. - explore formal way to engage and draw on experience (e.g. Fremantle Council).
Corporate Planning	<ul style="list-style-type: none"> • By integrating a QBL approach to NSC's planning and reporting processes, Council will be better equipped to move to the DLG's new integrated planning and reporting system. NSC has already undertaken a number of initiatives to address sustainability within its planning and reporting processes including developing a decision making tool to better understand the social, environmental, economic and governance implications across NSC activities. • Existing framework puts us in a good position to implement new Department of Local Government direction. • Introducing quadruple bottom line accountability. • NSC well placed to nominate to be in first group of Councils required to have Community Plan to be adopted by 31 March 2010 and Delivery Program adopted by 30 June 2010, pending DLG timeframes. 	<ul style="list-style-type: none"> • Better project management • Contact other nearby councils and analyse their strategic plans to find the common threads that can link the wider area and provide a greater sense of identity. • Council, as sustainable organisation for community cohesion requires infrastructure of universal access via its Management Plan to guide Council's policies and decisions. • Develop indicators and measures for reporting progress. • Don't make this a wish list process. • Identify areas that need to be fixed. • Identify things that would help the area. • Implement recommendations from review of strategic/corporate planning framework, including establishing targets, indicators and reporting of performance against social, economic, environmental and governance indicators

Corporate Planning cont...		<ul style="list-style-type: none"> • Improve organisational performance reporting eg Plain English and improved benchmarks. • Looking forward to an active 2020. • Make Council friendlier; call the plan a Community Plan instead of a Strategic Plan. • Need to work on indicators and measures for reporting things identified as key needs in the review process. • Overlapping and integrated across other Directions. • Plan for improvements in the short-term as well as the long-term. • Put in place a long term strategic plan and establish sound financial, asset and workforce plans will provide the community with an assurance that the Council has strategies in place to continue to govern effectively into the future. • QBL is a relatively new framework for approaching reporting on sustainability, especially for public agencies. Council therefore has the opportunity to be at the forefront of QBL reporting. • The 2020 Vision needs to become a living document, focusing on people and social issues, communicating better what we do to all sectors of the community, as well as having some means of realising that we achieved something very worthwhile for the community by 2020. • Work toward a vision: advise usages and needs.
Customer Service	<ul style="list-style-type: none"> • Council officials doing a marvellous job! Will visit and discuss issues onsite. Support residents and body corporate(s). • I'm very pleased with the service I receive from North Sydney Council. I haven't three areas which I think need improvement. 	<ul style="list-style-type: none"> • Adopt uniform policies. • All council staff have to serve community. • Continued accessibility of Council staff, closer social ties within community. • Council to remain open and accessible. • Council workers are passive aggressive. • Council's customer service area could have private rooms/booths available for people who need to discuss private matters. • Council's customer service could have a number system so the elderly do not have to stand up in a queue. • Customer service - elderly lining up - take a number. • Develop a simplified and online complaints process that is reviewed by an independent body. • Improve Council's assessment officer staff by employing professionals who can apply professional judgement and not just numerical compliances. • Improve council's responsiveness to out of hours issues.

Customer Service cont...		<ul style="list-style-type: none"> • Improve customer service. They do not know how to deal with the public. Female staff can be quite rude and aggressive. • Improve handling of telephone calls at Council's Call Centre. • Issue of privacy when discussing personal matters e.g. DAs, financial difficulties. Could we make room available? • Online complaints process that uses information technologies is simple, easy to use and reviewed by an independent local body. • Permanent feedback boxes help keep communication open and flowing. • Promote/improve CRMs (customer requests). • Remove bureaucratic approach to how we do customer service • What is the purpose of the Council Call Centre? A game of 20 questions and then refusal to put you through to who you want to speak to.
Financial Management		<ul style="list-style-type: none"> • Against purely commercial gains - think of other reasons. • Allocate precincts budgets like body corporate(s) so that precincts are local community authorities. • Bequests and Endowments (via Milson Precinct) • Changes to section 94 also affecting Council's financial support for community centres. • Consider alternative options to achieve better financial sustainability, including reducing existing level/ service delivery standards of which previous survey data indicates would not be well received by the community. • Consultation with the community with the view to increasing rates - raise more but explain why, have a plan for negative rebuttal. • Continue lobbying for change to existing rate system. • Continue to pursue a strategy of reviewing internal costs and delivering efficiencies but these will fall short of the expected reductions in non-rating revenue. Based on our current projections, non-rating revenue base is expected to decline for 2009/10. • Could you please give residents and property owners a clear and frank picture of North Sydney Council's finances? • Council represents 60,000-odd residents - some are quite connected to the community. This is an avenue to actively pursue via bequests and endowments. • Cross-reference Finance with other areas. • Decrease services if necessary. • Different levels of cost to accommodate everyone.

<p>Financial Management cont...</p>		<ul style="list-style-type: none"> • Direct labour costs and State Government charges such as Fire Brigade Levy will likely be in excess of CPI. • Directed taxation with other LGAs. • Economic wellbeing: raise employment and lower costs. • Elevate importance of Direction (Finance). • Engage community and raise rates equitably. • Enough finance to finalise any vision. • Ensure financial position is strengthened so funds are available. • Ensure we spend wisely and choose better quality for long-term. • Explore avenues - rates and otherwise - for increasing revenue • Explore commitment to bequest to North Sydney Council. • Explore other sources of rate revenue for increasing revenue e.g. schools, hospitals and churches. • Fee for use of community recreational facilities. Reason: should keep existing facilities free for everyone to access. It's part of the area history for residents why change it instead of enjoying it? • Financial issues are a highest priority. • Financial sustainability is what our community want and needs. • Financial sustainability. • General expenditure is expected to be constrained by the economic downturn and held in the short term, to a projected consumer price index (CPI) of approximately 2.5%. • Get money from council to build or integrate things. • Get rid of rate 'pegging' and fix the disparity between minimum and maximum rate charges. • Greater attention to improved efficiency and effectiveness across all expenditure programmes, especially with recurrent spending. • Has council reviewed the Electronic Transaction Act NSW as a way to fund local community credits? • Has the council actively considered endowments or bequests either in the form of property or cash? As a way of allowing people to show their love of our community. • Have a rates bonus system that funds community service providers. • How will local government go in current economic climate? • Implement user pays system on more of Council's community facilities. • Improve project management (rather than increase rates and charges). • Increase domestic rates (by say 25%) (I live in the area!) • Increase rates for units.
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<p>Financial Management cont...</p>		<ul style="list-style-type: none"> • Increase rates rather than decrease services. • Increase rates. • Increase residential rates rather than relying on commercial rates. • Increasing rates could have a negative effect ie deter businesses or residents from coming here. • Innovative ways to get around rate pegging. • Keep rates low and do not introduce any further levies but instead seek funding from visitors to the area and from State and Federal Governments. • Lack of funding. • Lack of funds for infrastructure renewal. • Levies are too narrow, not enough is base income. • Levy new developments for contributions. • Maintain expenditure at levels consistent with revenue expectations - achieved through reviews of service delivery and efficiencies. • Maintain low rates. Do not introduce any further levies - seek additional funding from visitors, state and federal governments. • May have to trim services. • More equitable rates structure/system. • Must elevate finance as a primary direction. • Need for adequate funding for maintenance. • Need strategy to increase rates - do early in term. • Needs to be adequately funded. • No rate increases, thanks (unless its for McCallum Pool). • North Sydney does not have enough money and doesn't raise enough rates. • North Sydney has so many schools and hospitals and churches that are non-rate paying. It would help if they were made to pay rates. • NSC has approximately 85 leases with small businesses, with the current economic downturn vacancies are expected in the commercial property portfolio. • NSC is experiencing pressure on revenue from meters, car parking, parking fines and property rentals. Already seeing a reduction in the hire of permanent parking spaces, which is an early indicator of businesses contracting and cutting costs. Income from casual parking rates are also set to drop with a reduction in retail activity within the local area. • Obtain community support for an increase in rates. • Obtaining permission to raise rates requires a strong case to be made
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<p>Financial Management cont...</p>		<p>by NSC including community support.</p> <ul style="list-style-type: none"> • Other potential cost increases include State Land Tax (Office of State Revenue) seeking to recover land tax from NSC commercial tenants and street lighting charges. • Poor fiscal management for major items when needed - poor planning system! • Precincts to develop initiatives that generate revenue to offset the infrastructure costs. • Provide more equitable rating structure. • Raise rates - MacCallum Pool. • Raising rates for more revenue is tough in current times, there may be a lot of disaffected residents. How will Council deal with this? • Rate increases. • Rate payers should not be subsidising transients/visitors. • Rates are major revenue but not the majority - property portfolios/parking enforcement/DAs form bulk of council's revenue stream. • Rates are comparatively low, which is excellent for the local economy. • Rates income needs to keep pace with rising costs of services and the expectations of the NS community of high levels of service delivery. • Reduce rates and charges. • Reduce waste disposal costs. Increase rates if absolutely necessary. • Require strong financial position. • Responsible increase in residential rates rather than reliance on CBD rates and conflicts it generates. • Service delivery costs have risen over time at a greater pace than revenue from all sources. • Sourcing new revenue streams - through disposal of under-utilised assets, increasing rates or lobbying for changes to inter-governmental funding agreements. Increased participation with other councils in collaborative resource sharing arrangements, such as joint purchasing and contracting projects and activities, appears a more widely acceptable and immediately productive avenue to achieve financial sustainability goals. • Suggest user pay on more of Council's community facilities to ensure consistent clean up and maintenance. • Survey in North Sydney about what people really need and what people would be prepared to pay. • The cost of waste disposal continues to increase with these costs
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Financial Management cont...		<p>being recoverable through the Domestic Waste Management charge.</p> <ul style="list-style-type: none"> • The recent Cremorne Reserve upgrade project has been monumentally inefficient with many instances of re-work and delays that cannot be blamed on weather or unknown underground services. • There is an inability to maintain facilities due to financial constraints. • We need more to do extra - find innovative ways to get more income. • We strongly agree with rates increase to cover future cost. • What is council's plan/policies that may reflect the impact from the government's stimulus package? • What other avenues are there for increasing revenue? • Will our revenue towards 2020 provide the services North Sydney Council provides?
Governance	<ul style="list-style-type: none"> • Generally very positive about the council's stewardship. Councillors and staff are very accessible, particularly the Mayor. • I think the Council is doing an excellent job. • Mayor, councillors and staff are very accessible. • There is lots of goodwill towards Council which has been around for a long time. 	<ul style="list-style-type: none"> • Accuracy of information to enable better decision making. • Apathetic approach - show Council has power, as there is low confidence in Council. • Be assertive - promote issues for change. • Commitment. Accountability. • Communicate committee decisions to the wider community. • Community understanding of governance (expand/enhance). • Council has become autocratic and arrogant. They have begun to regard themselves as the rulers of the community instead of their servants. Token PR events such as this morning's are intended to deceive the gullible to believe that they amount to something. • Council staff accountability to residential stakeholders. Support precinct inputs. • Council to be a source of information for businesses, residents and schools. • Crowding more and more rate paying residences and businesses into the same overcrowded area is ruining the district. • Customer service. • Divide Wards into four parts with each councillor to represent a specific area within each. • Do not dictate how society will behave but guide it to a better solution. • Governance and organisation with the will to do anything. • Governance. Ethically, legally, openly, soundly, equitably. • Help the community better understand the concept of governance. • Improve accountability of decision makers.

Governance cont...		<ul style="list-style-type: none"> • Look to other similar councils for solutions that lead the way. • Maintain adherence to regulations and processes. • North Sydney Council's governance policy should include being ethical, legal, open, sound and equitable. • Participation in regional coordination committees. • People don't understand what Governance means. • Perception Council has limited power on issues under State government control. Increase confidence in Council. • Solidarity focus. • Stewardship: The governance and organisation of Council would be even better than today but continuing to build on the great results to date. Regulation and processes would be manageable and adhered to. • The ability to vote electronically and independently. • Wards - divide the wards into 4 parts e.g. each councillor to represent a unique area.
Lobbying		<ul style="list-style-type: none"> • Initiate a State law to protect ratepayers, pensioners among them, from unscrupulous "ventures" of interstate and foreign investors. Property owners are vulnerable to financial pressure from outsiders with vested interests. And opportunistic real estate agents/strata managers. See developments at "Stevendale" in Cremorne. Nominate a Councillor in Cremorne Ward who would attend to the documentation of this landmark case. • Lobby RTA to make pedestrians more of a priority. • Lobby State and Federal Governments more about the need for them to provide suitable contributions to the costs of servicing the North Sydney Council area. • Lobby State Government for more support. • Lobby State Government on regional projects. • Lobby State Government to remove rate pegging and explore innovative ways to address barrier of rate pegging. • Lobby State/Federal governments to improve public transport. • Pool together other local government areas to lobby State government.
Open Government	<ul style="list-style-type: none"> • Very good community involvement - participative democracy at work. Precinct system is outstanding. Mayor, councillors and staff are very accessible. 	<ul style="list-style-type: none"> • Consensus decision-making. • Decision-making could be improved and decision-makers held more accountable. What about the sceptics - do we really have an influence? • Embed open government.

Open Government cont...		<ul style="list-style-type: none"> • Improve the ability of residents and the wider community to communicate with councillors and politicians. • Increase accuracy of information to enable informed decision-making. • Open government should be 'enshrined' in Council's management plan so this 'pillar' cannot be knocked down. • Policy and procedure. People don't get the opportunity to speak/address issues at Council. • Promote open government policies. • Pursue/remain at the forefront of open government policy • Resident and business engagement and participation in local decision making processes. • Transparency.
Strategic Partnerships		<ul style="list-style-type: none"> • Greater interaction with neighbouring and regional councils. • Pool resources. • Strengthen collaboration with governments, other councils, volunteers and the wider community; more can be done to achieve this. • Strengthen links with neighbouring councils - pool resources. • Strengthen ties with adjoining councils and pool resources.

Where to from here?

Phase Two includes refinement of the analysed consultation data. Each Council Division is currently analysing the suggested priorities to identify draft goals, objectives and strategies. An indicator development workshop will be held in late July to assist staff to refine a suite of sustainability indicators. The indicators link to Council's *Organisational Sustainability Program*.

The indicators will enable public sustainability reporting against performance. The indicators will be organised under two groups - community (external) and council (internal) indicators. These will help to assess how successful the strategies are in implementing the Plan and delivering the communities objectives.

Phase 3 is the preparation of the first draft of the new Community Strategic Plan. The next stage in the review process is the drafting of the new Strategic Plan. Council will review and analyse stakeholder feedback and begin refining the draft suggestions to formulate the new draft document. The new document will be an extension of the current Strategic Plan, i.e. we will take into account the priorities identified back in 2004, update the existing goals and strategies and add new ones in response to the priorities identified through this current round of consultation.

It is anticipated that the new Draft Strategic Plan will be presented to Council at its meeting on 31 August 2009 for endorsement prior to public exhibition. For more information, including details about why the preparation schedule has changed, please visit www.northsydney.nsw.gov.au/2020vision

Further Information

If you were unable to participate in either Stage 1 or Stage 2 consultations, but wish to provide comments you will be able to do so during the next round of consultation that will occur during the public exhibition of the new draft 2020 Vision. Written submissions should be addressed to the:

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