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CITY OF RYDE

Social Plan and Creativity Strategy

-

Engagement Outcomes Report

(internal document)

April 2019

Creating and building community

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Introduction

This report summarises findings from community and stakeholder engagement completed to inform the City of Ryde Social Plan and Creativity Strategy.

BACKGROUND

The City of Ryde Council area (Ryde) is home to approximately 131,922 residents (2019) and covers an area of approximately 40km2 from Macquarie Park in the north, North-Ryde in the east, the Parramatta River in the south and Eastwood in the west. The traditional custodians of the Ryde area are the Wallumedegal (or Wallumattagal) people.

Cred Consulting and Micromex Research were engaged by City of Ryde Council in February 2019 to work collaboratively with Council, community and stakeholders to develop both a Social Plan and a Creativity Strategy that respond to the diverse needs and aspirations of the Ryde community.

PURPOSE

This report summarises findings from community and stakeholder engagement completed to inform the development of the City of Ryde Social Plan and Creativity Strategy (the Plan / the Strategy).

The Social Plan will determine Council's community capacity building agenda to 2024, and provide the framework on which it can monitor and evaluate community and social wellbeing and the results of its efforts overtime.

The Creativity Strategy will drive the delivery of an achievable program of initiatives that will contribute to the cultural and creative life of the City.

METHODOLOGY

Community and stakeholder engagement was delivered between 27 February and 31 March 2019. A full overview of engagement activities is shown overpage in Table 1.

Across both the Plan and the Strategy, community engagement activities included four surveys, an online mapping tool, fourteen workshops, forums and drop-in sessions, forty stakeholder interviews and internal consultation with Council staff and leadership.

Community engagement activities aimed to reach a broad cross-section of the Ryde community, including a geographical spread across the LGA and engagement with community members from culturally and linguistically diverse backgrounds.

Council engaged Community Migrant Resource Centre (CMRC) to work collaboratively with the consulting team to deliver targeted multicultural consultation activities, including a multicultural workshop facilitated by translators speaking various community languages.

What we did

Table 1 - Engagement activities overview

Surveys	Details			# responses
Telephone survey	Conducted between 6 and 12 March 2029, with 81 numbers acquired through number harvesting.			403
Online community survey	Available online via Council's website between 6 and 31 March 2019. People also completed the survey during intercept surveys conducted throughout the LGA.			148
Creativity Strategy survey	Available online via Council's website between 6 and 31 March 2019.			102
Service providers survey	Made available online to service providers by Council between 6 and 31 March 2019.			19
Social pinpoint online map	Available online via Council's website between 6 and 31 March 2019.			31
Stakeholder interviews	20 phone interviews with local stakeholder and government peak bodies per plan.			40
Intercept surveys	**Details**			
Intercept surveys in libraries	23 x three-hour intercept survey sessions to deliver the community survey and creatives survey (69 hours total) in libraries across the LGA, including Ryde Library, Gladesville Library, North Ryde Library, Eastwood Library, and West Ryde Library.			
Micromex intercept surveys	6 x two-hour intercept survey sessions to deliver the community survey (12 hours total) at Eastwood Mall (during Harmony Day event), West Ryde plaza, Gladesville Trim Place, Macquarie Park University, Macquarie Train Station, and Top Ryde Plaza.			134
Workshops and forums (external)	**Time**	**Date**	**Location**	**# participants**
Advisory committee forum #1	6 – 7.30pm	25 February	West Ryde Library, West Ryde	6
Advisory committee forum #2	6 – 7.30pm	4 March 2019	Council Chambers, Top Ryde	10
Faith-based workshop	10 - 11.30am	27 February	St Johns Church, North Ryde	20
Creatives forum	10 – 11.30am	28 February	Civic Hall, Ryde	33
Community workshop #1	10 – 11.30am	7 March	Civic Hall, Ryde	58
Community workshop #2	6 – 7.30pm	7 March	Civic Hall, Ryde	22
Service providers workshop	2 – 3.30pm	27 February	North Ryde School of Arts, North Ryde	25
Multicultural workshop	6 – 7.30pm	13 March	Eastwood Community Hall, Eastwood	38
School principals workshop	3.30 – 5pm	28 March	Ryde Secondary College, Ryde	8
Korean community forum	7 – 8.30pm	20 March	Council Chambers, Top Ryde	88
Chinese community forum	6 – 7.30pm	27 March	Council Chambers, Top Ryde	28
International Women's Day drop-in	9.30am – 1.30pm	9 March	Civic Hall, Ryde	15
Aboriginal Women's Gathering Group meeting	12 - 12.45pm	21 March	Eastwood Community Meeting Room	5
Venture Café drop-in session	3 – 6pm	28 March	Venture Café, Macquarie Park	8
Workshops and forums (internal)	**Time**	**Date**	**Location**	**# participants**
Executive team briefing	10.30 - 11am	20 February	Council offices, North Ryde	7
Council staff workshop	1 – 2.30pm	21 February	Council offices, North Ryde	20
Councillor briefing	7 – 7.45pm	12 March	Council Chambers, Top Ryde	6
Leadership forum	10 - 11am	15 March	Eden Gardens, Macquarie Park	15

Key themes for the Creativity Strategy

This section summarises key themes from community and stakeholder engagement to inform the City of Ryde Creativity Strategy.

The City of Ryde has an untapped creative community.

Ryde is home to a large number of creative people that contribute to the vibrancy of the area, including artists, musicians, performers, film makers, students, gallerists and designers. As the cost of living and housing in Ryde continues to rise, the community would like to support these people to continue to live and work in the area.

Many community engagement participants feel there is a need for more connections and collaboration amongst artists and creatives to allow the cultural ecosystem in Ryde to thrive. The community see a role for Council to foster and coordinate opportunities for partnerships and networking and to support creatives to scale up their initiatives by providing community grants.

Community engagement participants identified that some of the biggest challenges for arts and culture in Ryde include a limited number of spaces and places to create and showcase work, communication and promotion around existing events and programs, and a lack of funding.

The community want Council to continue to support artists through initiatives such as the Sustainable Waste Art Prize but see opportunities for initiatives to be expanded and increased. They would like to see Council engage local artists, organisations creatives to support events and festivals and be paid to do so.

Cultural diversity in the City of Ryde is a strength with a need to maintain creative cultural traditions and opportunities for crosscultural connection.

Across all community engagement activities, cultural diversity was seen as a key strength for creativity in Ryde. Community engagement participants think the diverse range of cultural traditions and creative practices, including storytelling, dance, music and food, are part of what make Ryde an interesting place to live.

Culturally diverse community are proud of and want to maintain their creative traditions and suggested opportunities for Council to support them to do so by providing spaces, supporting performances and offering community grants. Moreover, the community would like to see more opportunities for crosscultural creative exchange, for example through existing initiatives such as Lunar New Year celebrations or Harmony Day.

It is important to communicate and promote what is already happening in the area.

Community engagement participants indicated that there is room for improvement around communication and promotion of the cultural and creative events and programs that are already happening in the area. This includes opportunities to support creatives and creative organisations to promote their own activities and attract an audience, but also improving to improve promotion via Council channels, including Council's website and social media.

Creativity brings people in the City of Ryde together.

Community engagement participants recognise that cultural and creative events, festivals and programs help bring the Ryde community together through the sharing of stories, ideas and perspectives.

The community think these connections will be increasingly important as our community continues to rapidly grow and change, and we live in denser urban environments. They would like to see more opportunities for creativity to facilitate social connections, including intergenerational and crosscultural connections, and for our newly arrived and transient populations.

Spaces and places for creating and sharing allow creativity in the City of Ryde to flourish.

Ryde has a number of places and spaces that are highly valued and utilised for culture and creativity by the community, including community facilities such as the libraries, Brush Farm House, and Willandra, as well as public spaces such as Eastwood Plaza, parks and the riverfront.

Community engagement participants raised concerns that there is a limited number and variety of spaces available for the Ryde community to engage in culture and creativity, that some existing spaces are already at capacity and that others could be better utilised. In particular, people mentioned a a lack of studio spaces to create work, a lack of performance space and a lack of spaces for larger groups to meet.

The community suggested a range of opportunties for new spaces, including repurposing existing buildings and spaces for creative uses, providing temporary spaces in vacant buildings and creating new purpose-built multipurpose facilities.

Creativity can help to build a stronger sense of identity and place for the City of Ryde.

Community engagement participants raised concerns that Ryde is lacking a clear identity, and think that creativity can support the development of a sense of place and belonging for local communities as well as across the LGA.

The community think this is particularly important in newly developed and high-density residential areas such as in Macquarie Park and Meadowbank. In particular, people see opportunities to build identity through creativity in public places, including through the increased provision of public art and outdoor event spaces.

In addition, the community suggested that Ryde is not seen to be a creative place or destination, and think that a focal point for creativity, such as a flagship facility or festival, could attract more people to the area to visit and raise awareness of the value of culture and creativity within the Ryde community.

Providing opportunities for the community to engage in culture and creativity in the City of Ryde.

There are opportunities to increase opportunities for the City of Ryde community to participate in culture and creativity. While 90% of telephone survey respondents had participated in some form of art and cultural activity within the past 12 months, just 41% agree that they have enough opportunities to participate in arts and cultural activities in the City of Ryde.

Community engagement participants want people in Ryde to have opportunities to participate in culture and creativity regardless of their cultural background, socioeconomic status, age or ability.

Community engagement findings show that being responsive to the unique and changing needs of the Ryde community will include the provision of free and affordable programming to supporting broad creative participation; programs for children and families to cater to the large number of families living in the area; programs available after hours and on weekend to support participation by young people and the working population; programs for seniors to promote participation and combat social isolation; programs that are relevant and accessible to culturally and linguistically diverse community members; and programs for people with disability and carers.

The City Ryde has a significant heritage story.

Community engagement participants spoke to the Ryde area's significant cultural heritage, highlighting how both Aboriginal and colonial histories are an ongoing part of Ryde's identity today. In particular, the community highlighted a need for ongoing awareness that Bennelong lived and is buried in the area. The community would like to see continued engagement with Ryde's past as we move into the future, including through interpretive signage, public art, and educational programs.

" City of Ryde libraries are hubs of **sharing of ideas** although my working hours don't really allow me to get to these. **I appreciate the encouragement of classical music with performance every Sunday.**

"The City of Ryde has a diversity of people and creative skills in the area. Through Council's creative groups forum I got to meet some of these people that I was not previously aware of."

"It can be a **challenge finding venues** for people who want to get together to create, paint and draw together just for fun."

"The City of Ryde needs more **street art, particularly modern aboriginal art.** People need to be able to feel connected to the place they live through history."

"I love the great **murals** up in different places."

"I am aware of creative activities being held for young children but **there seems to be very little that is accessible for teens or adults."**

"Ryde has a diversity of **creative expression** linked to **cultural diversity."**

"**Free or cheaper classes** should be encouraged. This draws people with similar interests and brings community together."

"I would love to have **open music performances for musicians in public spaces** such as West Ryde."

Key themes for the Social Plan

This section summarises key findings from community and stakeholder engagement to inform the City of Ryde Social Plan.

Building connections to make the City of Ryde a stronger community and place.

While the City of Ryde community is highly engaged with a higher rate of volunteering compared to Greater Sydney (19% vs 17%), community engagement findings suggest there are opportunities to build a stronger sense of community and increase social connectivity.

Services and community identified social isolation as a key challenge for the Ryde community, particularly for the aging community, including those with limited English proficiency, for newly arrived international students and workers, and for people with disability and carers. Community engagement participants identified that challenges to community connections in Ryde include a rapidly growing and changing population, including a high number of transient and newly arrived community members, increasing cultural diversity, and increasing high density living. Limited public transport connections and barriers formed by major arterial roads were also seen as impacting on community connectivity, including for the aging population and for young people.

Cultural diversity is a strength for social wellbeing in the City of Ryde but there is a need for active welcoming and crosscultural connections.

Across community engagement activities, cultural diversity was seen to be both a strength and a challenge for social wellbeing in the City of Ryde. Community engagement participants think cultural diversity is part of what makes Ryde a great place to live and would like more opportunities to celebrate this diversity.

The community highlighted a need for ongoing opportunities for crosscultural exchange and interaction and for the active welcoming of newly arrived residents to support community connectivity, including through events, festivals and programs. Additionally, the community think there are opportunities for Council to further identify and develop relationships with community leaders, including in emerging communities.

Service providers highlighted that culturally diverse communities may be less aware of the various services provided in the area, and how to access them. In addition, service providers noted there may be limited understanding and recognition of issues such as mental health and the importance of play for childhood development in some communities.

Service providers identified an increasing number of newly arrived and refugees from war-torn countries living in the City of Ryde and a need to support those experiencing post-traumatic stress.

> "The City of Ryde is **welcoming** for visitors and people moving into the area. There is a feeling of **inclusiveness.**"

> "I want the City of Ryde to be **a place where residents, visitors, workers want to be** because it offers a safe environment with opportunities to live well, exercise, get around, get educated, build friendships, amd start and grow a family."

While the City of Ryde is a relatively safe place to live, there are opportunities to enhance community safety.

On the whole people think Ryde is a safe place. However, with 92% of telephone survey respondents indicating they feel safe during the day and 78% indicating they feel safe at night, there are opportunities to further explore (perceptions of) safety within the community.

Service providers highlighted that domestic violence is an ongoing yet not often visible issue within the area, and can be a cause of homelessness for older women. Some indicated that there is a need for domestic violence services and education that are relevant and specific to culturally and linguistically diverse communities, and identified opportunities to work with community leaders to address this issue.

The City of Ryde community wants to know what's going on in the area and be engaged.

Community engagement participants across all consultation activities indicated that there is often limited awareness within the community of what is going on in the area, both in terms of available services as well as social activities and programs. With many new residents moving in to the Ryde area and residents speaking a language other than English at home, it is an ongoing challenge to communicate via appropriate channels and languages.

The community noted that there is room to improve Council's website and social media channels to increase access to information about services and programs.

While community engagement participants appreciated the opportunity to provide input to the Social Plan and the Creativity Strategy, some noted that there are opportunities to improve community engagement approaches including with culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander communities.

Maintaining a sense of community and place as our population grows and we live in higher density.

There was a strong awareness amongst community engagement participants that the City of Ryde population is growing rapidly and that lifestyles are changing, including an increasing number of people living in high density urban environments. Many highlighted that there is a need for more social infrastructure to support this population growth, while others expressed concerns that existing facilities are already at capacity.

Community engagement participants said that there is already a limited sense of identity and community within the Ryde LGA, and some think that establishing a sense of place and belonging will be an even greater challenge in new and high density communities. The community emphasized that development should provide opportunities for community connections, including quality social infrastructure and open space.

The cost of living and housing across Sydney and in the City of Ryde is rising and impacting on social wellbeing.

Community and service providers highlighted that cost of living and housing across Sydney and in the City of Ryde is increasing and is impacting on the wellbeing of local communities, families and individuals and exacerbating existing social issues.

Service providers indicated that homelessness is an ongoing and somewhat hidden issue within the City of Ryde, impacting particularly on young people who may be couch surfing and women aged over 55 years, and highlighted the need for a homeless shelter within the LGA.

Services and programs in the City of Ryde are facing increasing demand and decreasing funding.

Service providers are facing both increasing demand and complexity as the population in the City of Ryde grows and changes as well as decreasing funding from the State government. This means service providers are having to do more with less.

Some population changes and emerging issues impacting on service delivery include social isolation; increasing cultural diversity, increasing numbers of newly arrived and humanitarian refugees from war-torn countries experiencing post-traumatic stress; increasing cases and complexity of mental health clients.

Service providers identified a number of trends in service delivery including a shift towards co-located service hubs that provide wrap-around services and a shift towards the provision of outreach programs.

Service providers would like to see more opportunities for collaboration and partnership between services to address needs, and think Council could play a role in facilitating this. In addition, some service providers expressed a desire for more transparency and communication around Council's allocation of resources, including funding and subsidised rent, to services.

Community spaces and places are critical for social wellbeing and community connection.

Community engagement participants highly value the existing spaces within the Ryde LGA that facilitate community connections, including libraries and community centres and halls. However, they indicated that think there is a need for existing community spaces to be better utilised and for new community spaces to respond to population growth and enable community connections into the future.

The community thinks that development offers opportunities to deliver new social infrastructure, and would like to see public spaces and parks continue to facilitate community connections. In particular, service providers indicated a need for spaces for young people to gather. Some highlighted a need for any new facilities to be located in convenient locations, colocated with green space, and be designed in collaboration with community and services.

Providing opportunities for all cultures, ages and abilities.

Community engagement participants want the City of Ryde to be a great place to live for people regardless of their cultural background, socioeconomic status, age or ability. This means ensuring that there are available and accessible services and programs that respond to the diverse needs of the community.

81% of telephone survey respondents indicated they have not seen or experienced any discriminatory attitudes based on race, religion, gender or age in the last 12 months. However, females and those located in Eastwood were significantly more likely to state they have seen or experienced these behaviours.

SECTION 1

-

Community and stakeholder workshops

1.1 Key findings across all workshops

This section provides an overview of community and stakeholder workshops held in February and March 2019 to inform the development of the Social Plan and the Creativity Strategy.

ABOUT THE WORKSHOPS

Fourteen community and stakeholder workshops, forums and drop-in sessions were held between 25 February and 28 March 2019 to inform the development of the Ryde Social Plan and the Creativity Strategy. While some workshops focused on just one project, the majority explored both projects.

In total, 364 people attended across all workshops. Table 2 overpage provides an overview of attendance at each workshop.

The purpose of the workshops was to get community and stakeholder input on key priorities, needs and opportunities for social wellbeing and culture and creativity in the City of Ryde. In addition, the workshops provided an opportunity for community members, local stakeholders and Council to come together, connect and share in a future vision for social wellbeing and creativity in the City of Ryde.

WORKSHOP FORMAT

The workshop format aimed to be creative, active and stimulating for participants. Following an individual postcard exercise upon arrival and a short introductory presentation, the workshop was focused around three 15-minute activities.

Activity 1: Defining the concepts

Part of the community engagement process included exploring what culture and creativity and social wellbeing mean to the City of Ryde community. These are complex concepts that mean different things to different people. Some community engagement participants told us that it can even be difficult to translate these concepts into their language.

Upon entering the workshop, each participant received two postcards posing the following questions: "What does culture and creativity in the City of Ryde mean to you?" and "What does social wellbeing in the City of Ryde mean to you?" Participants wrote a response to the questions on the postcards, followed by a whole of group discussion.

Activity 2: Asset mapping

Using a large map of the LGA, participants placed pink post-it notes to signify the social and/or creative places and spaces they currently visit in Ryde and orange post-it notes to signify their ideas for places and spaces they would like to see in the future.

Activity 3: Strengths and challenges

Participants were asked to write down what they think some of the main strengths (pink post-it note) and challenges (blue post-it note) are for creativity and for social wellbeing in the Ryde. This was followed by a whole of group discussion.

Activity 4: Cover story headline

In groups of two or three, participants were asked to think about the outcomes they would like to see delivered through the Social Plan and the Creativity Strategy and come up with a headline, key messages and corresponding image for the cover page of the local newspaper.

Table 2 - Overview of attendance at each workshop

Community workshops	Time	Date	Location	# participants
Advisory committee forum #1	6 – 7.30pm	25 February	West Ryde Library, West Ryde	6
Advisory committee forum #2	6 – 7.30pm	4 March 2019	Council Chambers, Top Ryde	10
Faith-based workshop	10 - 10.30am	27 February	St Johns Church, North Ryde	20
Creatives forum	10 – 11.30am	28 February	Civic Hall, Ryde	33
General community workshop #1	10 – 11.30am	7 March	Civic Hall, Ryde	58
General community workshop #2	6 – 7.30pm	7 March	Civic Hall, Ryde	22
Service providers workshop	2 – 3.30pm	27 February	North Ryde School of Arts, North Ryde	25
Multicultural workshop	6 – 7.30pm	13 March	Eastwood Community Hall, Eastwood	38
School principals workshop	3.30 – 5pm	28 March	Ryde Secondary College, Ryde	8
Korean community forum	7 – 8.30pm	20 March	Council Chambers, Top Ryde	88
Chinese community forum	6 – 7.30pm	27 March	Council Chambers, Top Ryde	28
International Women's Day drop-in	9.30am – 1.30pm	9 March	Civic Hall, Ryde	15
Aboriginal Women's Gathering Group meeting	12 - 12.45pm	21 March	Eastwood Community Meeting Room	5
Venture Café drop-in session	3 – 6pm	28 March	Venture Café, Macquarie Park	8
			Total across all workshops:	**364**

KEY FINDINGS ACROSS WORKSHOPS: DEFINING CULTURE AND CREATIVITY IN THE CITY OF RYDE

Community engagement participants defined culture and creativity in the Ryde context with a focus on:

Indigenous culture and resilience. The community highlighted the strong Indigenous living history and ongoing resilience in the Ryde area.

"It is really important to identify the living culture and heritage of Ryde's Indigenous peoples who have been living in Ryde for thousands of years. Not everyone knows that Bennelong died in Ryde at Kissing Point Park, while he is the most important figure in the history of reconciliation."

Community connections. The community told us that creativity in the City of Ryde brings the community together across age, ability and background.

"Culture and creativity in Ryde is about having fun within my local community and enjoying local talent."
"Culture and creativity is about having local activities to encourage people to participate in their area."

Creativity is all encompassing. The community defined creativity in the City of Ryde broadly, and told us that they think creativity is part of our everyday lives.

"I cannot imagine a world without creativity. There is no such thing as a non-creative person!"
"Creativity is in everything we do."

Cultural diversity. The community said that creativity in the City of Ryde provides opportunities to express cultural identity and to learn about other cultures.

"For myself and our family, culture and creativity in the City of Ryde means being able to express our cultural background and our individual and shared creativity in relative freedom."

Sharing and collaboration. The community thinks that a vibrant creative ecosystem is founded on sharing and collaboration and would like more opportunities for creatives to network.

"Culture and creativity in Ryde is about collaboration with community organisations, event organisers, individuals in the region. Participation in community events."

Identity and belonging. The community thinks that creativity can help shape a common identity for the City of Ryde community to rally behind and foster a sense of belonging and place.

"Culture and Creativity in Ryde is about expressions of local identity. Not just artworks but in place making, community events, community activities."

Cultural heritage. The community wants the City of Ryde's rich cultural heritage to be preserved and accessible to the wider community.

"Culture and creativity in Ryde is about celebrating our local heritage, culture and diversity in the community."

Inclusion and wellbeing. The community wants people to have opportunities to participate in creativity regardless of their cultural background, socioeconomic status, age or ability.

"Culture and creativity in Ryde is about engaging with all present demographics and representing them accurately with art, music and performance."
"I would like to see more workshops, music, exhibition and activities for all ages. Every human being needs to express what is inside."

KEY FINDINGS ACROSS WORKSHOPS: DEFINING SOCIAL WELLBEING IN THE CITY OF RYDE

Community engagement participants defined social wellbeing in the Ryde context with a focus on:

Community connections and belonging. Community engagement participants told us that social connections are a foundation of social wellbeing and support a sense of place and belonging in the City of Ryde.

"A community that's connected, sense of belonging, engage & socially and culturally active."

"Providing opportunities for local residents to gather in groups to share experiences and develop a sense of community."

Cultural diversity and crosscultural connections. Community engagement participants think that cultural diversity is a strength for social wellbeing and want the City of Ryde to be a place where everyone feels welcome and people can express and share their diverse cultural backgrounds and stories.

"It means a community with a huge cultural diversity is engaged across cultural divides and there are facilities and activities that are accessible to everyone in the community."

Services and programs that meet community needs. Community engagement participants recognise that service providers play a crucial role in supporting social wellbeing in the City of Ryde and want to see the continuing provision of services that respond to the diverse needs of the community.

"Being in touch with community needs- especially marginalised, and building relationship with them through meeting those needs."

Inclusion and accessibility. Community engagement participants said that a strong community should provide opportunities for everyone in the community to be supported and prosper regardless of their cultural background, socioeconomic status, age or ability.

"A community that is accessible and inclusive for everyone to be connected."

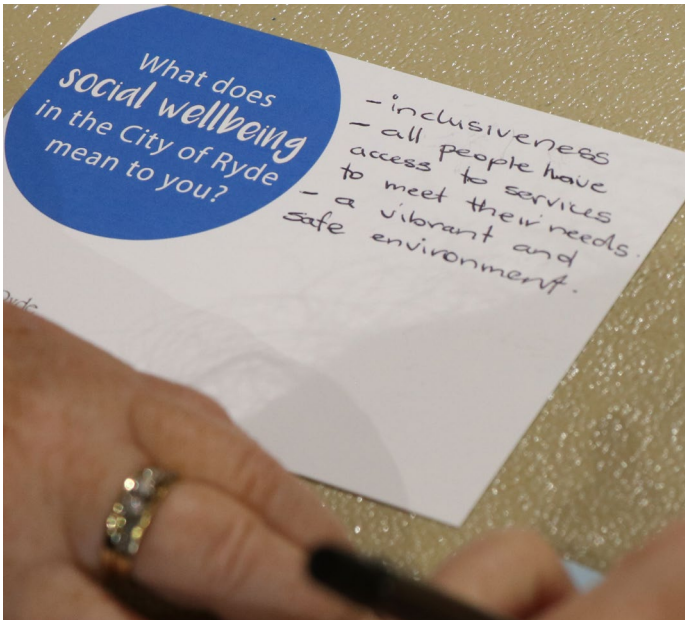
"People are aware of services and facilities and are able to access them."

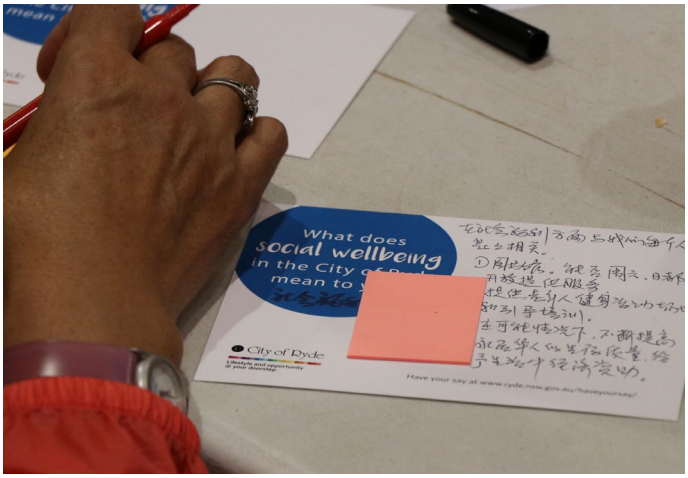
Spaces and places. Community engagement participants recognise that social wellbeing is facilitated by spaces and places where people can come together to interact, access services and participate in community life.

"Social wellbeing is about providing affordable space to facilitate community interaction."

Health and safety. Community engagement participants see supporting the physical and mental health of the community as a key aspect of social wellbeing. The community think that the City of Ryde is a great place to live because it provides a relatively safe environment.

"Where residents, visitors, workers want to be because it offers a safe environment that offers opportunities to live well, exercise, get around, get educated, build friendships, start and grow a family, attend theatre and cultural events."





KEY FINDINGS ACROSS WORKSHOPS: MAPPING SOCIAL AND CREATIVE PLACES IN THE CITY OF RYDE

During the mapping activity, participants placed **pink** post-it notes on a large map of the LGA to signify the social and/or creative places and spaces they currently visit in the City of Ryde and **orange** post-it notes to signify their ideas for places and spaces they would like to see in the future.

Across all workshops, we received:

- **540 pink post-it notes**, signifying social and/or creative places community engagement participants already visit
- **568 orange post-it notes**, signifying the places or improvements community engagement participants would like to see in the area

Mapping existing spaces and places

The community's comments inform an understanding of the breadth of the community facilities, public spaces, parks, shopping centres and private spaces that the community currently visits and values, and how these places and spaces are used and facilitate creativity and social wellbeing within the LGA. The concentration of comments in certain suburbs also suggest that some areas may be focal points for social and creative connections.

The largest number of comments about existing places that the community uses were received in the following suburbs:

- Ryde suburb (89 comments)
- Eastwood (89 comments)
- North Ryde (82 comments)
- Macquarie Park (50 comments)
- West Ryde (49 comments)
- Meadowbank (30 comments)
- Marsfield (25 comments)
- Gladesville (18 comments)
- Putney (14 comments), and
- East Ryde (10 comments).

In addition, 44 comments referred to the entire LGA.

These comments have been incorporated into the map depicted overpage. This map also includes findings from a desktop research audit of the Ryde LGA.

Mapping culture and creativity in the City of Ryde

The map below shows the places and spaces that facilitate culture and creativity within the City of Ryde. This map includes both findings from the community workshop mapping activity, as well as findings from a desktop research audit.

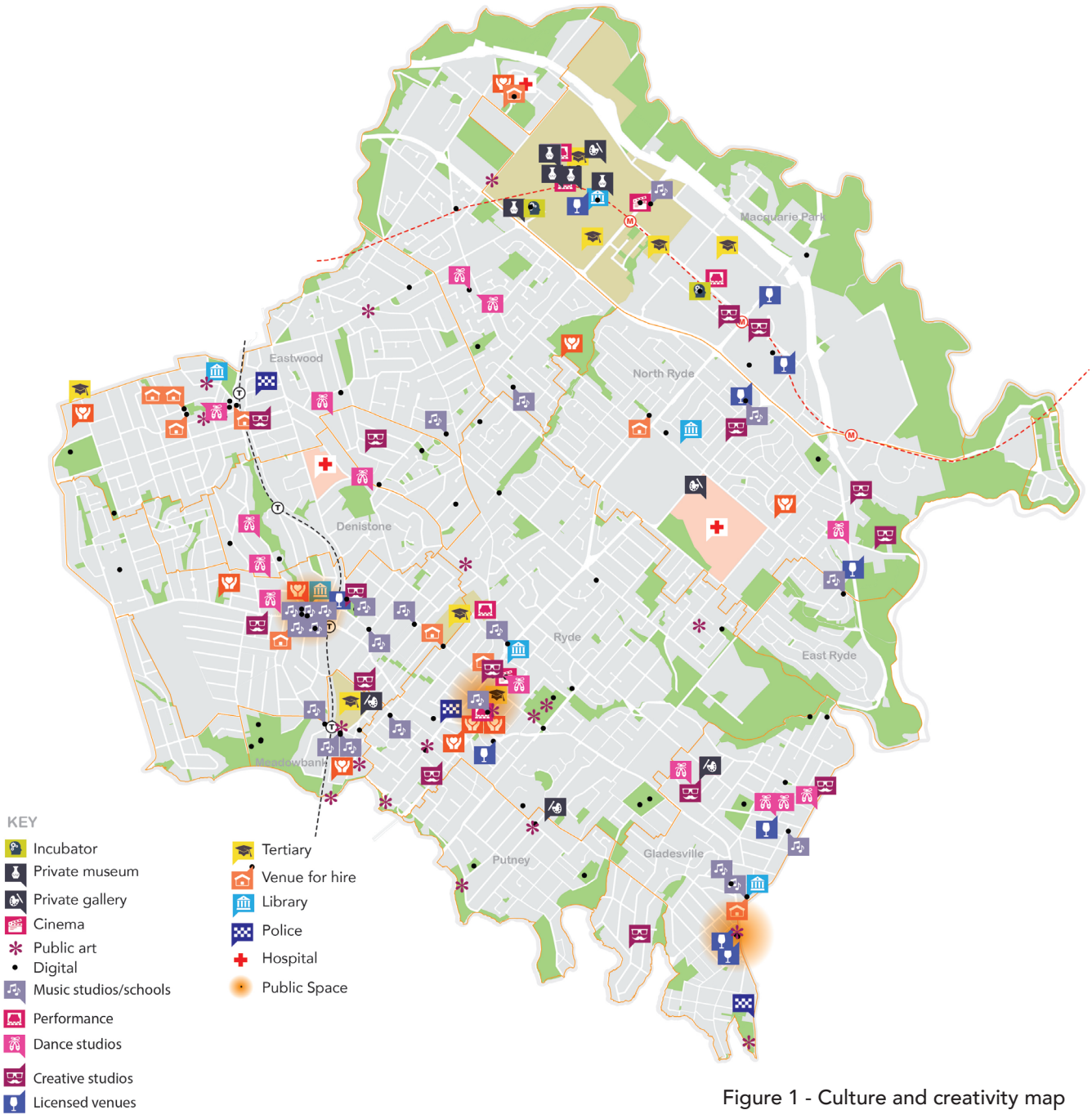


Figure 1 - Culture and creativity map

6 libraries

10 community centres

10 community halls and meeting spaces

10 state heritage listed items

1 Council-owned performance space

2 cinemas

17 street libraries

22 public artworks

11 private art studios and galleries

16 private dance studios

24 private music studios and schools

7 private photography studios

8 museums, galleries and performance spaces located on university and TAFE campuses

Mapping social connections in the City of Ryde

The map below shows the places and spaces that facilitate social connections and wellbeing within the City of Ryde. This map includes both findings from the community workshop mapping activity, as well as findings from desktop research.

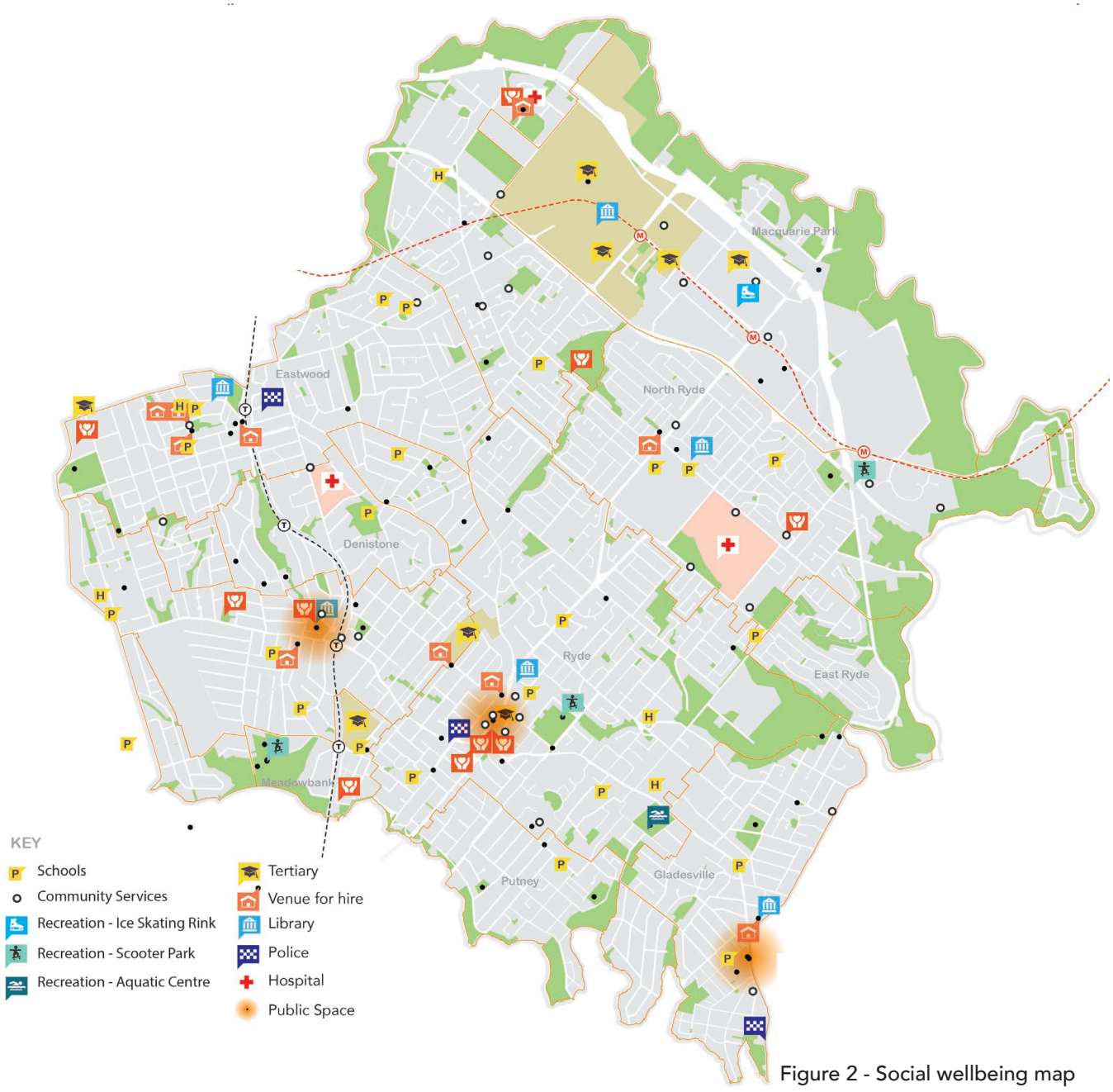


Figure 2 - Social wellbeing map

1 aquatic centre

6 libraries

10 community centres

10 community halls and meeting spaces

~50 community service providers located within the LGA

1 University

2 TAFE campuses

5 secondary schools

23 primary schools

Ideas and improvements community engagement participants would like to see in the future

The vast majority of comments on places and ideas the community would like to see in the future made suggestions for the whole Ryde LGA (around 190 comments) and were not place or suburb specific, however the largest number of comments relating to specific suburbs were received in Eastwood (89 comments) and the suburb of Ryde (40 comments).

As shown below in Table 3 the community had a broad range of suggestions and ideas for spaces, programs and services to improve social wellbeing and culture and creativity within the City of Ryde. A more detailed overview of suggestions is available at Appendix 2.

Overall, while there were few distinct differences in mapping outcomes across the workshops, workshops focusing specifically on the Social Plan were more likely to suggest ideas for spaces and services to support community connections and vulnerable community members, whereas workshops focusing on the Creativity Strategy were more likely to suggest spaces to create and share art and creativity.

In addition, multicultural community engagement participants were more likely to comment on Eastwood and Meadowbank, suggesting these are focal points for multicultural community connections.

Table 3 - Outcomes of mapping activity across all workshops - ideas, improvements and places we want to see

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE
LGA-wide	188	• **Cultural infrastructure**, including spaces to create, perform, exhibit, and share creativity and increased visibility of creativity in public space (38 comments) • **Social activities and programs**, including things to do for children and families, young people, seniors, people from culturally and linguistically diverse backgrounds and that promote crosscultural connections (29 comments) • A diverse range of **services** that are well-promoted and meet the needs of local communities, including addressing issues such as domestic violence, homelessness and social isolation (26 comments) • **Transport issues,** including improved parking, public transport, traffic congestion, cycling and walking routes and community transport (26 comments) • A desire for more **community facilities** and affordable spaces located in proximity to train stations for community groups to meet, spaces for young people, children and seniors (15 comments) • **Creative activities and programs**, including affordable creative activities for children and families, women, seniors, teenagers, people with disability or facing mental health issues, art trails and tours (14 comments) • **Improved communication** about what is going in the area, including events and meetings and services (8 comments) • Places to support **night-time economy** (6 comments) • A range of **community support groups**, including for gay parents, women, carers, socially isolated residents • More **affordable housing** (5 comments) • Artisan and food **markets** (4 comments) • Support for **local businesses** (3 comments) • Provision of **green space** (3 comments) • **Accessible public space** including for prams and seniors with shaded areas to sit (3 comments) • **Free wifi** in public places (2 comments)

Table 3 - Outcomes of mapping activity across all workshops - ideas, improvements and places we want to see

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE
Eastwood	89	• A multipurpose community centre (8 comments) • Spaces and services for seniors (7 comments) • Improved public transport and parking (10 comments) • More social housing in Eastwood (3 comments) • Expand Eastwood Plaza (3 comments) • A larger library, including with more multicultural staff (2 comments) • Upgrade and expand Eastwood shopping centre (2 comments) • Cultural infrastructure including a museum and a small theatre (2 comments) • Redevelop Ryde hospital • More support for homeless people in Eastwood • Need for a children's playground • More police presence • Social activities and programs, including play groups for grandparents to attend with their grandchildren, English classes, technology classes, health and wellbeing classes • Creative activities and programs, including singing classes for seniors • Opportunities to connect both sides of the railway
Ryde suburb	40	• Cultural infrastructure, including gallery and performance space (7 comments) • Community spaces for affordable rent (2 comments) • Creative activities and programs, including choir groups and women's skills • Improved traffic and pedestrian crossings (3 comments) • Social enterprise hub / incubator space (2 comments) • More celebration of Aboriginal culture in Ryde (2 comments) • Offer free swimming lessons for new migrants at the Aquatic Centre • More child-friendly and pram-friendly places for mums
North Ryde	31	• Transport, including more public transport connections, less traffic congestion and more active transport routes (10 comments) • Co-working spaces for small business • Utilising Eden Gardens more for community activities • Transitional housing for domestic violence victims • Better restaurants • Make it easier to hire community centres • Utilise vacant Council properties for comunity events • OOSH with creative afterschool activities with pick up from schools
Marsfield	22	• Transport including improved traffic congestion and community transport to services (2 comments) • Community facilities, including more libraries, community halls and spaces for young people (3 comments) • More rubbish bins • More cultural events • More activities for multicultural seniors (e.g. Tai Chi, grandparents groups including traditional craft from country of origin)

Table 3 - Outcomes of mapping activity across all workshops - ideas, improvements and places we want to see

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE
Meadowbank	19	• Continuation of cyclepath along the water front (2 comments) • Waterfront parkland and playgrounds • Improved pedestrian crossing to parklands • Outdoor cinemas in Meadowbank • Art courses for children at Shepherds Bay • Opportunities to connect communities living in high rise • Free English classes • More coffeeshops and restaurants along the waterfront • A women's group to have cook outs to feed the community • Weekly markets with fireworks
Macquarie Park	18	• Community facilities, including hireable spaces and a library (3 comments) • Night-time economy, including more restaurants and eat streets (4 comments) • More public art (2 comments) • Greater community access to use the University • Upgrade Macquarie Centre • Engage local artists to be a part of Council events and pay them for their time • Buskers on the street
West Ryde	15	• More community uses within Anzac Park (2 comments) • More children's playgrounds (2 comments) • Improved parking (2 comments) • Music Festival • Improve the look and feel of West Ryde Station and Victoria Road • More things to do for teenagers in West Ryde • Improved promotion of West Ryde Community Centre • Spoken word poetry events and writing workshops • Create a sports centre
East Ryde	10	• Improved transport connections • Upgraded library • Programs and events, including employment training, interfaith events, multicultural participation, study circles
Gladesville	7	• Cultural infrastructure including performance space and music venues (3 comments) • Clean up Gladesville Bay to enable swimming • Extend library opening hours • Gladesville eat street
Denistone	7	• Cultural infrastructure, including using vacant spaces for creative businesses, and affordable exhibition space (3 comments) • Lift at Denistone train station • Multicultural appreciation • Community gardens
Putney	6	• Swimming in Parramatta River at Putney (4 comments) • Dragon boat and local yacht/canoe facilities • More cafes
Top Ryde	2	• Cocktail night at Top Ryde • Link housing with Ryde office

KEY FINDINGS ACROSS WORKSHOPS: COVER STORY HEADLINES

In groups of two or three, participants were asked to think about the outcomes they would like to see delivered through the Social Plan and the Creativity Strategy and come up with a headline and key messages for the cover page of a local newspaper that conveys those outcomes.

In total, 53 cover story headlines were created across all community and stakeholder workshops. Some key themes emerged across all workshops including:

Community connections (6 headlines)

The majority of groups focussed on outcomes related to improved community connections. Six groups explicitly referred to community connection in their headline statement, and a further seven included it as a key message. Key headline statements include:

"Ryde comes together."
"Ryde is connected."
"Connecting Ryde Cultures."
"Ryde, where connected communities stand side by side"
"Coming together."
"Mentoring Program that links people from refugee backgrounds with people from the Community."

Cultural infrastructure (5 headlines)

Five groups focussed their headlines on cultural infrastructure, and a further fifteen included cultural infrastructure as a key message. Key headline statements include:

"Ryde Opens its Doors to Creative Civic Precinct"
"Rydes First Public Outdoor Performance Stage Built in Local Park"
"Public Art Meets Rydes Waterway"
"Finally Ryde has a Museum"
"New City of Ryde Art Gallery"

Embracing cultural diversity (3 headlines)

Three groups explicitly referred to cultural diversity in their headline statement, and a further ten included it as a key message. Key headline statements include:

"Multicultural society"
"Diversity is Our Way of Life"
"City of Ryde finds its strength in empowering communities to celebrate diversity"

Social infrastructure (3 headlines)

Three groups focussed their headlines on social infrastructure, and a further eight included the provision of community spaces to support community connections as a key message. Key headline statements include:

"Ryde Civic Centre now Ryde's Multifaceted Social Enterprise Hub Centre"
"The Hub of the City - Thriving Where we Live"

Things to do, day and night (3 headlines)

Three groups focussed their headlines on ideas for night-time activities in the City of Ryde, and a further five included a vibrant night-time as a key message. Key headline statements include:

"Ryde. Home of Live Music and Night Life"
"Night Ryder"
"Night-Side in Ryde"

Community festivals and events (2 headlines)

Three groups focussed their headlines on ideas for festivals and events, and a further seven included the provision of festivals or events as a key message. Key headline statements include:

"Ride on into the Ryde Festival of the Arts"
"Raw and Alive in Ryde"
"Night-time economy and live music"

Inclusion (2 headlines)

Two groups focussed their headlines on being and inclusive community with opportunities for people regardless of their income, cultural background, age or ability. Three groups want to see A further eleven included this as a key message. Key headline statements include:

"Government accepts "Uluru Statement from the Heart"
"Roller Coaster Ryde to Inclusion"

Innovation and business (2 headlines)

Two groups focussed their headlines on opportunities for business and innovation within the City of Ryde, while a further two included this as a key message. Key headline statements include:

"Innovative, business opportunity and lifestyle with an amazing creative industry sector"
"Silicon Valley in Ryde"

Outtakes from the cover page headline activity

Roller Coaster Ryde to Inclusion

Unity and diversity - A prosperous community - Collective business contribution to community - Multicultural centres for the masses - A young community - Community developed for community, by community - Ryde opens new concourse building - Ryde Symphony opens building - Every Ryde business donates two staff days per year to community/social wellbeing

Ryde, Where Communities Stand Side by Side

Welcoming zone - Connecting communities through activities, learning and sharing - Socially inclusive for cultural, and artistic expressions - Hub for activities and initiatives

Home of Live Music and Night Life

Safety at night - Late night venues open - Live music venues - Late night food and dining venues - Safe to walk home at night - Excellent late night public transport - Employment opportunities for students - Affordable housing is plentiful

We Got it Ryde!

No more traffic congestion - Social services access for all - 0% homelessness - 100% employment - Inclusive youth programs - The place to be - work and play - More parks

Ryde: the Great Cultural Centre

Major performance space - Fabulous youth club - Live music avenue - Street art yours - Annual music festival - Meadowbank Floating restaurant - Walking and bike track right around ryde - Symphony on the river (floating shell) - Sculpture walk (sculpture on the river) - Community music school - Swim site at Putney - Ryde opera House - Ryde native wildlife sanctuary - Putney beach (no sharks)

Ryde: A magical Place to Play and Stay

Open and diverse - Accessible by cyclists and walkers - Tolerant and inclusive of diversity - Accessibility for all - Knowledge based community where education is valued - Vibrant and inviting community hubs (e.g. live music) - Skateparks - Create, Heart, Green, Magic

The Ryde of Your Life

Ryde is a creative local hotspot - Lots of opportunities for local artists of all ages and backgrounds - Public spaces including malls, parks and venues - Stay local, use local - Council is regarded as a forward thinking, supporter of the arts - Collaboration between artists - Play, concerts, dance, music, art, bands

Ryde is alive!

Vibrant coffee shops and restaurants - Busy shopping - High employment - High education - Lots of activities e.g. Ice Rink - Youth based activities - Night life and entertainment - Multicultural collaborations - Cutting edge --> performing arts centre - High technology - outdoor audio/visual screen experience - Workshops and education

Beauty Ryde

Community speaks and calls its city beautiful - Spaces have been transformed and curated to release the beauty of community, talents and passions - Isolation becomes isolated issue, community reports being known, celebrated - Artists released to beautify the city - The beauty of shared tables, conversation, food, energy - Vertical vilages become beautifully community

Connecting Ryde Cultures

Ryde rocks - Inclusiveness - Clear communication - connected - Great way finding - Sharing stories - Focus on Indigenous culture - Focus on local artists - exploring - Connectedness

1.2 General community workshops findings

This section summarises key findings from two general community workshops held on 7 March 2019 to inform the development of both the Social Plan and the Creativity Strategy.

Community workshop #1

Time and date: 10 - 11am, 7 March 2019

Location: North Ryde School of Arts, North Ryde

Number of participants: 58

Community workshop #2

Time and date: 6 - 7.30pm, 7 March 2019

Location: Civic Hall, Ryde

Number of participants: 22

STRENGTHS

Participants identified a number of strengths for social wellbeing and culture and creativity in Ryde, that included:

- Culturally diverse community (5 comments)
  - Opportunity to celebrate diverse events
  - Hold diverse perspectives and opinions
  - Opportunities to learn English (5 comments)
- Good location and close proximity to other areas
- Council page that advertises clubs and groups
- Open spaces and parks, including dog off leash parks, the National Park and great children playgrounds
- Festivals and events including Deepavali, Lunar New Year, Easter in West Ryde, Gladesville Christmas, Harmony Day, Granny Smith Festival, Heritage Week, Wine and Dine (Putney) and Cinema in the park
- Library services for children, adults, special occasions, events e.g. Ryde Remembers 2014-2018 and Poppies project. Also as a place to go for information
- Variety of facilities, e.g. University, schools, shops and hospital
- Sports club, sports field and sports activity
- Public transport, including free bus services, West Ryde Station
- Community groups such as Meadowbank Choir
- Expo of creative arts in Ryde
- Ability to work and study in Ryde
- City of Ryde Council is innovative, approachable, responsive and inclusive
  - Supportive towards CALD communities
  - Listening to public concerns
- Safety and sense of belonging
- Macquarie University bringing younger people into the community

CHALLENGES

The community identified a number of challenges for social wellbeing and culture and creativity in Ryde, including:

- Traffic congestion (8 comments), in areas such as Eastwood, Meadowbank and Macquarie park
- Traffic between regions to attend events (2 comments)
  - Development is clogging up the roads
  - Need to broaden roads
- Language barriers (5 comments)
  - Prevents and restricts community engagement
  - More translation services
  - Difficult to access health services
  - Services to include Telugu, Mandarin and prevalence in staff members, in hospitals and clinics
  - Signage, e.g. more Chinese signs
  - More activities to provide English conversation (Eastwood)
- Cost of hiring facilities, e.g. Pergolas in the Park, running small groups (3 comments)
  - Facilities charging large fees, e.g. Ryde Council Hire Hall is too expensive
- Connecting different cultures with the wider community (3 comments), e.g. Syrian community, Chinese community
  - Mentoring programs to connect people from refugee backgrounds with residents who are born here
  - Linking churches and community groups to reach out to new immigrants and refugees
- Cultural events (3 comments)
  - Venue to run Chinese activities
  - Increase cultural halls to increase cultural events
  - Need an annual signature cultural fair showcasing and bringing together different cultures
- Increase public transport (3 comments)
- Lack of cross-cultural engagement
  - Clustering of immigrant groups, e.g. In Eastwood
  - Hard to meet people
  - Difficult to let the word out about the groups in the area
- Engaging new arrivals with social and cultural activities
  - Provide workshops about Australia
- More information about what creativity and social wellbeing and raise awareness about the importance of creative initiatives for the wellbeing of the Ryde Community
- Need for education services, e.g. U3A Sydney in Ryde, high school for girls in Ryde area
- Senior's programs, services and facilities, such as a seniors week to target multicultural seniors, seniors village or nursing home in the LGA, inclusion of seniors 65+, community groups, playgroups for grandparents
  - Affordability for seniors
- More information and marketing on 'what's on' in the community to help people to attend new events
- Communities need to know what is out there for them and how to get involved - advertise through social media and online websites for young people
- Need for a creative environment, to include paintings on walls and telco boxes, more community gardens (planting of trees)
- Lack of creative spaces and forums, such as music venues, drama spaces and absence of art gallery
- Affordability of housing for artists
- Activities to keep the community engaged, such as water-based leisure, kayaking, fishing etc., as well as other cinemas outside of malls such as Macquarie and Top Ryde
- Lack of parking
- Hard to get around City by foot or bike, need more pavements and bike lanes
- Engagement and services for people with disabilities, e.g. health classes for post-surgery patients
- Improve existing facilities, such as Ryde Hospital, Eastwood shopping centre
- Council of Ryde website is not easy to search
- No youth centres
- Provide faith-based facilities, such as Muslim prayer room
- Shopping centres and playgroups in Meadowbank to match population increase
- Increase in small businesses, such as corner shops, convenient stores, outdoor cafes and restaurants
- More workshops, including self-improvement workshops
- Safety
- Social housing

COVER PAGE HEADLINE ACTIVITY

Participants came up with the following headlines and key messages:

Ryde, Where Communities Stand Side by Side

Welcoming zone - Connecting communities through activities, learning and sharing - Socially inclusive for cultural, and artistic expressions - Hub for activities

Ryde is alive!

Vibrant coffee shops and restaurants - Busy shopping - High employment - High education - Lots of activities e.g. Ice Rink - Youth based activities - Night life and entertainment - Multicultural collaborations - Cutting edge --> performing arts centre - High technology - outdoor audio/visual screen experience

Diversity is Our Way of Life

Celebrate multi-cultural festivals like Deepavali (Diwali) - Attract cultural events with affordable halls - Enhance educational institutions - Improve communication - Council wide events - Include multi-lingual books in libraries (TELUGU) - Improve parking at stations - Accessibility, Kiss & Ride at stations

It's the Ryde Way To Go

Learn about Indigenous history at the Bennelong Centre - Opening of the new, centrally located performances and exhibition space and cultural centre(languages and activities) - See the latest art exhibition st the Ryde Regional Gallery - Visit the Art School - Two weeks of festival activities - Come to Ryde to experience our culture and community - Crafts Centre in council's civic hall - Be entertained, informed, skilled, surprised, amazed and be happy - Drama festival, art school, bennelong Interpreative centre, Ryde Regional Gallery, visiting crafts centre in Civic Hall, performance and exhibition space

Less traffic jam - More chinese traffic sign especially bus stops - More bus routes - More schools and childcare centres - New migrants to have booklet - Council to support CALD group with important information - Training to catch bus and have around information giving - No direct bus from Eastwood to Chatswood - No transport from City to Eastwood

Multicultural activities in Harmony Day - Activities for high school student - Activities for seniors attending - Learning new skills - Class run for seniors and adult

Mentoring Program that links people from refugee backgrounds with people from the Community

I hope to connect with the wider community and engage with people from various backgrounds - There is nothing to critique! The services and people are great - I hope to be able to reach out to people from refugee backgrounds who arrived here before me, to learn from their experience - I hope to increase my awareness of the various services and initiatives and to be able to access them

New City of Ryde Art Gallery

City of Ryde art gallery shares Willandra with the Ryde Historical Society - Keep Willandra for the Historical Society and devote a separate site for CRAS - City of Ryde entrepeneurship Centre opens: business resources, space, mentors + industry specialist speakers/network, including social entrepeneurship initiatives.

Coming Together

More advertisements and banners to convey messages of what's happening around Ryde - Don't be shy, the world is at your doorstep, we can connect you to the incredible cultural and creative diversity that exists in your Ryde neighbourhood - Get out! Meet up! - Write your life story - Schools and colleges - Meadowbank parks + other parks - Libraries - Shops and cafes - Recreational: clubs, swim pools and bowling

The Festival of Ryde

Something that's special for the Ryde area - It will bring people to Ryde because of its diversity - Celebrate wifi, promote STEM - Home of wifi - Wifi festival in CSIRO site - Vimiera Rd, Marsfield - International delegates + partner with Macquarie Uni - Wifi Festival in Ryde Home of Wifi

All ethnic groups marching together

Open oval theatre - Multicultural group coming together and share all activities - Ethnic traditional Festival (multi-cultural group festival) - All ethnic group in Ryde council gather together and play together - It looks kind of like Harmony Day

1.3 Community service providers workshop

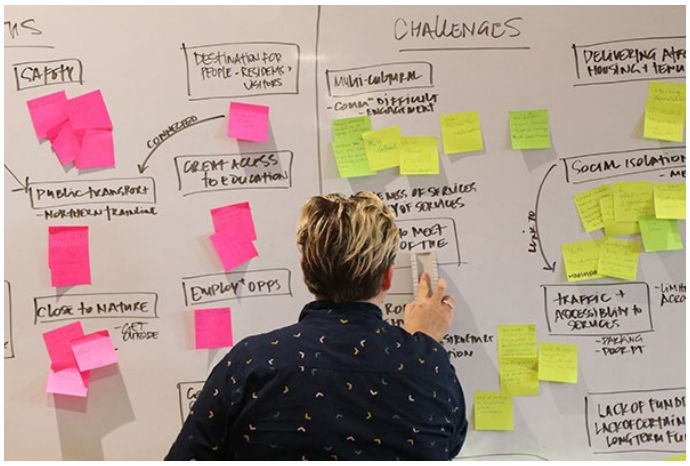
This section summarises key findings from a service providers workshop held on 27 February 2019 to inform the development of the Social Plan.

Community service providers workshop

Time and date: 2 - 3.30pm, 27 February 2019

Location: North Ryde School of Arts, North Ryde

Number of participants: 25



STRENGTHS

Community service providers identified a number of strengths for social wellbeing in Ryde:

- Location and proximity to North and Western Sydney and Sydney CBD
- Safe and welcoming community
- Culturally diverse community which can inspires creativity
- Cross-cultural connections fostered at festivals
- Natural environment, including river, parks and proximity to bushland
- Employment opportunities
- Council involvement with community, through workshops, encouraging community participation, services
- Education facilities, including Macquarie University, early childhood education and care (ECEC)
- Range of mental health services
- Shopping centres as places for social connection.

CHALLENGES

Community service providers identified a number of challenges for social wellbeing in Ryde, including:

- Housing affordability
- Lack of Aboriginal services and engagement with Indigenous communities
- Lack of public/community transport options
- Lack of community connections, including social isolation
- Lack of spaces for young people
- Lack of things to do at night for residents and workers
- Lack of services and infrastructure to match increasing population density
- Limited public transport and traffic during peak hours
- Increasing cultural diversity and different attitudes to services (e.g. culturally diverse communities can be reluctant to pay for services)
- Lack of identity or vision for Ryde
- Accessibility for people with disability and aging population
- Limited local mental health services
- High levels of youth unemployment in Marsfield
- Lack of funding / Uncertainty over funding
- Difficult to access information.

COVER PAGE HEADLINE ACTIVITY

Participants came up with the following headlines and key messages:

Take the Ryde of your Life!

Key messages: Youth - Employment - Fun - Attractive - Inclusive - Entertainment - Food - Performing Arts - Transport access - Engaging - Families

Night-time in Ryde

Fun at night - Make friends - Food - Music - Reduce social isolation - Destination for other places (art-displays, shops, eats, play pen, grass, sitting)

We Got it Ryde!

No more traffic congestion - Social services access for all - 0% homelessness - 100% employment - Inclusive youth programs - The place to be - work and play - More parks

Ryde Civic Centre now Ryde's Multifaceted Social Enterprise Hub Centre

Unused council space to provide vibrant community connections/interactions - Old to gold - Inclusive opportunities - Coworking space - Youth activities - Multicultural - Seminars/workshops - Women's space - Childcare - One stop shop - To address community challenges

Hover train Gazumps Uber

City of Ryde's Hover Train connecting the residents of Ryde to each other, services, places they want to be: shops, health services, school/uni/tafe/ Mac College, parks, concerts, hospitals.

1.4 Creative groups forum

This section summarises key findings from a workshop for creative practitioners, groups and organisations held on 28 February 2019 to inform the development of the Social Plan.

Creatives workshop

Time and date: 10-11.30am, 28 February 2019

Location: Civic Hall, Ryde

Number of participants: 33

STRENGTHS

Participants at the Creative Groups workshop identified a number of strengths for culture and creativity in Ryde:

- Creative involvement (8 comments) including:
  - Commercial interest in bringing creativity
  - Enthusiasm of young people to perform
  - Abundance of local young talent
  - Individual interest in growing creative spaces in the area
  - Opportunity for new developments/infrastructure to include the arts
- Diversity and culture (7 comments)
  - Opportunity for diverse interaction between cultures
  - Diversity of population
- Proximity to other places (3 comments)
- Active promotion of multicultural activities by Ryde Council, including Granny Smith Festival and Harmony Day
- Sense of local history and heritage in amongst community members
- Role of Council
  - Providing facilities
  - Aware of 'local' needs
  - Good support
- Council buildings are underutilised
- Great education opportunities in the area
- Natural environment
- Free and easy access to parking
- Community engagement
- Nature, including, parks, bush and water
- Public transport
- Support from local groups and clubs

CHALLENGES

Participants at the creatives workshop identified a number of challenges for culture and creativity in Ryde, including:

- Lack of cultural infrastructure (8 comments), including:
  - Spaces to exhibit works, theatre and performance space,
  - public space for performance
- Overdevelopment (4 comments), including poor quality and ugly buildings
- Need for more connection between creatives
- Need for more awareness and improved promotion of what is going on in the area (e.g. workshops, programs and festivals) (4 comments)
- Need for more creative workshops and programs, including free and affordable options to support participation and programs for children
- Lack of identity and pride for Ryde
- Large geographic area
- Lack of crosscultural connections
- Transient population
- Need to support and encourage creative people living in Ryde.

COVER PAGE HEADLINE ACTIVITY

Participants came up with the following headlines and key messages:

Rydes First Public Outdoor Performance Stage Built in Local Park

Multi-use perfromance area for: Art exhibitions - Concerts - local performances - Youth performance - Free to use - Community events - Charities - Plays - Dance - Music, all abilities disco - Dance and acting classes for all ages - Writing workshop, play writing workshops - School concert area - Online booking and promotion of events

Finally Ryde has a Museum

Ryde bowling club has been transformed into a heritage centre for the district of Ryde to celebrate our Aboriginal history as well as our pioneers.

Keep Community Soul Alive through "Music"

Outdoor facilities with permanent staging venues.

The Ryde of Your Life

Ryde is a creative local hotspot - Lots of opportunities for local artists of all ages and backgrounds - Public spaces including malls, parks and venues - Stay local, use local - Council is regarded as a forward thinking, supporter of the arts - Collaboration between artists - Play, concerts, dance, music, art, bands

Connecting Ryde Cultures

Ryde rocks - Inclusiveness - Clear communication - connected - Great way finding - Sharing stories - Focus on Indigenous culture - Focus on local artists - exploring - Connectedness

Government accepts "Uluru Statement from the Heart"

Aboriginal cultural walk along Parramatta - Book launch "Dark Emu" by Bruce Pascoe - Aboriginal dancers in public spaces

Art has Moved North!

Ryde as the art precinct north of the bridge - Developing young artists through local programs - Filling families wih joy through creative experiences - Developing artists through quality workshops - Connecting artists through meet up programs - Spaces that draw the community in to share the art - International artists are exhibited or performing in the area - Night life is alive - The streets are filled with sculptures and street art - Top notch performance and exhibition spaces - Elderly community is revived with art opportunity - Culture is shared amongst each other

Discover Your Inner Strength

Encouraging and promoting through Council advertisements - Creativity programs for children - Expansions to art gallery, museums, shows for all Ryde residents - Groups forums and conversations to improve on a timely basis - Maintenance of the hall and more facilities

Raw and Alive in Ryde

Original - Local - Clear - Accessible - Grass-roots - Raw and alive - genuine - Affordable - Attainable - Welcoming - Diverse - Connected

1.5 Multicultural community workshop

This section summarises key findings from a culturally and linguistically diverse community members workshop held on 13 March 2019 to inform the development of both the Social Plan and the Creativity Strategy.

Multicultural community workshop

Time and date: 6 - 7.30pm, 13 March 2019

Location: Civic Hall, Ryde

Number of participants: 38

The multicultural community workshop was run by Cred Consulting with facilitation assistance by Community Migrant Resource Centre (CMRC). CMRC translated responses written in other languages to English for analysis.

STRENGTHS

Participants at the multicultural community workshop identified a number of strengths for social wellbeing and culture and creativity in Ryde:

- Culturally diverse population
  - Respectful of all communities
  - Enables vibrant food culture – Chinese/Korean/ Persian/Lebanese
- Libraries, Eastwood and West Ryde
- Shopping centres, e.g. Eastwood Square Plaza
- Outdoor activities including walking tracks, exercise
- University facilitating initiatives (Macquarie Centre)
- Public transport, e.g. train stations (metro) is realtively convenient in the area
- Safe place to live in
- Good location and proximity to the City
- Creative culture, the arts, screen and film
- Performances and festivals, including cultural performances (e.g. Korean/Chinese)
- Tech companies

CHALLENGES

Participants at the multicultural community workshop identified a number of challenges for social wellbeing and culture and creativity in Ryde, including:

- Upgrade of public transport and services (6 comments), to include express trains, intra LGA light rail, flyovers and subways
  - Less waiting times
  - Better connections, especially to Ryde Hospital
  - More bus stops and lines
  - Free services
  - Extended hours for ferry services
  - Too congested
- Traffic congestion
  - Development of high-rise buildings has created serious road congestion
  - Motorists are experiencing unacceptable traffic delays, in Meadowbank, Victoria Road, Lane Cove Road and Eastwood

- Upgrades and improvements for health facilities and services, e.g. new health centre for Ryde, Epping, Marsfield and West Ryde, extra doctors and nurses
  - Facilities in Ryde Hospital are insufficient to cope with increasing population
  - Macquarie Hospital is limited with specialists – not capable of keeping up with demand
  - Affordability, e.g. consulting fees
  - Establishment of public hospital with greater range of specialties in Ryde
- Need for night-time economy and venues and extended opening hours
- Need more parking spaces, especially for festivals
- Upgrades in community centres and spaces
  - Not friendly, need public chairs
- More public amenities, e.g. toilets
- Lack of community awareness of events and facilities
  - Printed copies of local newspapers for residents of all ages – electronic device access may not suit all ages
- Need for open space and infrastructure due to more high-rise developments
- More public facilities and services, including swimming pools, multifunctional community centre, big hospitals (Eastwood)
- More language services, including Mandarin
- Need for multicultural interactive workshops and information sessions
  - Australian culture workshop, parenting workshops
  - New migrant's information workshop
- Lack of education opportunities such as scholarships
  - Losing students – moving to other universities
- More activities for social inclusion, specifically for the Afghan community, to include cultural cuisines, events such as Afghan New Year (Nowruz)
- Community groups such as a CALD youth group or gardening groups
- Many old buildings and housing
- Population growth
- Services for seniors, e.g. lunches
- Lack of performance spaces and art galleries,
- Lack of promotion of diverse performances
- More venues and teachers for cultural activities, e.g. singing and dancing
- Tech companies are all working in silos

COVER PAGE HEADLINE ACTIVITY

Participants came up with the following headlines and key messages:

City of Ryde finds its strength in empowering communities to celebrate diversity

Better city. Better community. Better life - we welcome diversity - Integrity between community and technology - welcomes all faiths - better transport

Multicultural society

Happy, healthy, fortune, harmony community - safety community - easy access to hospital - safety food - join all kinds of activities in the big community centre - more new buildings in eastwood - clean and tidy public environment - well plan in public structure - chinese nursing home or retirement village (affordable) - easy to know local news in chinese (newsletters in chinese) = community connection and respect, inclusive, welcome zone to refugees, healthy society, diversity, multicultural, celebration anof Afghan Nowruz and new year

What a vibrant Community in Ryde!

Doing it Right in Ryde - Experience it for yourself!

1.6 Faith-based organisations workshop

This section summarises key findings from a workshop for faith-based organisations within the LGA held on 27 February 2019.

Faith-based organisations workshop

Time and date: 9 - 10.30am, 13 March 2019

Location: St Johns Church, North Ryde

Number of participants: 20

STRENGTHS

Participants at the faith-based organisations workshop identified a number of strengths for social wellbeing and culture and creativity in Ryde:

- Festivals, events and concerts, including Granny Smith Festival Christmas in the Common, inter-faith conferences. Multicultural events that foster interaction and activity (4 comments)
- Multi-cultural diversity and acceptance
- Welcoming of ethnicity and language (3 comments)
- Promotes relationships
- Recognises value of religious and faith-based groups (e.g. prayer breakfasts) (2 comments)
- Assistance towards migrants and being supportive and helpful
- Education courses such as English as a 2nd language
- Good education materials
- Developing children's spiritual wellbeing
- Services for people with disabilities
  - Stryder
  - Classes for those with learning difficulties and other disabilities
  - Supporting LAC program with venues to support people with disabilities
- Faith-based programs and services that bring people together e.g. youth conventions, peace conferences
- High volunteer rate
- Different communities, including sports, churches and schools
- Connection between workplaces (Sydney CBD, Mac Park etc.) and the home
- Low crime rate (2 responses)
- Education facilities, including preschools, primary and secondary schooling, and university
  - Using art and craft in education
- Services, including Alzheimer's Australia, libraries
- Sense of community
  - Growing collaborative spirit
  - Diversity and acceptance,
  - Generosity
  - Passion for the area
- Parks e.g. Lane Cove National Park

CHALLENGES

Participants at the creatives workshop identified a number of challenges for social wellbeing and culture and creativity in Ryde, including:

- Transport issues, including traffic and barriers caused by major arterial roads that are obstacle to developing sense of belonging and place
- Lack of community connections and high levels of social isolation, including for culturally diverse and newly arrived communities, aging population and transient residents including international students
- Lack of distinct identity for Ryde and lack of a sense of a defined centre
- Lack of cultural infrastructure
- Opportunities for more public art and street art
- Culturally diverse community, including language barriers
- Increasing population density and living in high rise communities including at Meadowbank, and lack of community infrastructure to support this
- Shopping centre centric community due to lack of community spaces
- Many "hidden" social problems including people in crisis due to divorce or domestic violence, disability, and social isolation
- Need for more integrated, passive open space to support community use and connection
- Need for more awareness and understanding around mental health and mental illness
- Need for dementia and alzheimer's training
- Lack of "iconic" developments and buildings in our area.

COVER PAGE HEADLINE ACTIVITY

Participants came up with the following headlines and key messages:

Roller Coaster Ryde to Inclusion

Unity and diversity - A prosperous community - Collective business contribution to community - Multicultural centres for the masses - A young community - Community developed for community, by community - Ryde opens new concourse building - Ryde Symphony opens building - Every Ryde business donates two staff days per year to community/social wellbeing.

Beauty Ryde

Community speaks and calls its city beautiful - Spaces have been transformed and curated to release the beauty of community, talents and passions - Isolation becomes isolated issue, community reports being known, celebrated - Artists released to beautify the city - The beauty of shared tables, conversation, food, energy - Vertical villages become beautiful community

1.7 School principals forum

This section summarises key findings from a school principals forum held on workshop for faith-based organisations within the LGA held on 28 March 2019.

School principals forum

Time and date: 3.30 - 5pm, 28 March 2019

Location: Ryde Secondary College, Ryde

Number of participants: 8

STRENGTHS

Participants at the school principals forum identified a number of strengths for social wellbeing and culture and creativity in Ryde:

- Multicultural population (3 comments)
- Access and awareness to TAFE (2 comments)
  - Ability to have free tertiary education
- Education facilities, from kindergarten to university, including TAFE, MQU, Macquarie Community College and high schools
- Community organisations and programs, e.g. sporting clubs, Ryde and Gladesville Rotary Clubs
- Events, e.g. Granny Smith Festival
- Creative events and programs, including Ryde Eisteddfod, Ryde Secondary Annual Fashion Show, Ryde School Spectacular, Sydney Sculpture school and Prince Gallery Art School, Whitney Schofield Dance Academy
- Community consultation
- Community services,
- Youth participation and involvement e.g. youth ambassadors' program and Ryde Youth Council Advisory Committee
- Parental involvement and volunteering
- Utilise the creative capacity that exists through the schools

CHALLENGES

Participants at the school principals forum identified a number of challenges for social wellbeing and culture and creativity in Ryde, including:

- Lack of night-time economy (3 comments)
  - Specifically, for youth
  - No live music venues
  - Activities – food and music
- Better promotion of local activities
  - Bus stop digital signages
  - Old school promotions such as AO flyers on power polls
  - Use public buildings to promote school creative projects
  - Banners across the City for all events (e.g. refugee Week)
- Conversation clubs and international communities
- No youth centres or spaces, such as a PCYC
- No theatre spaces
- Better infrastructure, such as laneways and walkways built across roads
- More services, facilities and programs for children with disabilities
- Parks need to be planned more creatively, e.g. like Nuffield Park in Zetland
  - Access to public gym in parks
- Better connections of public transport, especially to Top Ryde
- Parenting services, e.g. cyber education
- Poor integration of town centres and buildings
- Lack of community sculptures or musical sculptures
- Spaces that are not safe

COVER PAGE HEADLINE ACTIVITY

Participants came up with the following headlines and key messages:

Ryde. Home of Live Music and Night Life

Safety at night - Late night venues open - Live music venues - Late night food and dining venues - Safe to walk home at night - Excellent late night public transport - Employment opportunities for students - Affordable housing is plentiful

"On the Bus to Ryde"

Physical landscapes creating community cohesion - Move towards spice alley, loads of green walls and ceilings - Street Art - "café culture" - Council/ community cafes - Training centres with tafe. Food --> Building the profile of TAFE through restaurants

People Love Ryde

Creative spaces - Late night food options - Community is happier staying in the area - Better quality of life in the Ryde - Youth are going home and staying home - More youh spaces - More job opportunities - Free late night public transport - Youth homelessness has halved

Ryde Council is sooo COOL

Ryde Council's office is the best place to be on a hot day because you can sit and enjoy water based views, hear a waterfall, hear forrest sounds, see community and school creative installations and sit in seriously creative furniture hubs.

The Hub of the City - Thriving Where we Live

Safe spaces where everyone is engaged - People feel community - People are known - Multi-use spaces

Night Ryder

Markets - Midnight at Ryde - Catch the bus - Food, music, shopping at night

1.8 Advisory groups and committees forums

This section summarises key findings from two forums held with City of Ryde Council advisory groups and committees on 25 February and 4 March 2019.

Advisory groups and committee forum # 1

Time and date: 6 - 7.30pm, 25 February 2019

Location: West Ryde Library, West Ryde

Number of participants: 6

Advisory groups and committee forum # 2

Time and date: 6 - 7.30pm, 4 March 2019

Location: Council chambers, Top Ryde

Number of participants: 10

STRENGTHS AND CHALLENGES

Strengths

Advisory committee members identified a number of strengths for social wellbeing in the City of Ryde:

- Culture and creativity in Ryde is about cultural diversity, including our strong Chinese, Korean and Indian communities and our established Italian community.
- There is a wealth of local talent in the area
- Places and spaces
  - We have a range of community facilities
  - Extraordinary natural environment, open spaces and parks and the river
  - Excellent sports facilities
  - Proximity to bush walks in the National Park - beautiful places on our doorstep
- Active and engaged community
  - Active and positive faith community – lots of churches trying to work for the common good
- A range of unique local town centres with a village-like atmosphere
- Macquarie Park
  - Macquarie Park is an engine of economic development and brings many resources and funding opportunities
  - Council is committed to opportunities for night-time economy in Macquarie Park, including live music venues
  - Opportunities to work with developers around place making, arts and creativity. Case study: Brand X in St Leonards.
  - Venture Cafe is a great initiative

Challenges

- Transport and roads
  - Transport across the LGA is a challenge
  - Lack of public transport
  - Lack of active transport connections
  - Pedestrian safety in increasingly busy traffic
  - Victoria Road is a transient place with many therefore viewing Ryde as a place you pass through not a place that you go.
  - Parking is challenge, especially at Meadowbank
- Overdevelopment
  - Overcrowding in Macquarie Park and Meadowbank
  - Need to provide infrastructure for growing population
  - Need to leverage the skills and diversity of people

who move here
    - Meadowbank is grungy and not well maintained
    - Challenge to change the narrative about high density towards living well in high density. How do we support people to live as well as they can? Opportunities to learn from other parts of the world. (Case study: The Connection at Rhodes)
    - Public places and spaces become more important with people living in smaller spaces.
- Young people
    - Young people, including students at the University, leave Ryde to do things. How do we get them to stay?
    - There are many transient young people and international students living in Ryde due to the university and TAFE. How do we engage these people in the local community if they know they are going to leave?
    - Currently limited accommodation at University
- Places and spaces
    - Improving utilisation of the community infrastructure we already have
- Cultural diversity
    - Cultural diversity should be well-managed with the constant need to actively welcome, engage and include new residents
    - There is a risk of people feeling marginalised, including international students
- Lack of connections amongst creatives and artists
- Lack of cultural infrastructure
    - Lack of theatre, unstructured creative space and underutilisation of existing spaces
- Access to information about what is going on in the area
- Need for improved Aboriginal and Torres Strait Islander engagement
- High cost of participation in creative activities for young people

Opportunities

- Community gardens
- English speaking classes that also provide child care service
- Community markets either at Anderson Park or in Meadowbank
- Pop up community engagement, bringing Council to where people are
- Opportunities for a "welcome basket" for new residents with information about local services

COVER PAGE HEADLINE ACTIVITY

Participants came up with the following headlines and key messages:

Discover your pride in Ryde

Experiment with our creativity - Engage the local community - Build creative networks - New creative platforms - physical and online - More budget for refurbishment - Five year Creative plans ($) - detailed focused on consistency in upkeeping platforms - holistic artistic engagement

Creative Ryde!

Ryde - first in creativity - Inclusive and creative
Ryde - opportunity - action - enjoyment - fulfilment - community

Ryde: A magical Place to Play and Stay

Virtual art less _____ necessary - Screen presence be in multiple locations - People want to live in Ryde to experience and create art and performance - A community that embraces a digital future.

Ryde the Great Cultural Centre

Major performance space - Fabulous youth club - Live music avenue - Street art yours - Annual music festival - Meadowbank Floating restaurant - Walking and bike track right around ryde - Symphony on the river (floating shell) - Sculpture walk (sculpture on the river) - Community music school - Swim site at Putney - Ryde opera House - Ryde native wildlife sanctuary - Putney beach (no sharks)

Great Place to Live

Beach - Vibrant arts scene - Vivid Macquarie Park - Performing Arts centre - Well attended and creative community events EXPLOSION - Fluid across city - Healthier community (increase in cycling/ free movement - Significant increase in housing affordability. New state of the art ice rink - Swimming at Putney, sharknet, dragon boat racing - Music, all abilities disco - Food,coffee - Culture/Dance

1.9 Korean community forum

This section summarises key findings from a Korean community forum held on 20 March 2019 to inform the development of both the Social Plan and the Creativity Strategy.

Korean community forum

Time and date: 7 - 8.30pm, 20 March 2019

Location: Council chambers, Top Ryde

Number of participants: 88

PRIORITIES FOR THE SOCIAL PLAN

Participants identified a number of issues and priorities for social wellbeing in the City of Ryde:

- Desire for free or subsidised community space for Korean community (6 comments)
  - Currently a lack of space to gather for activities
  - Lack of space for activities for the elderly
  - Free land offer to have Korean Community Hub in Ryde – currently in Campsie
- Language barrier (4 comments)
  - Increase Korean speaking staff in council or government services
- Lack of information and correspondence between government and community (4 comments)
  - Information regarding council's grant program
  - Neighbourhood meetings
  - Lack of communication channels between Korean community and council
  - Community could better participate if they had access and more awareness of information and events
- More parking facilities and spaces, in Eastwood car park, North Ryde station (4 comments)
  - Commuter parking lot
- Improvements to Ryde Hospital facilities and increase in staff (4 comments)
  - Lack of hospital and emergency services, especially for elderly
- Lack of specialists in hospitals
- Upgrade in playground facilities to ensure safety, e.g. in Anzac Park
- Increase in services and facilities, such as childcare centres, sports facilities such as swimming pools
- Road congestion
  - Need for road planning to address congestion, e.g. in Silverwater rd
- Improvement of security and safety in the Eastwood community through CCTV
- Increase Korean participation in the Eastwood Korean Business Association
- Activities for the elderly
- Different multicultural communities to be able to connect with one another, e.g. through gatherings
- Lack of affordable sports facilities, such as the two gold clubs in Ryde
  - People travel outside of community to access affordable facilities

- Increase economic support for pensioners
- Park use to be more open and diverse
  - Free movies in the park should happen more often and in different places
- Desire for multipurpose library
- Access to footpaths and pathway connections, e.g. in Eden Garden
- Increase public transport
- Upgrade Denistone Station (no elevator)
- Increase lighting in areas, such as Eastwood train station underpass and Marsfield
- Employment opportunities
- Support for working visa holder's

PRIORITIES FOR THE CREATIVITY STRATEGY

Participants identified a number of issues and priorities for social wellbeing and culture and creativity in the City of Ryde:

- Cultural programs and events
  - Technology and language learning classes on weekends
  - Ryde needs a symbol to gather people together e.g. Korean flower exhibition
- Lack of performance space and theatres, such as a musical and opera hall
  - The Civic Hall has 450 seats but no sound or lighting
  - Lack of space for musical activities, e.g. Korean drum class, Korean dance class, Korean drum dance
  - Venues for Korean music, e.g. similar to Bankstown Sports Club Chinese Music

1.10 Chinese community forum

This section summarises key findings from a Chinese community forum held on 27 March to inform the development of both the Social Plan and the Creativity Strategy.

Chinese community forum

Time and date: 6 - 7.30pm, 27 March 2019

Location: Council Chambers, Top Ryde

Number of participants: 28

STRENGTHS

Strengths for social wellbeing

Participants at the Chinese community forum identified a number of strengths for social wellbeing and culture and creativity in Ryde:

- Education, including primary and tertiary
- Upgrades of Macquarie shopping centre and dining
- Festivals and events, e.g. Granny Smith Apple Festival, Lunar New Year Festival, Cinema in the Park, CALD festivals attract people from elsewhere
- Access to libraries, e.g. Top Ryde and West Ryde library
  - Offers children's activities
- Variety of restaurants and markets, including the Asian food shopping precinct
- Programs such as Mothers Group (West Ryde), seniors' college
- Sports centres, fields and runway
- Facilities – hospitals, shopping centres
- Tech companies

Strengths for culture and creativity

- Variety of creative cultural groups
  - Multiculturalism and harmony
- Cultural places and spaces, including Brush Farm
- Ryde's rich history

CHALLENGES

Participants at the Chinese community forum identified a number of challenges for social wellbeing and culture and creativity in Ryde:

- Upgrade buildings for schools (2 comments), e.g. Marsden High School
  - Spaces for students to study
- Upgrade of Eastwood library
- Indoor venue for seniors to learn life skills
- Increase childcare centres, in Eastwood
- More sports facilities and spaces, such as court/venue for Tai Chi programs, and a sports centre for children and young people (Eastwood)
- More offices for small businesses (to rent)
- Upgrade aesthetics of Eastwood to enrich culture
  - Platform to showcase history and culture of Ryde/ Eastwood area, e.g. Museum
- Facilities, services and programs for Chinese community
  - Chinese Speaking Aged Care Centre
  - To improve communication between community and Council on issues affecting livelihood and social wellbeing
- Promotion of the story of Granny Smith
- Ease road congestion (between Eastwood and Marsfield)
- New traffic and pedestrian lights in Eastwood
- Desire for new community hall in Eastwood, with necessary amenities (ceiling, stage, aircon etc.)
- Lollipop people in high traffic areas at schools
- Resources for newly arrived migrants, including a welcome package
- Family and child facilities, such as big playgrounds, parents' room in Eastwood shopping centre
- Community participation in pre-planning for developments
- More greenery in residential areas
- Multicultural volunteer programs
- Access to domestic violence shelter

SECTION 2

-

SURVEYS

2.1 Creativity strategy survey findings

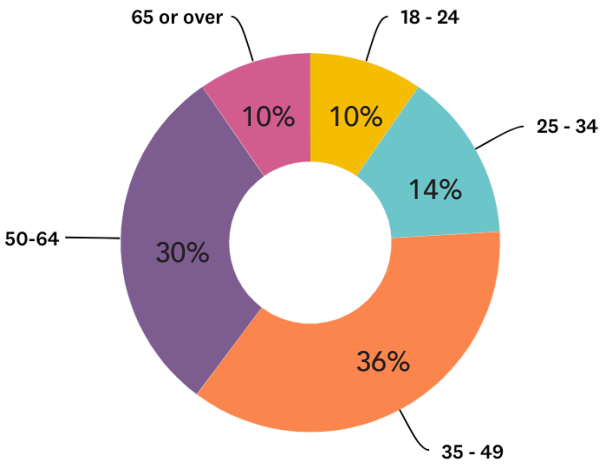
This section summarises key findings from the creativity survey, which was available online via Council's website between 6 and 31 March 2019.

In total 100 people participated in the Creativity Strategy survey. Please note that, as questions were not required, the number of respondents differed per question as indicated.

RESPONDENT OVERVIEW

- 61% of respondents live in the City of Ryde
- 23% of respondents regularly visit the City of Ryde
- 18% of respondents work in the City of Ryde
- 4% of respondents own/operate a business in the City of Ryde
- 5% of respondents are ratepayers but do not live in the City of Ryde.
- The vast majority of respondents were female (73%), while 27% were male.
- The majority of respondents spoke a language other than English than home (53%), with the main community languages being Mandarin (15%), Cantonese (12%) and Hindi (4%).

Figure 3 - Age profile



Respondent involvement in arts and creativity

Respondents described their involvement in arts and creativity as:

- 53% attend or consume arts and creative events and/or programs in the City of Ryde
- 41% identify as an artist or performer
- 11% identify as a professional working in creative industries or cultural sector (i.e. arts administrator, curator, gallery owner)
- 12% identify as a member of community-based arts group (i.e. Arts Society)
- 7% identify as a volunteer in creative industries or cultural sector
- 16% identify as teaching creative or cultural subjects and or activities
- 14% identify as a student studying for higher qualifications in creative or cultural subjects
- 14% identify as a patron / art collector.

IMPACTS OF ARTS AND CREATIVITY

The majority of respondents recognise the positive impacts the arts have on our daily lives and in our communities.

Compared to findings from the Australia Council National Arts Participation Survey, respondents are more likely to recognise the positive impacts across all categories. While this is not surprising as this survey was targeted at community members who are already involved in or care about the arts in Ryde, it gives insight into beliefs around the impacts of arts and creativity within the Ryde community.

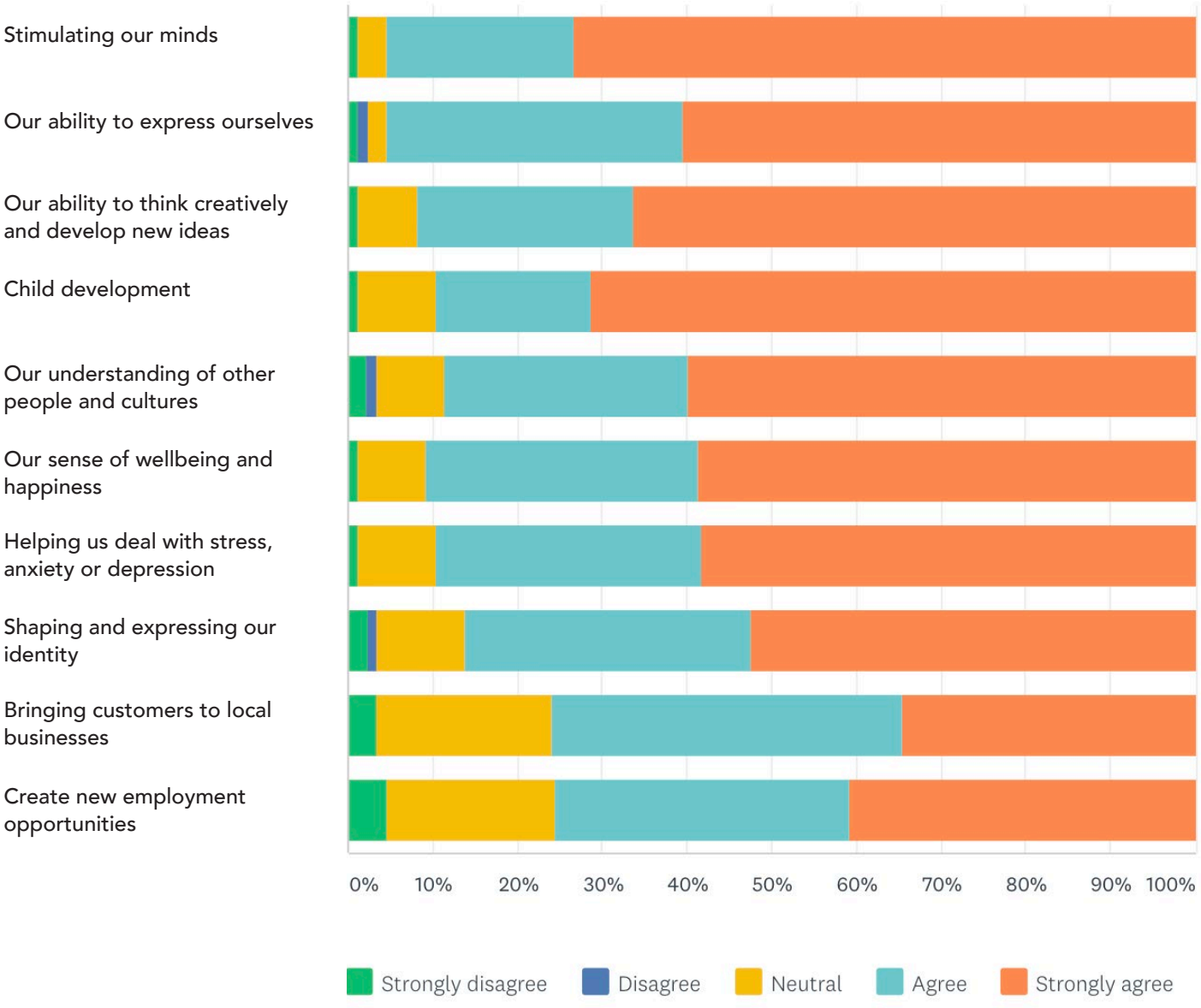


Figure 4 - Impacts of arts and creativity

ATTITUDES TO THE ARTS

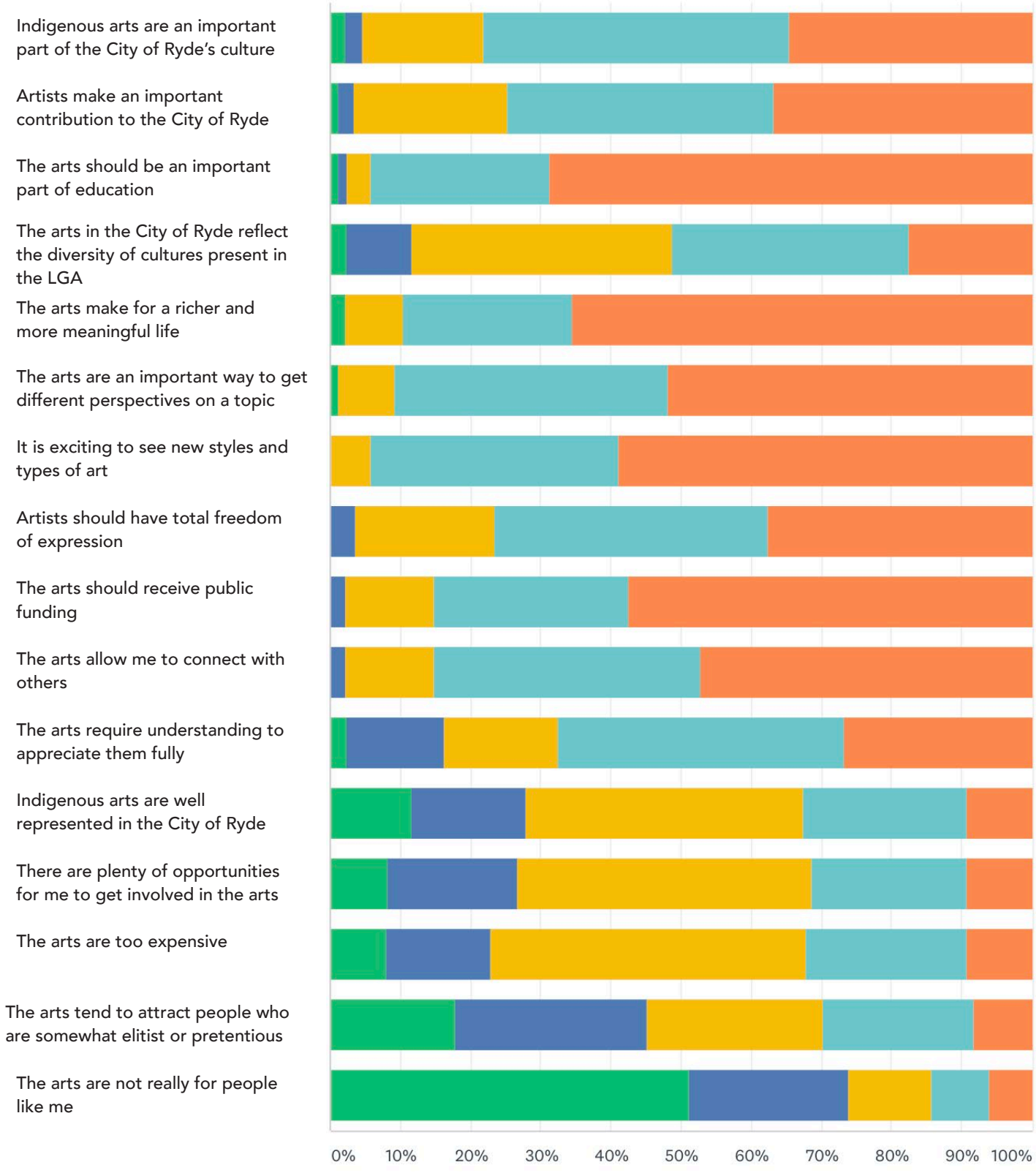


Figure 5 - Attitudes to the arts

STRENGTHS AND CHALLENGES FOR ARTS AND CREATIVITY IN THE CITY OF RYDE

Strengths

- Cultural diversity is a key driver of creative expression in the City of Ryde (10 comments)
  - Need to support culturally diverse communities to maintain their creative traditions
- Meadowbank TAFE (6 comments)
- Community, including community groups and opportunities to support social connection through creativity (6 comments)
- Programs and events, including the Eastwood Lunar New Year Festival and Granny Smith Festival (9 comments)
- Including Eisteddfod, Art Prize, library programs
- Spaces, including See Street Gallery, Top Ryde Library, West Ryde Library, small emerging galleries. The Art Scene store (6 comments)
- Potential including Council beginning to plan and coordinate networking (6 comments)
- Abundant local talent (3 comments)
- Public art (3 comments)
- Abundant open space including the river (3 comments)
- Opportunities for creative expression and practice (2 comments)

Other strengths for arts and creativity in Ryde include

"Ryde is **welcoming** for visitors and people moving into the area. A feeling of **inclusiveness.**"

"Diversity of **creative expression** linked to **cultural diversity."**

"Love the great **murals** up in different places."

" The Top Ryde City Library is a hub of **sharing of ideas** although my working hours don't really allow me to get to these. **I appreciate the encouragement of classical music with performance every Sunday.**

The diversity of people and creative skills in the area. Through our first strategic meeting at Ryde Council I got to meet some of these people that I was not aware of.

Challenges

- Funding (19 comments)
- Spaces and places (22 comments)
- Communication and promotion (8 comments)
- More events and activities (7 comments)
- Public art (6 comments)
- Inclusion and access (6 comments)
- Awareness of arts in the community (6 comments)
- Activities for teens and adults after hours (4 comments)
- Lack of appreciation (3 comments)
- Connection and networking (3 comments)
- Ryde is not perceived as a creative place (2 comments)
- Cost of participation (2 comments)
- Support for artists, including through art prizes, more opportunities, art events (2 comments)

Other challenges for arts and creativity in Ryde include creating a sense of place through culture and creativity, lack of time to participate, need for long term planning, lack of visibility in the landscape, too much construction disturbing sense of place.

"It can be a **challenge finding venues** for people who want to get together to create, paint and draw together just for fun."

"Generally classes are very **expensive to attend.** Free or cheaper classes should be encouraged. This draws people with similar interests and brings community together."

Needs more **street art, particularly modern aboriginal art.** People need to be able to feel connected to the place they live through history.

Funding and providing a space for artists to exhibit, meet and share ideas.

I am aware of creative activities being held for young children but **there seems to be very little that is accessible for teens or adults.**

COUNCIL'S ROLE IN SUPPORTING ARTS AND CREATIVITY

What does City of Ryde Council do well to support arts and creativity?

- The Sustainable Waste Art Prize (13 comments)
- Events and festivals (11 comments), including the Granny Smith Festival, the Ryde Eisteddfod, and opportunities for local artists to be involved in events.
- Supporting local community groups (5 comments), including the Ryde Youth Theatre and the Art Society, and providing funding, promotion and administrative support.
- Public art and creativity in public spaces (4 comments)
- Provision of Library services and programs (2 comments)

Other things that Council does well to support arts and creativity are the Creativity Strategy initiative is a good start, provision of art committee, and providing inclusive opportunities to participate.

How could the City of Ryde Council better support arts and creativity?

- Spaces and places (22 comments)
- Improved communication and promotion (16 comments)
- Increased funding (9 comments)
- Public space (7 comments)
- Events and festivals (8 comments)
- Programs (13 comments)
- Public art and making creativity visible in the landscape (7 comments)
- Collaborate with Meadowbank TAFE (4 comments)
- Support for local artists including paying them for their contributions at Council events, artist in residencies, art competitions without entry fee, awards and prizes, internships, more local art exhibitions (e.g. in libraries), live/work studios for artists, opportunities for networking (12 comments)
- Focus on expanding children's art education (2 comments)
- Long term planning (2 comments)

Other ways in which Council could better support arts and creativity include encouraging indigenous arts, more funding for the library, inclusive for culturally diverse.

Table 4 - What activities would you like to see Council undertake to support arts and creativity in City of Ryde?

ACTIVITY	#	%
Run arts and creative events and festivals	62	71%
Build and maintain cultural infrastructure (galleries, museum, performance venues, studios)	61	70%
Run arts and creative programs to support community access and inclusion	38	44%
Grants program to support professional development or artists and creative	34	39%
Create pathways and opportunities for local artists to collaborate with other arts events / projects / organisations around Sydney	31	36%
Grants program to support one off projects	25	29%
Provide communication and marketing support for arts groups	23	26%
Scholarships to support access to art education	22	25%
Annual funding of key arts organisations in the city	21	24%
Advocate to support and grow the local arts sector	17	20%
Purchase and commission public art	17	20%
Support capacity building artists, arts groups and organisations.	16	18%

ARTS PRACTITIONERS AND ORGANISATIONS

The questions below were targeted at respondents identifying as an artist or performer, professional working in creative industries or cultural sector, a member of a community-based arts group, or a student studying creative or cultural subjects?

Table 5 - What business skills would help make your arts practice / arts organisations / creative enterprises more sustainable?

ACTIVITY	#	%
Financial management	13	28%
Strategic planning	19	41%
Marketing and communications	26	57%
Grant writing	24	52%
Governance, including skills to run a small business	12	26%
Risk management	8	17%
Additional business skills not required	3	7%

Table 6 - What facilities and services would help make your creative practice / creative organisations / creative enterprises more sustainable?

ACTIVITY	#	%
Studio spaces for making	32	67%
Gallery	30	63%
Theatre space	16	33%
Rehearsal spaces	15	31%
Concert hall	13	27%
Additional facilities and services not required	2	4%

Comments included wanting to see: existing facilities including See St Gallery upgraded; low rent of free facility options; accessible facilities; local markets and pop-up venues.

IDEAS AND SUGGESTIONS FOR ARTS AND CREATIVITY IN THE CITY OF RYDE

Respondents had a range of ideas for arts and creativity in Ryde.

- Festivals and events (9 ideas)
- Spaces and places to produce and showcase arts and creativity (8 ideas)
- Public art (6 ideas)
- Indigenous art (3 ideas)
- Community markets (3 ideas)
- More arts programs for children (3 comments)
- New programs and activities including workshop for women (2 comments)
- New community groups including Orchestra group, Men's shed (2 comments)
- More art prizes (not just SWAP)

Other ideas include co-design programs and places with the community, collaborating more with Meadowbank TAFE, having more cultural programs around Chinese New Year, consulting more with Council library staff around community needs, promoting what is already going on in the area, providing more opportunities for networking with other artists.

"I think it would be inexpensive for **"gallery shop fronts"** to be accessible to artists and craftspeople in the City of Ryde. These could change monthly and provide an opportunity for exposure for local artists but could also be used to exhibit artworks of local schools."

"A RydeArts **major annual art prize**. Perhaps simultaneously with local businesses/clubs contributing funds and publicity for their own small named prizes. Could run during a particular month at different venues."

"I would love to have **open music performances for musicians in public spaces** such as West Ryde."

"Other Council areas have incredible **murals** that are visible to the public at places such as the local wharf, murals in parks or places where lots of residents congregate. There is not presence of that in the City of Ryde."

"**Public art** around Meadowbank Train Station."

"**Acknowledgement to country** should be addressed at all public events including library events."

"Ryde needs a **cultural centre** which brings people of different ethnic backgrounds together to enjoy one another's cultures at minimal cost. Outdoor space is integral to this."

"A sculpture walk **"sculpture by the river."**

"Cultural programs around Chinese New Year."

"Artist studio trails."

"Building **creative spaces for workshops** etc, placing them near public green spaces would be ideal a flow of family activities and integration in community life.

"**I personally would like to assist in organising stand up comedy and spoken word poetry programs**."

"Art programs for kids."

2.2 Service providers survey findings

This section summarises key findings from the community service providers survey, which was made available to service providers by Council between 6 and 31 March 2019.

Respondent overview

In total 19 respondents completed the service providers survey.

As shown in Table 7, respondents represented organisations delivering a range of services, with the most common service areas being:

- Children and families (37%, 7 respondents)
- Education and learning (26%, 5 respondents)
- Mental health (26%, 5 respondents)
- Multicultural (26%, 5 respondents), and
- Youth (26%, 5 respondents).

As shown in Table 8, the majority of respondents represented organisations that support over 1000 people.

As shown in Table 9 (overpage), respondents were most likely to identify the following community cohorts as the core targets of their organisation:

- Young people (12-24) (58%, 11 respondents)
- Children (0-11) and families (53%, 10 respondents)
- Women (53%, 10 respondents), and
- Culturally and linguistically diverse (53%, 10 respondents).

As shown in Table 10 (overpage), respondents said people typically find out about the activities, programs and services: their organisation delivers:

- Through referrals from other services / government agencies (74%, 14 respondents), and
- Through word of mouth (53%, 10 respondents).

See Appendix 2 for an overview of respondent services.

Table 7 What services and programs does your organisation provide within the City of Ryde? (19 responses)

SERVICE AREA	#	%
Children and families	7	37%
Education and learning	5	26%
Mental health	5	26%
Multicultural	5	26%
Youth	5	26%
Disability and inclusion	4	21%
Housing/homelessness	4	21%
Social and support	4	21%
Arts and culture	2	11%
Employment	2	11%
Legal/justice	2	11%
Older people	2	11%
Brockerage	1	5%
LGBTQI+	1	5%
Problem gambling	1	5%
Faith-based	0	0%
Financial counselling	0	0%
Health	0	0%
Alcohol and other drugs	0	0%
History and heritage	0	0%
Indigenous specific	0	0%
Sport and recreation	0	0%

Table 8 - How many people does your organisation currently service per year? (19 responses)

COHORT	#	%
0-99	2	11%
100-199	3	16%
200-499	4	21%
500-1000	1	5%
1000+	9	47%

Table 9 - Which community cohorts do you see as the core targets of your organisation? (19 responses)

COHORT	#	%
Young people (12-24)	11	58%
Children (0-11) and families	10	53%
Women	10	53%
Culturally and linguistically diverse	10	53%
Older people (65+)	8	42%
Men	8	42%
People with a disability	8	42%
Aboriginal and Torres Strait Islander	7	37%
Newly Arrived Migrants	7	37%
LGBTQI+	5	26%
Refugees / Humanitarian Visas	5	26%

Table 10 - To the best of your knowledge, how do people typically find out about the activities, programs and services your organisation delivers? (19 responses)

MEDIUM	#	%
Through referrals from other services / government agencies (i.e. FACS)	74%	14
Through word of mouth	53%	10
Through promotion and advertising	37%	7
Online presence (website, social media)	37%	7
Through events	26%	5
Through Council facilities (e.g. community centres, libraries)	16%	3
Through Council	16%	3
Passers-by see us and/or drop-in	16%	3

CHANGES IN PARTICIPATION

Services indicated a number of changes in participation over the past few years, including:

- Increasing demand with limited capacity to expand service delivery (5 comments)
- Increasing cultural diversity across the LGA has led service to provide training to providers to make them more accessible to CALD communities and humanitarian entrants.
- Families and young people are presenting with increasingly complex issues.
- Increase in number of young people accessing service and increase in number of family referrals.

BARRIERS TO ACCESSING SERVICES

Respondents indicated that the most common reasons that clients have experienced difficulty in accessing services are:

- Cost of service (47%, 9 respondents)
- Transport / distance (42%, 8 respondents)
- Health or disability (37%, 7 respondents), and
- Language difficulties (37%, 7 respondents).

Table 11 - If your clients have experienced difficulty in accessing services, what are the main reasons for this? (19 responses)

ACCESS ISSUES	#	%
Cost of service	9	47%
Transport/distance	8	42%
Health or disability	7	37%
Language difficulties	7	37%
Appointment not available at required time	5	26%
No service in their area	3	16%
Inadequate internet access	3	16%
Discrimination	1	5%
Lack of trust in services	1	5%

COUNCIL'S ROLE

Respondents indicated they would like to see Council further support community service providers by:

- Creating pathways and opportunities for services and organisations to collaborate (79%, 15 respondents)
- Building and maintaining community infrastructure (63%, 12 respondents), and
- Running (outreach) programs to support community access and inclusion (58%, 11 respondents).

Table 12 - What activities would you like to see Council undertake to further support community service providers? (19 responses)

MEDIUM	#	%
Create pathways and opportunities for services and organisations to collaborate	15	79%
Build and maintain community infrastructure (community centres, halls, libraries)	12	63%
Running (outreach) programs to support community access and inclusion	11	58%
Grants program to support one off projects	10	53%
Grants program to support professional development	10	53%
Support capacity building groups and organisations	10	53%
Advocacy to support and grow the services sector	9	47%
Run events and festivals	7	37%
Provide communication and marketing support	6	32%

BUSINESS SKILLS

Respondents indicated that the following business skills would help make their organisation more sustainable:

- Marketing and communications (50%, 7 respondents), and
- Grant writing (43%, 6 respondents).

Table 13 - What business skills would help make your organisation more sustainable? (14 responses)

SKILLS	#	%
Marketing and communications	7	50%
Grant writing	6	43%
Financial management	3	21%
Strategic planning	3	21%
Governance	3	21%
Risk management	3	21%
Additional business skills not required	1	7%

ISSUES AND TRENDS

The majority of respondents encounter the following social issues on a daily basis:

- Social isolation (84%, 16 respondents)
- Mental health (79%, 15 respondents)
- Family breakdown (63%, 12 respondents)
- Domestic violence (63, 12 respondents)
- Homelessness (53%, 10 respondents), and
- Unemployment / underemployment (53%, 10 respondents).

In addition, services identified a number of new or emerging trends including:

- Increase in people struggling to pay their bills
- Children's developmental vulnerability and high rates of language delays
- Additional demand for social and affordable housing has continued to grow
- Older women from culturally and linguistically diverse backgrounds are in high need of support, and this group is usually reluctant to seek out support
- Younger people presenting needing food assistance
- Young people being at risk of homelessness (couch surfing)
- Younger presentation of mental health issues
- Earlier school disengagement
- Social isolation of young people, including due to gaming additions
- Younger presentations of severe mental health
- Rise in domestic violence offences
- Increase in youth mental health issues, including suicide
- Increase in disability such as ADHD.

The majority of respondents would like to see Council support their organisation with:

- Partnership development (57%, 8 respondents), and
- Capacity building (50%, 7 respondents).

Table 14 - Does your organisation encounter any of the following social issues on a daily basis? (19 responses)

SOCIAL ISSUE	#	%
Social Isolation	16	84%
Mental Health	15	79%
Family Breakdown	12	63%
Domestic Violence	12	63%
Homelessness	10	53%
Unemployment / Underemployment	10	53%
Alcohol and Other Drugs	9	47%
Financial Counselling	8	42%
Cultural Issues	8	42%
Physical Health	7	37%
Youth disengagement	7	37%
Disability and Access	6	32%
Hoarding and Squalor	6	32%
Elder Abuse	5	26%
Food Security	4	21%
Racism and Discrimination	3	16%

Table 15 - How could Council better support your organisation in dealing with these issues? (14 responses)

SUPPORT	#	%
Partnership development	8	57%
Capacity Building	7	50%
Funding and Grants	6	43%
Facilities	5	36%
Information distribution	3	21%

SERVICE PROVISION IN THE CITY OF RYDE

The majority of respondents think community services providers in the City of Ryde are good at:

- Information sharing (75%, 9 respondents)
- Networking (75%, 9 respondents), and
- Partnerships (58%, 7 respondents).

Table 16 - What do community services in the City of Ryde do well? (12 responses)

WORKING WELL	#	%
Information Sharing	9	75%
Networking	9	75%
Partnerships	7	58%
Referrals (in and out)	4	33%
Co working	2	17%
Case Management	1	8%

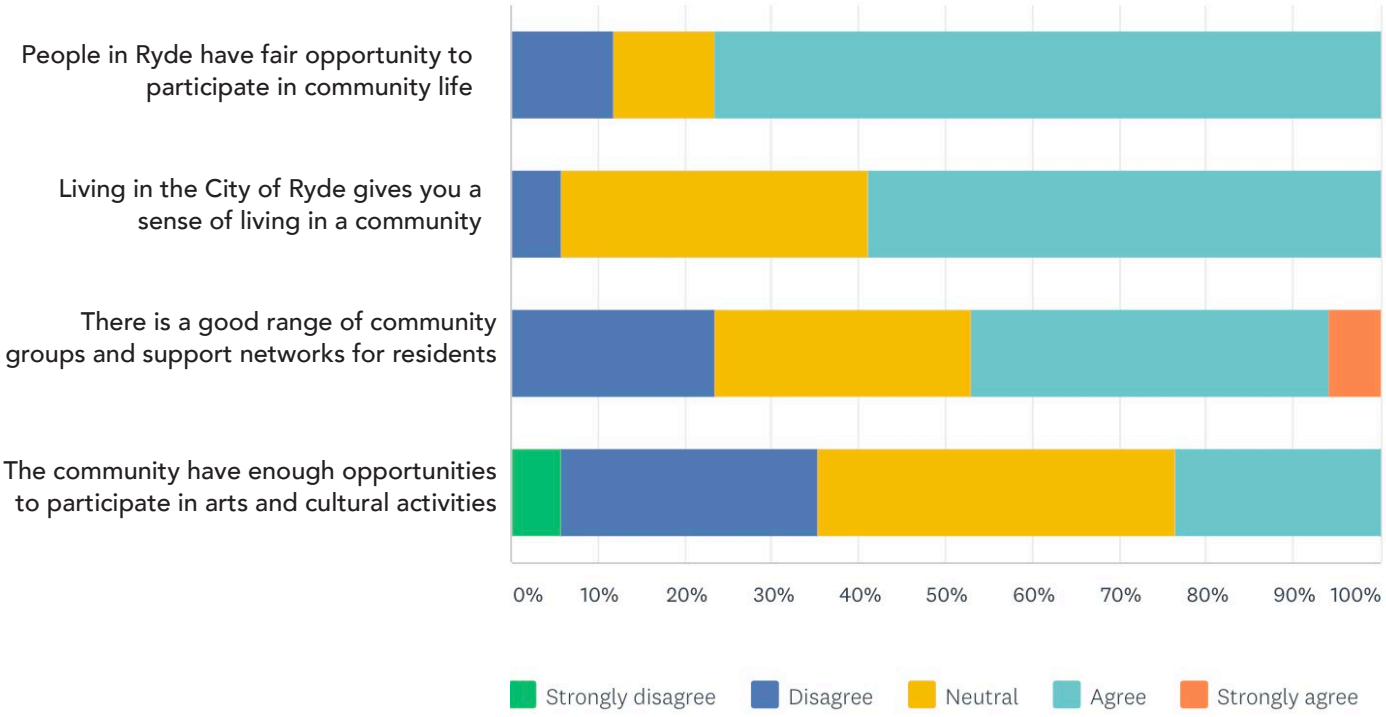
Respondents were most likely to think the following community services are missing in the City of Ryde:

- Youth mental health (44%, 8 respondents)
- PCYC / Youth Centre (33%, 6 respondents), and
- Community drop in centres (33%, 6 respondents).

Table 17 - In your opinion, what community services are missing in the City of Ryde? (18 responses)

SOCIAL ISSUE	#	%
Youth Mental Health	8	44%
PCYC / Youth Centre	6	33%
Community drop in centres	6	33%
General Mental Health Services	3	17%
Multicultural Services	3	17%
Services for students / international Students	3	17%
Hospitals	2	11%
Financial Counselling	2	11%
Services for people with a disabiulity	2	11%
Family and Childrens Services	1	6%
Gambling Support	1	6%
Problem Gaming Support	1	6%
Alternative Education programs	1	6%
Services for Seniors	1	6%
Nothing is missing	0	0%

Figure 6 - To what extent do you agree with the following statements about living in City of Ryde? (17 responses)



IDEAS AND SUGGESTIONS FOR SOCIAL WELLBEING IN THE CITY OF RYDE

"More activities and age-appropriate events and **activities for children and youth** age groups."

"Coordinate **events and programs that include existing NGOs, government initiatives and other local activities**, specifically around mental health."

"Seniors bus to events / safe areas for seniors."

"Communal space to gather/celebrate/ plan/create."

"**Increased funding for social support activities**, particularly for hard to reach groups such as those from culturally and linguistically diverse backgrounds, as well as support from Council to promote such activities would be of huge benefit to community organisations & in turn the Ryde."

"I feel that the chairs of the various **Interagency meetings** could meet maybe once per quarter to discuss trends - I have noticed the same things being discussed (i.e. elder abuse) at several of the groups and perhaps there could be a way to all work together on those bigger issues to **pool resources and have a greater impact."**

"Create more opportunities for communities to interact around shared interests."

2.3 Online community map

This section summarises key findings from the Social Pinpoint online mapping tool.

The Social Pinpoint interactive mapping tool was available at Council's website between 27 February and 31 March 2019.

The purpose of the interactive map was to get community feedback in identifying special cultural, creative and social places in the City of Ryde.

In total, 31 comments were pinned on the interactive map.

Participants were asked to pin comments on a map of the City of Ryde related to the following categories:

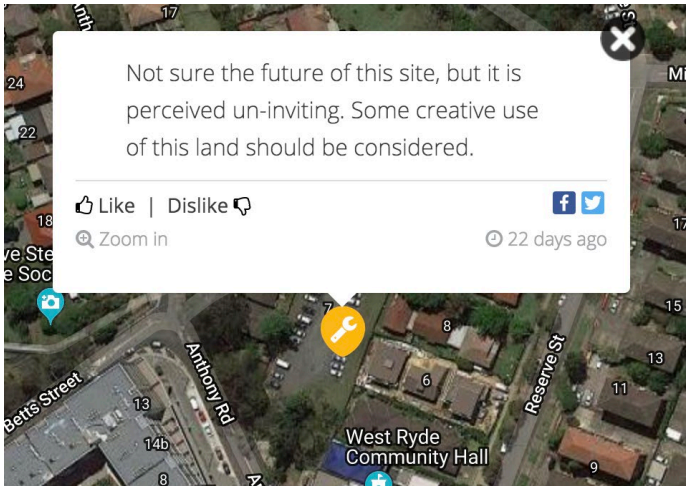
- Social space (6 comments)
- Arts & creative space (6 comments)
- Special space/place in Ryde (4 comments)
- This area could be improved (15 comments).

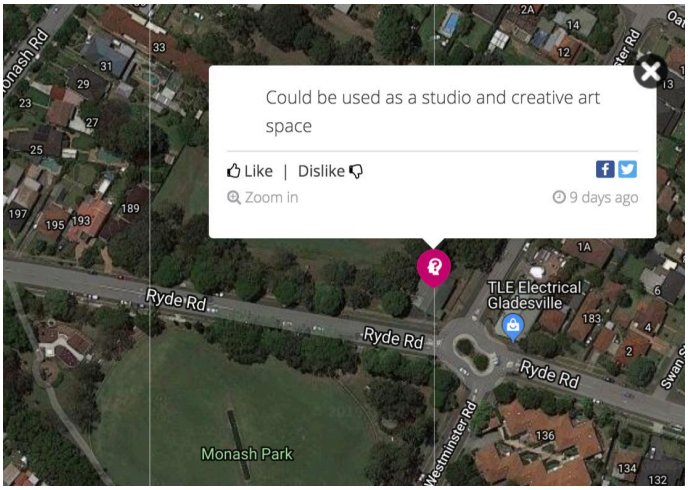
Table 18 (overpage) provides an overview of comments by category and location.

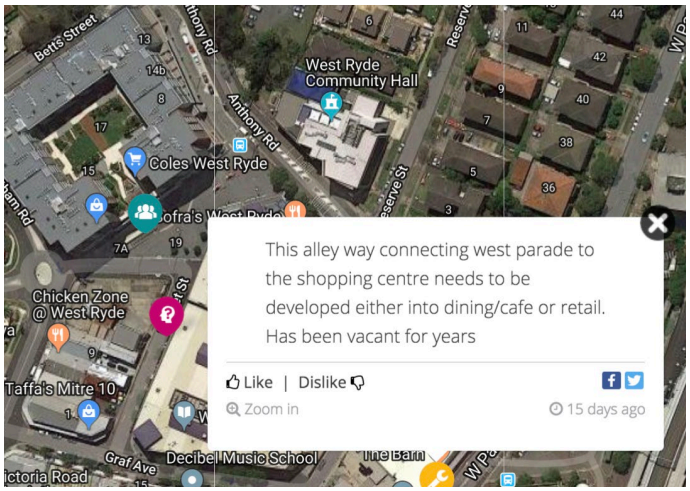
Key findings

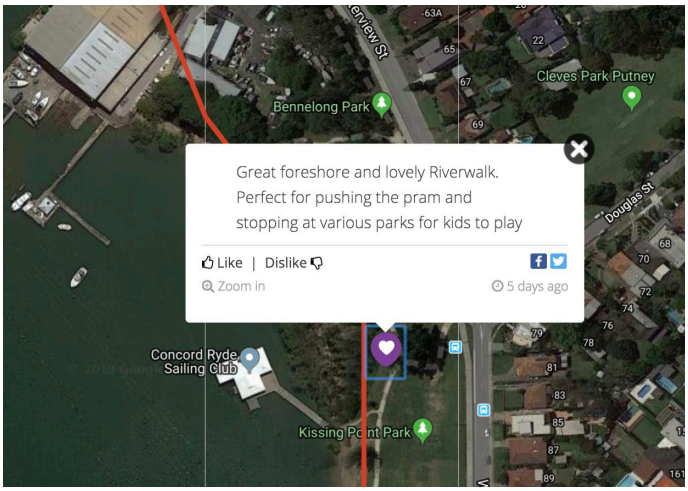
- While comments were distributed across Ryde, the majority of comments were pinned on the southern side of the LGA with concentrations in Eastwood Town Centre and West Ryde Town Centre.
- A number of comments identified a number of existing buildings that could be repurposed for creative or community uses, and need for new facilities for creative uses. Comments highlighted a need for:
  - Men's and women's sheds and Maker spaces to enable community creative participation and production.
  - Music rehearsal spaces
- A number of comments highlighted a number of public places that are currently used for social and creative uses, and identified opportunities to further activate public places, streets and laneways through creative and community uses.
- A number of comments highlighted a need for well-maintained and clean public places.
- A number of comments highlighted a need for more parking, including in Eastwood Town Centre
- A number of comments highlighted a need to retain existing community assets and facilities in light of growing population.

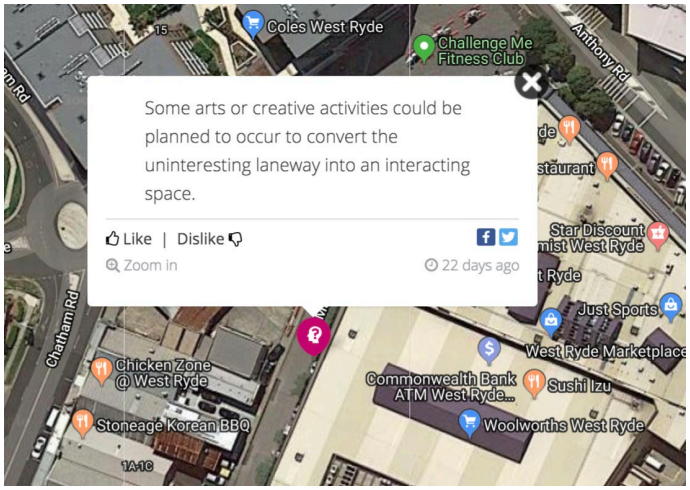
Figure 7 - Interactive map comments











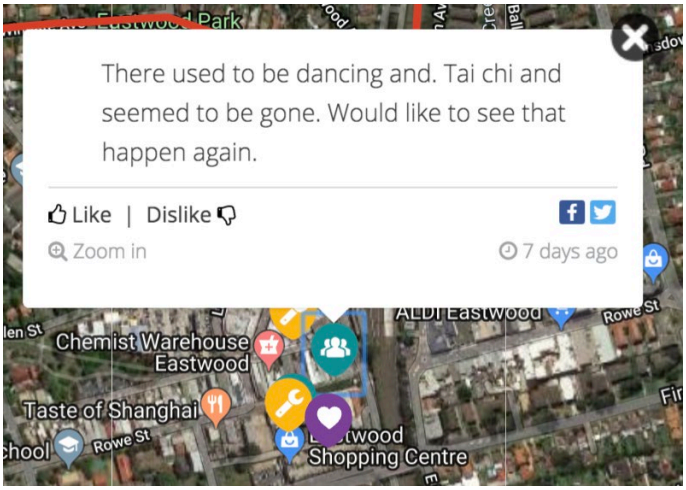


Table 18 - Interactive map - Identifying special cultural, creative and social places in the City of Ryde.

CATEGORY	PLACE	COMMENT
Arts & Creative Space	Ryde Youth Theatre, Ryde	-
Arts & Creative Space	Brush Farm House, Eastwood	A heritage building with potential gallery space and host of symphony in the park.
Arts & Creative Space	Anzac Park, West Ryde	Some sort of public creative space could be created here. Movement space, public arts displays etc.
Arts & Creative Space	Market Street, West Ryde	Some arts or creative activities could be planned to occur to convert the uninteresting laneway into an interacting space.
Arts & Creative Space	Gladesville RSL Club	Add more art creating space, why is it not a Shed for fixing stuff?
Arts & Creative Space	Scout hall at Westminister Park	Could be used as a studio and creative art space.
Social Space	Eastwood Plaza	There used to be dancing and Tai chi and seemed to be gone. Would like to see that happen again.
Social Space	Hall located on corner of Pearson Lane and Wharf Road, Gladesville	Large hall space which is not used as often as it should be. Could be turned into a venue for various cultural, social and creative events
Social Space	West Ryde Marketplace Plaza	There are already groups of residents using the forecourt for dancing or group exercise which is great!
Social Space	Former Denistone East Bowling Club, Denistone East	It has been vacant for 6 years, and it could be a social space or mixed use where people can meet up. We know surveys have been conducted before and we think it is about time to start working on it.
Special Space/Place in Ryde	Eastwood train station	More parking near the station plasr
Special Space/Place in Ryde	Eastwood Town Centre	Rebuild the parking add more levels
Special Space/Place in Ryde	Meadowbank	New Skate Park opening in 2019
Special Space/Place in Ryde	Foreshore, Putney	Great foreshore and lovely Riverwalk. Perfect for pushing the pram and stopping at various parks for kids to play
This area could be improved	Hillview Lane, Eastwood	The streets needs to be cleaned as there are lots of rubbish and vegetables lying around.
This area could be improved	Kids Cottage Early Learning & Child Centre, Gladesville	A long driveway acts as access from child care center. Parents drive very quickly into and out of the driveway from Oxford street. Children attending Our Lady Queen of Peace primary school and pedestrians walking along footpath could be hit by a vehicle. Dangerous. Access potentially could be moved to Victoria Road. This would stop the build up of large family vehicles trying to drive into and out of the driveway.
This area could be improved	Ryde Community Sports Centre, ELS Hall Park	This place need to expand it's interest beyond ball sports to creative spaces and worksheds.

Table 18 - Interactive map - Identifying special cultural, creative and social places in the City of Ryde.

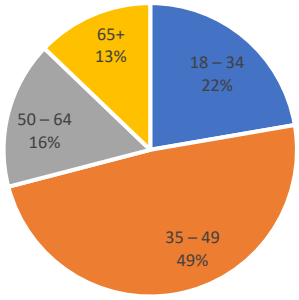
CATEGORY	PLACE	COMMENT
This area could be improved	Parking lot next to West Ryde Community Hall	Not sure the future of this site, but it is perceived un-inviting. Some creative use of this land should be considered.
This area could be improved	West Ryde Town Centre	Ugly and under utilised storage area by Sydney Train in the heart of West Ryde Town Centre.
This area could be improved	Top Ryde suburb	All the activities are put on by religions pushing for business and help the elderly or kids not the middle aged. All the free facilities have been leased off to commercial enterprises or sold to make way for over the top high rise housing. The TAFE college has facilities but it too is being turned into schools and the schools sold for more residentials. Top Ryde has no art creating space or place to go practice your noisy instrument.
This area could be improved	Ryde Bulls Basketball Stadium	This space was granted to the community of Ryde, it was a Community Social Hall, it was taken over by a trampolining group and a martial arts group who paid NO RENT. Now it's been leased to this for profit commercial enterprise. Another facility lost.
This area could be improved	Greenfield Park Shopping Village, Eastwood	Cleaning up the rubbish, the lighting is a bit dim. Escalators not working, dangerous. The building looks run down and needs renovated.
This area could be improved	Ryde Park Bowling Club site, Ryde	Turn this into a Women's and Men's Shed area so we can learn and create in a free environment. Ditch the bowling greens and bring on the tinkering, decorative local art workers.
This area could be improved	Open space located next to Marsden High School, Marsden	Another place earmarked for over developed for profit residential monstrosities. Turn this into a creative art, women's/ Men's shed out of school learning and creative space. Stop selling off our areas assets.
This area could be improved	School adjacent to Smalls Park, North Ryde	This is a new school, surround it with spaces for all ages to create in, there's nothing here for art creating only sport fields that are being ripped up.
This area could be improved	Walkley Pathway, West Ryde	This alley way connecting west parade to the shopping centre needs to be developed either into dining/cafe or retail. Has been vacant for years
This area could be improved	Meadowbank Public School	They want to do away with the school, when the area has an accommodation problem for school facilities. Turn this into a creative space not another unnecessary for profit high rise residential development. This area is burdened enough with the building developers. There's no profit for residents who have been here for years and the schools are necessary for the people these builders have built for.
This area could be improved	Christie Park, Macquarie Park	Another place creative art workspaces could be added. Not all of us play a ball sport, were can we go to paint?
This area could be improved	Meadowbank park, Meadowbank	Expand this to include a few art work sheds where people can get practical skills and learn to paint artistically for home decorating.

2.4 Community online survey

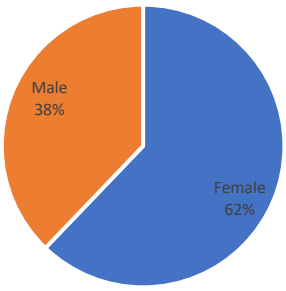
This section summarises key findings from the community survey, which was available online via Council's website between 6 and 31 March 2019 and completed by 148 people. People also completed the survey during intercept surveys conducted throughout the LGA.

RESPONDENT OVERVIEW

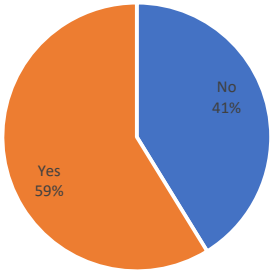
Age profile



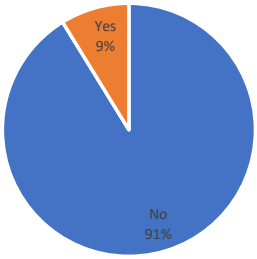
Gender



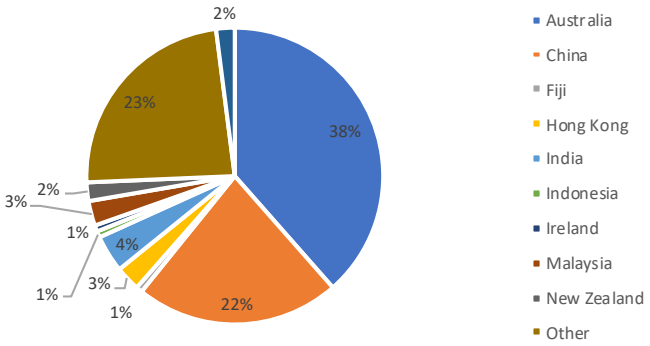
Speaking a language other than English at home



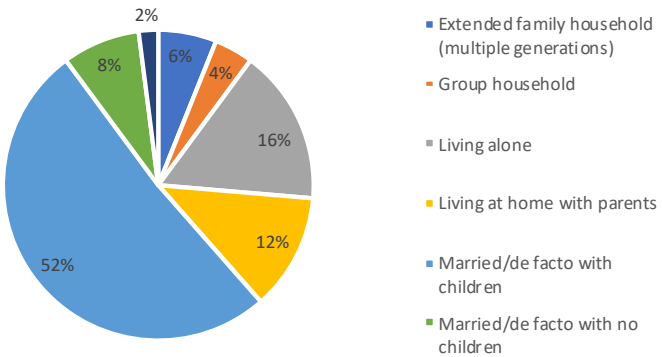
Persons with disability living in household



Country of birth



Household status



The table below shows the number and proportion of survey respondents from each suburb in Ryde.

Table 19 - Respondent suburbs overview

Suburb	#	%
Chatswood West	1	1%
Denistone	7	5%
Denistone East	1	1%
Denistone West	1	1%
East Ryde	4	3%
Eastwood	19	13%
Gladesville	15	10%
Macquarie Park	4	3%
Marsfield	9	6%
Meadowbank	8	5%
Melrose Park	1	1%
North Ryde	13	9%
Other	19	13%
Putney	5	3%
Ryde	22	15%
West Ryde	19	13%

AGREEMENT STATEMENTS

Housing affordability was the lowest scoring agreement statement, with 49% stating they disagree/strongly disagree

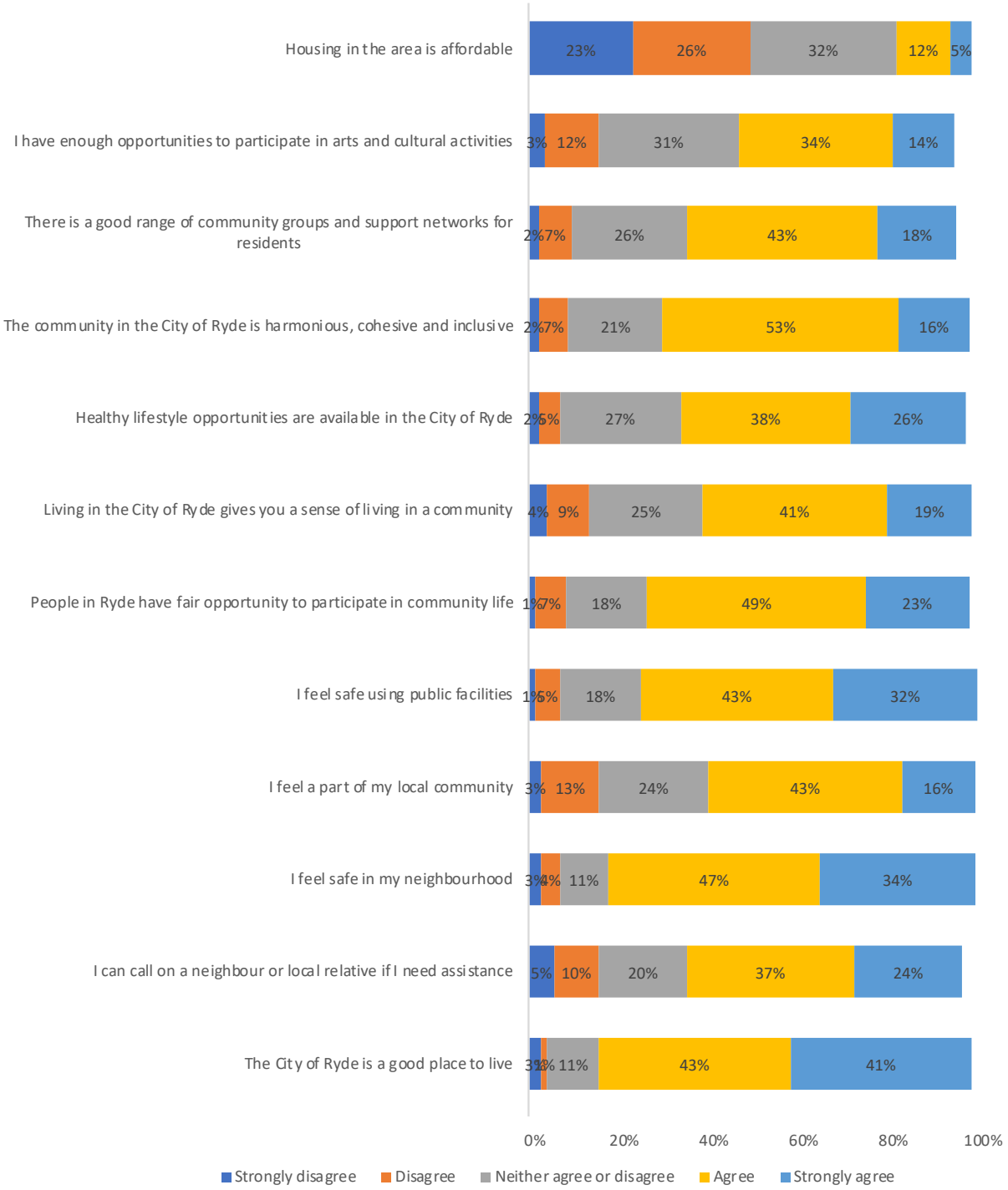


Figure 8 - Agreement statements

QUALITY OF LIFE

94% of respondents rated their quality of life as "excellent" (12%), "very good" (56%) or "good" (26%).

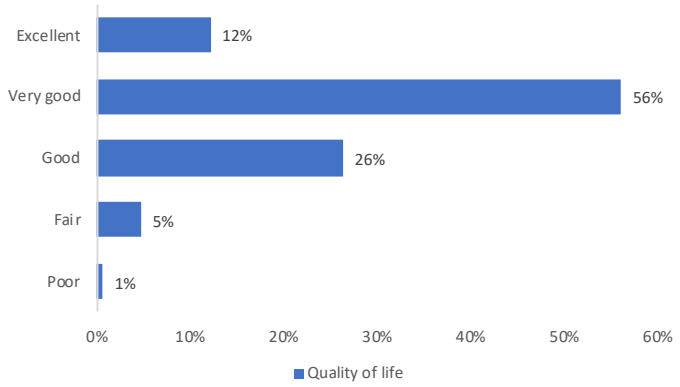


Figure 9 - Q. How would you rate your quality of life living in the City of Ryde?

FEELING SAFE

The majority of survey respondents feel safe in the City of Ryde during the day (total 86%, with 64% indicating strongly agree and 22% indicating agree). A much lower proportion feel safe at night (total 56%), with a high proportion indicating disagree (11% vs 1%) and a high proportion neither agreeing or disagreeing (30%)

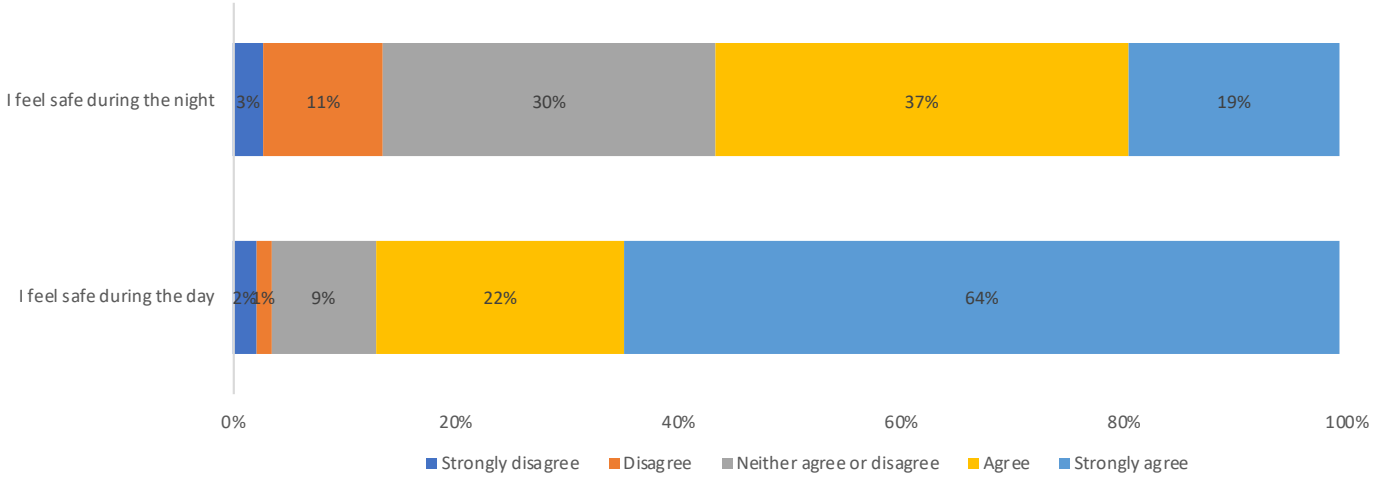


Figure 10 - Q. In the last 12 months, have you helped an individual (not an organisation or group) who doesn't live with you, in the City of Ryde with any of the following activities?

CONNECTING WITH PEOPLE IN YOUR NEIGHBOURHOOD

92% of respondents indicated that they know at least a few people in their street or local neighbourhood, while 8% said they do not know people.

90% of respondents indicated that they have at least 1 or 2 close relatives or friends living in the City of Ryde, while 10% did not have any.

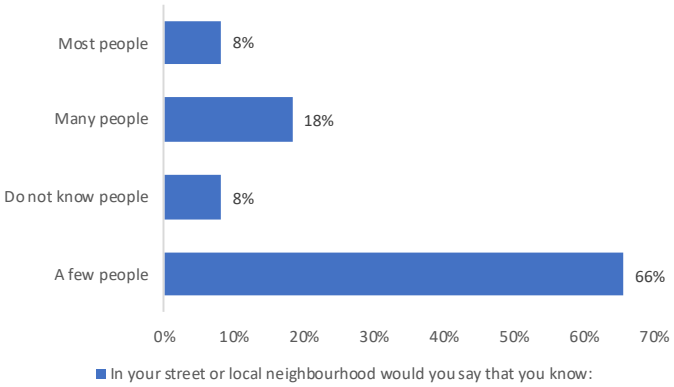


Figure 11 - Knowing your neighbours

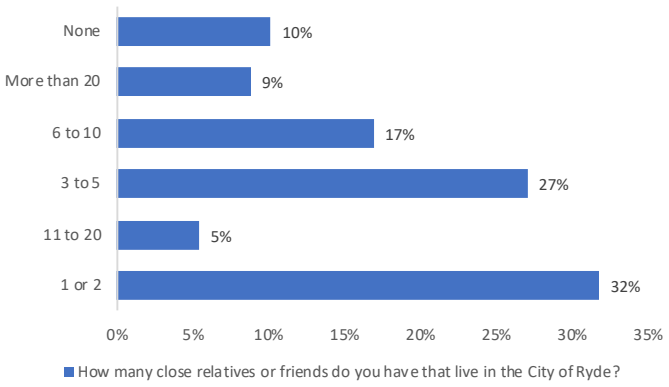


Figure 12 - Close relatives or friends in the City of Ryde

HELPING YOUR NEIGHBOURS

The majority of respondents have helped an individual (not an organisation or group) who doesn't live with them within the last 12 months (72%).

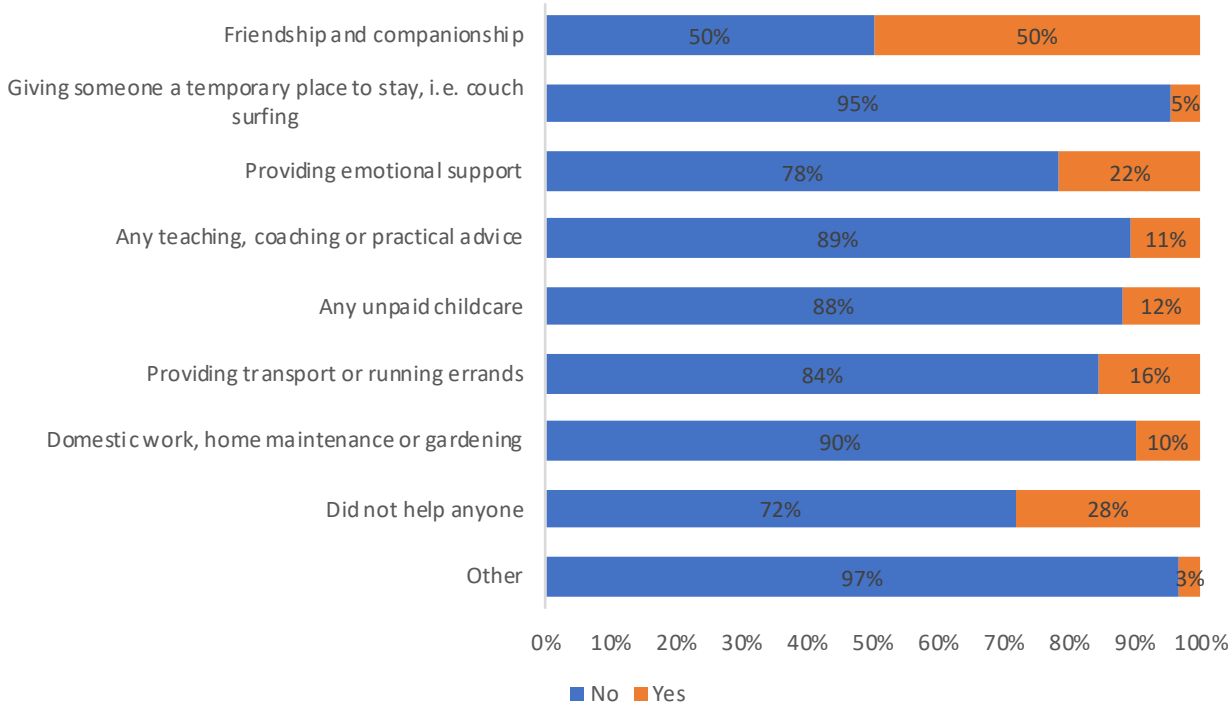


Figure 13 - Helping your neighbours

ACCESSING SERVICES

Nearly half of respondents had problems accessing services in their local area (48%), with the most difficult to access service areas being arts (11%), recreation (10%) and centrelink (9%).

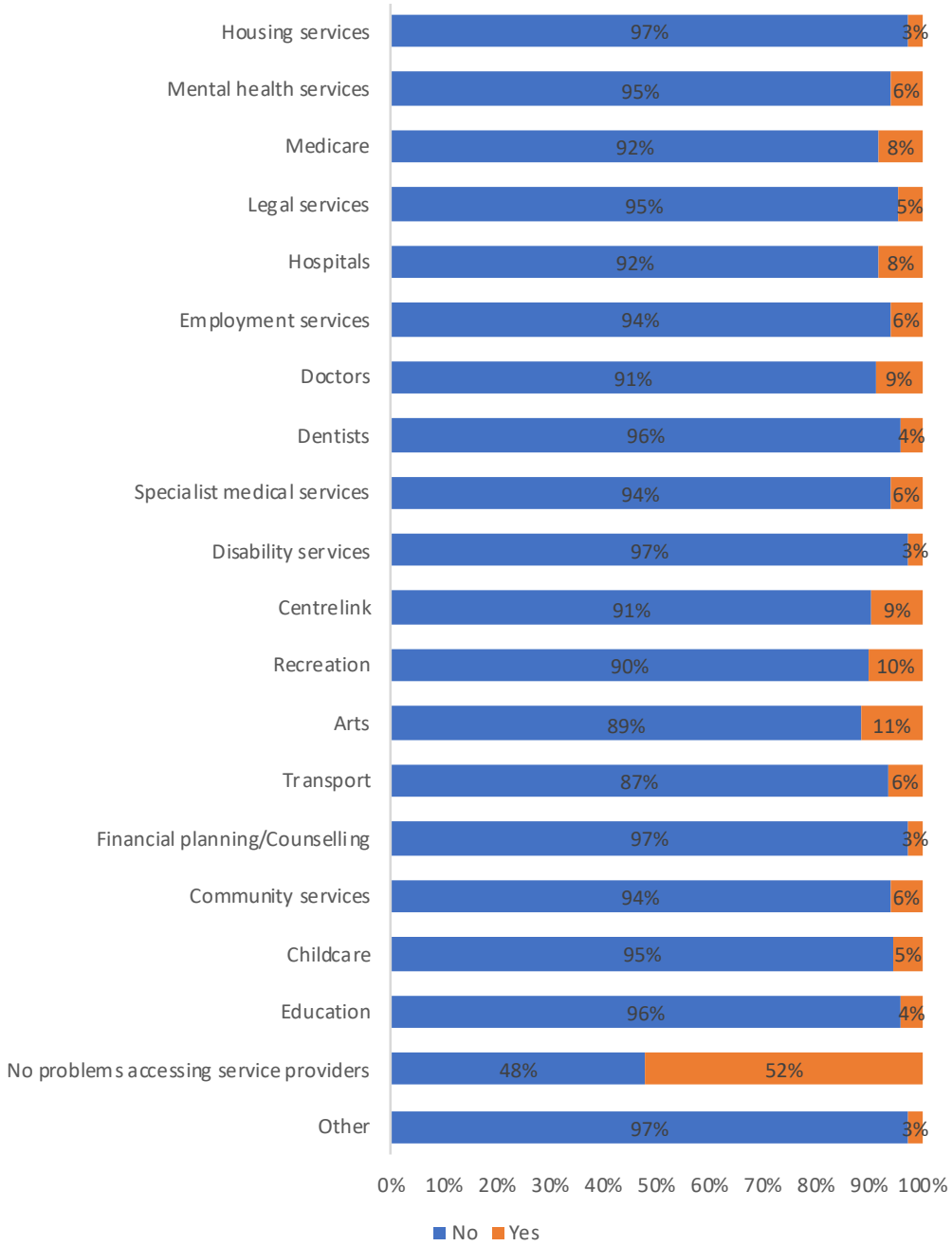


Figure 14 - Q. What services in your local area, if any, do you have problems accessing?

BARRIERS TO ACCESSING SERVICES

The most common barriers to accessing services were access issues (20%), lack of service in the area (17%), transport/distance (11%) and cost of service (9%).

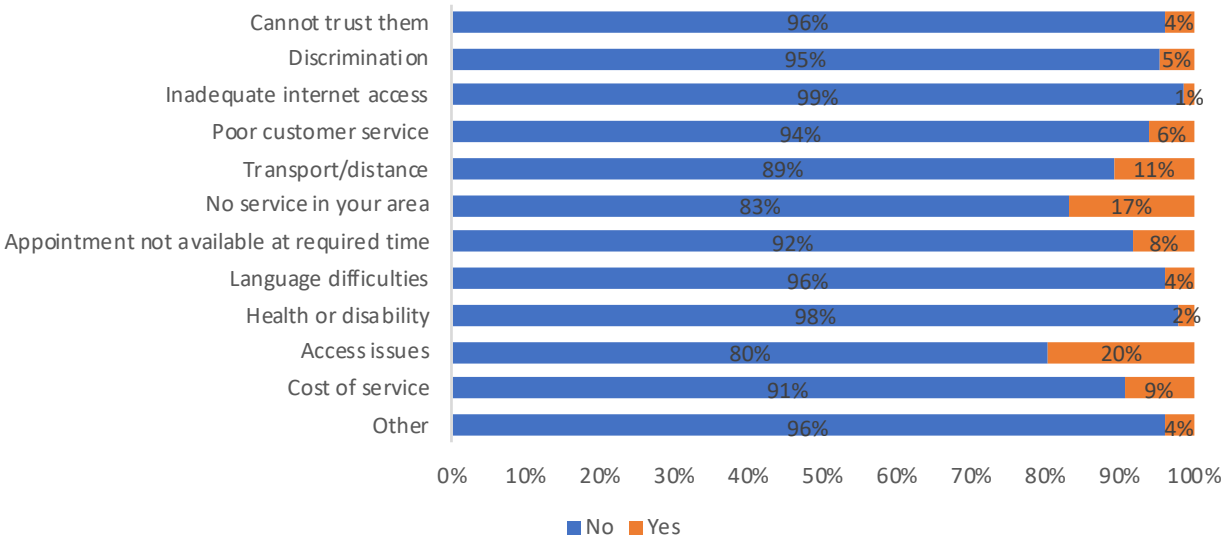


Figure 15 - Q. If you have experienced difficulty in accessing services, what are the main reasons for this?

DISCRIMINATORY ATTITUDES

The majority of survey respondents have not seen or experienced any discriminatory attitudes towards themselves or other people due to race, religion (81%).

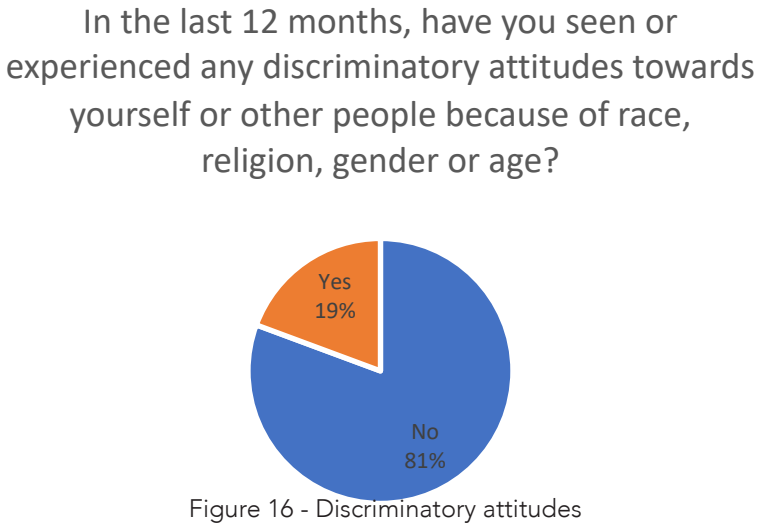


Figure 16 - Discriminatory attitudes

PHYSICAL ACTIVITY

The majority of respondents exercise at least 1-2 times a week (88%), with 12% indicating they usually don't usually do any exercise during th week.

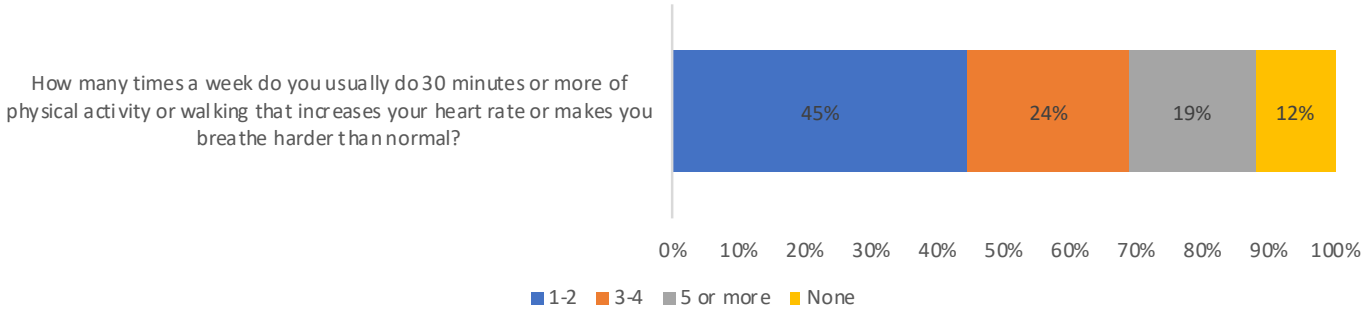


Figure 17 - Physical activity

VOLUNTEERING

The majority of respondents have volunteered as a member of a community organisation or group in the past 12 months (34%).

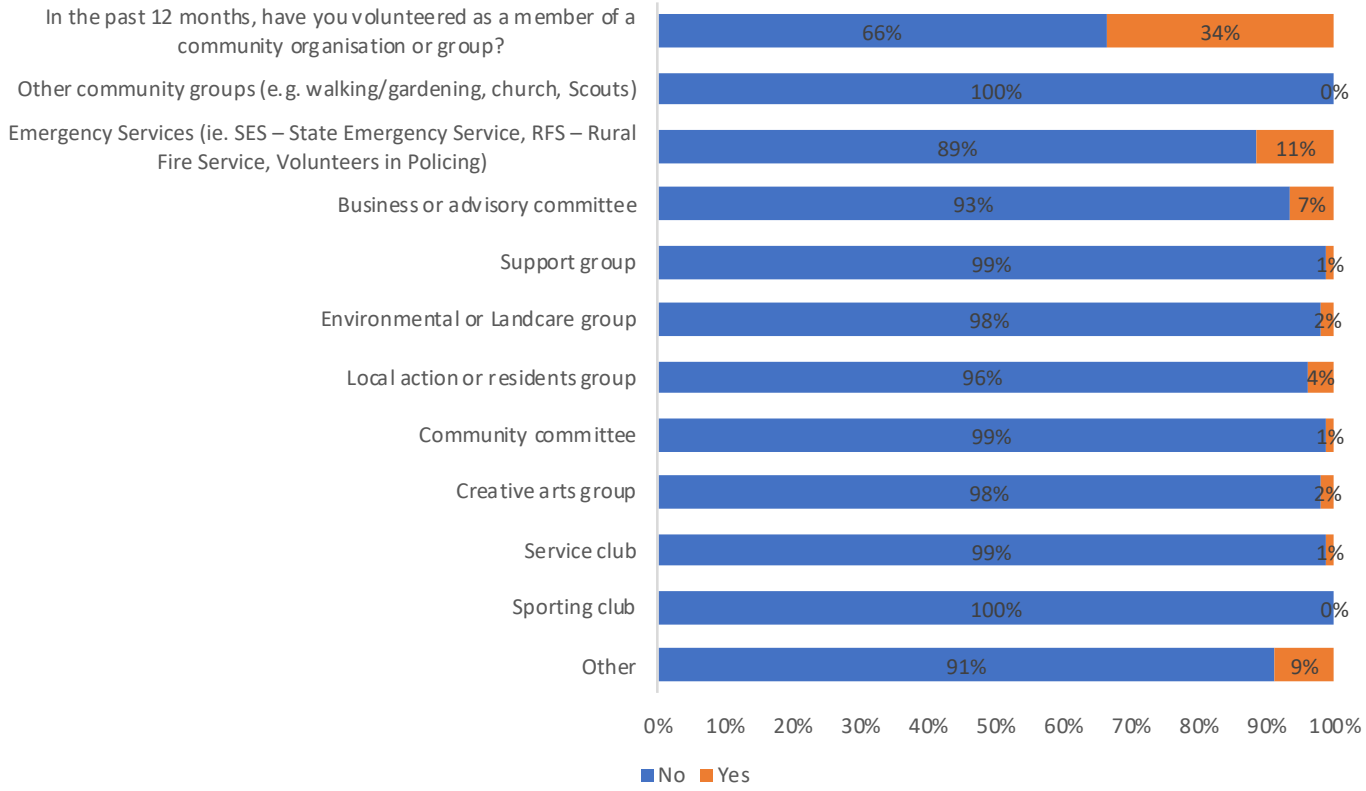


Figure 18 - Volunteering

PARTICIPATION IN ARTS AND CULTURAL ACTIVITIES

Q. In the past 12 months, which of the following arts and cultural activities have you participated in?

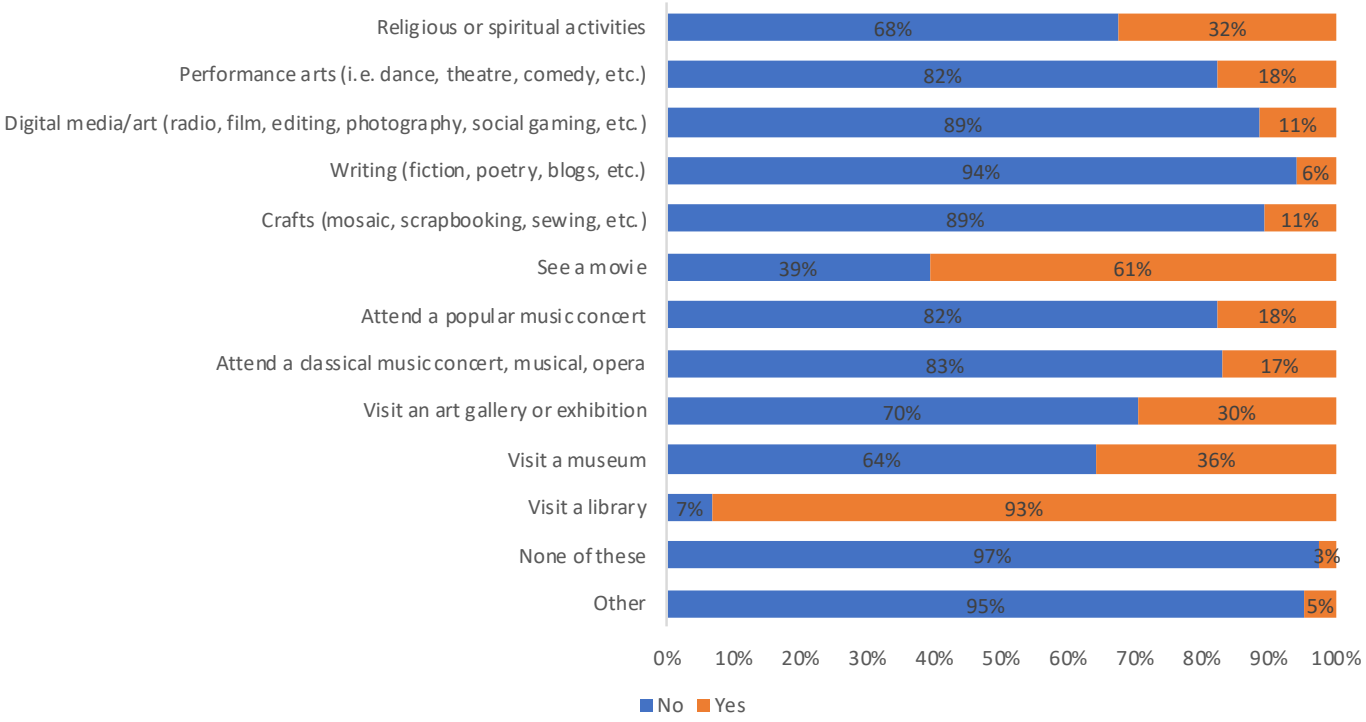


Figure 18 - Participation in arts and cultural activities

BARRIERS TO PARTICIPATION IN ARTS AND CULTURAL ACTIVITIES

Q. What are the barriers to you undertaking these types of activities?

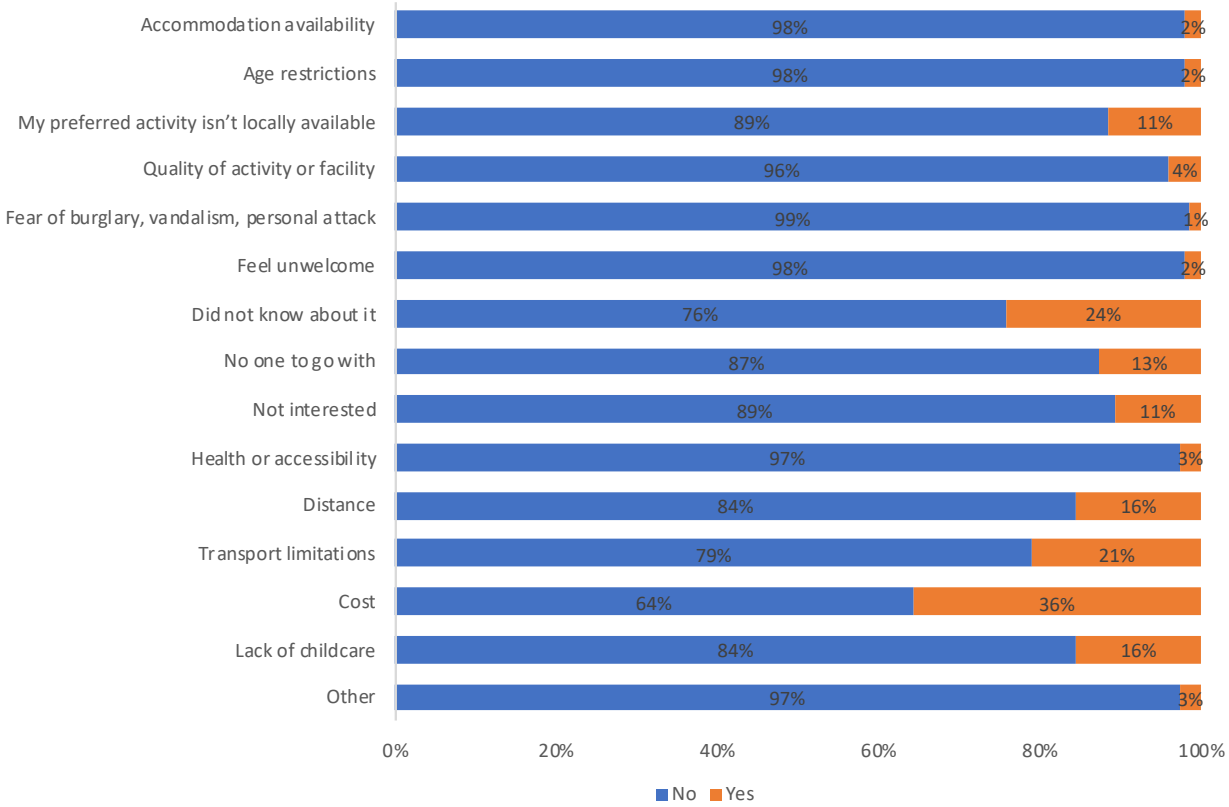


Figure 19 - Barriers to participation in arts and cultural facilities

PARTICIPATION IN SOCIAL ACTIVITIES AND EVENTS

In the past 12 months, which of the following events and social activities have you participated in within City of Ryde?

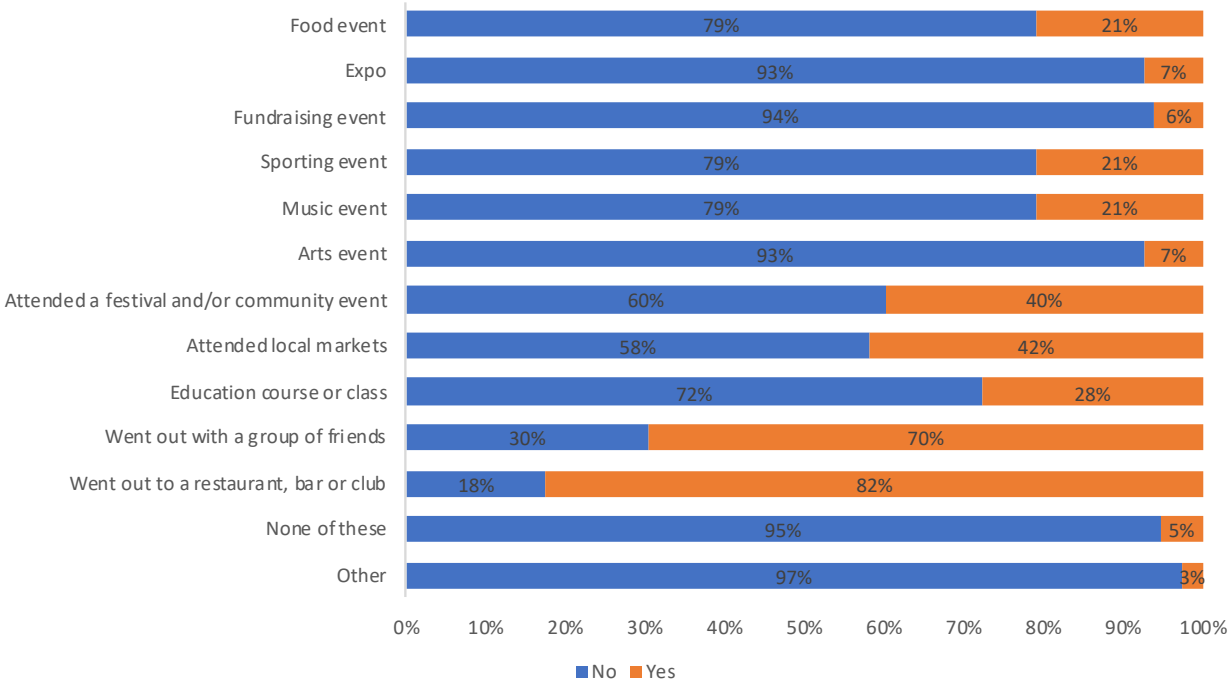


Figure 20 - Participation in social activities and events

BARRIERS TO PARTICIPATION IN SOCIAL ACTIVITIES AND EVENTS

What are the barriers to you undertaking these types of activities?

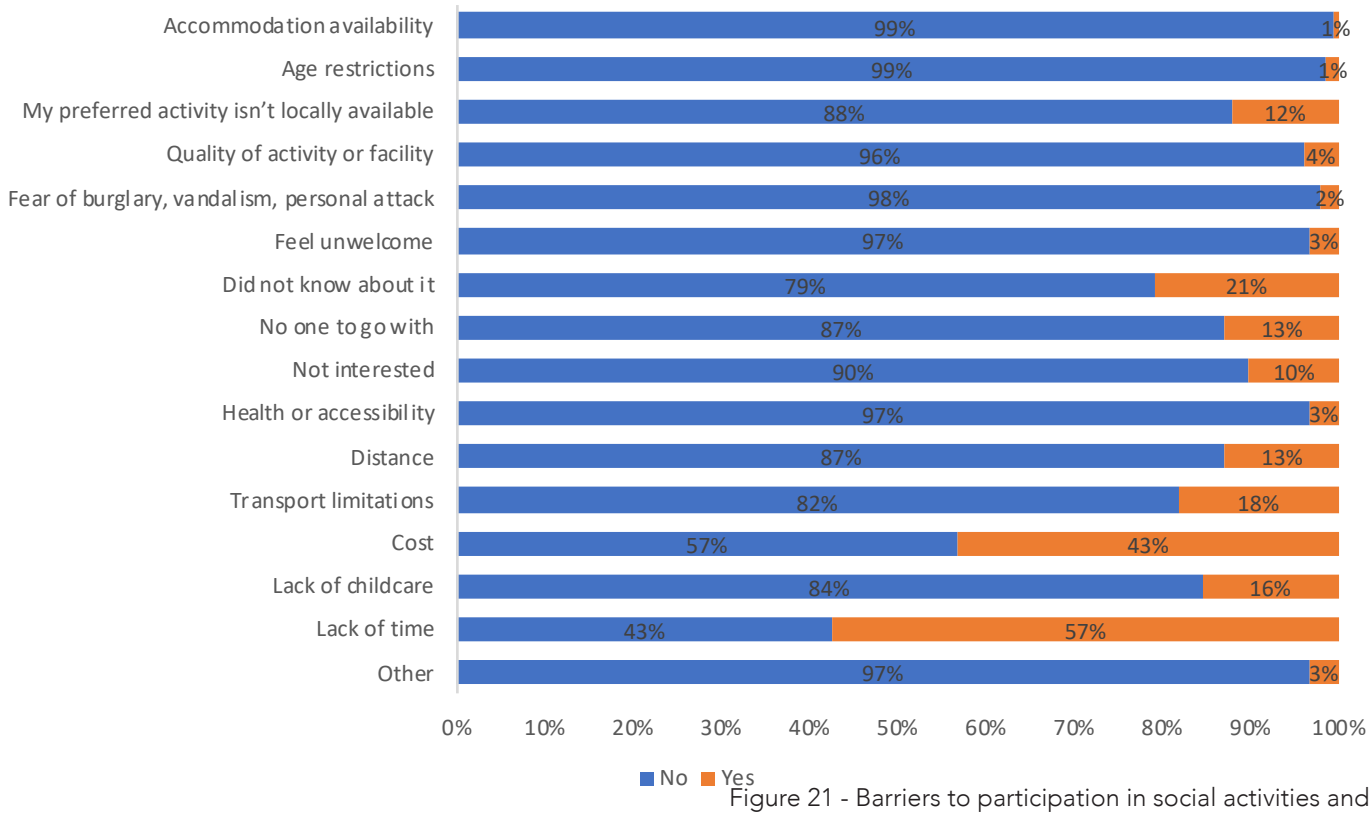


Figure 21 - Barriers to participation in social activities and events

DESIRED ACTIVITIES NOT CURRENTLY AVAILABLE

What activities would you like to be able to do in the City of Ryde in your spare time that are not currently available?

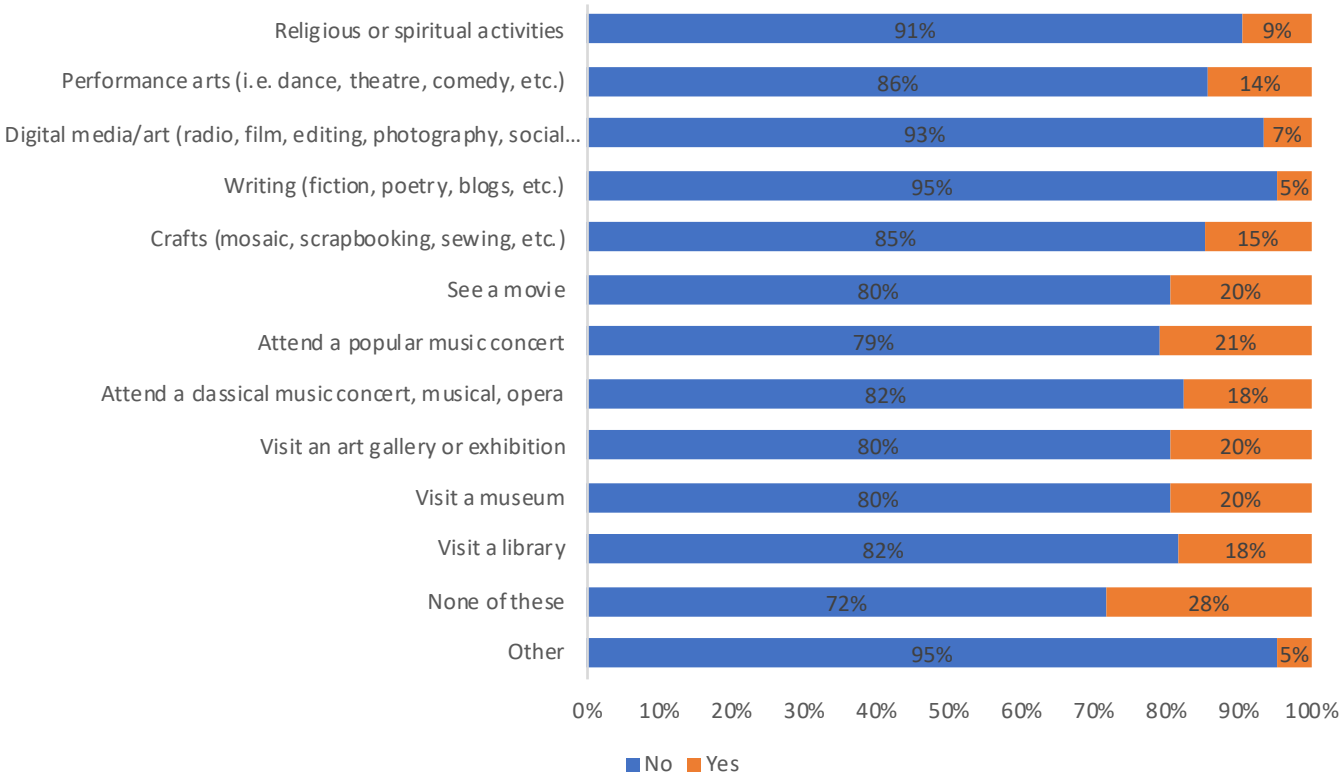


Figure 22 - Desired activities not currently available

SATISFACTION WITH WORK/LIFE BALANCE

The majority of respondents are often or almost always satisfied with their work/life balance (64%).

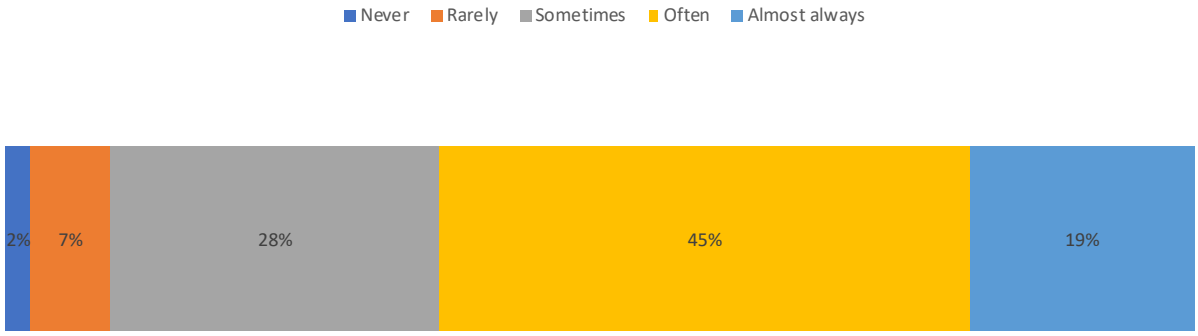


Figure 23 - Satisfaction with work/life balance

INTERNET ACCESS

The majority of respondents have access to the internet at home (93%).

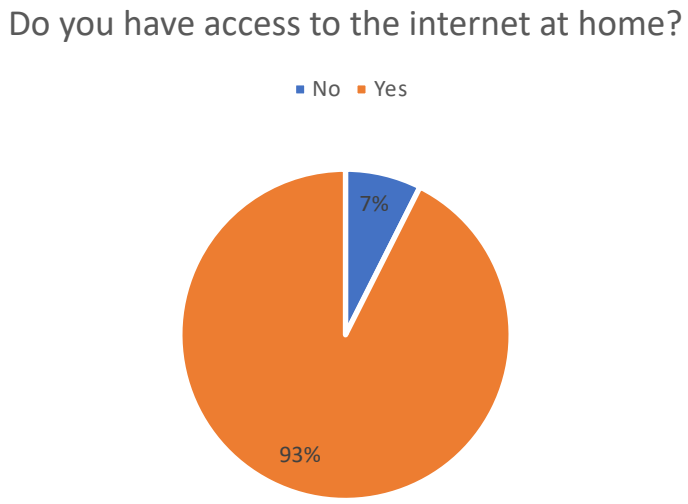


Figure 24 - Internet access at home

DO YOU HAVE ANY IDEAS THAT WOULD ADD TO ARTS AND CREATIVITY IN THE CITY OF RYDE?

Survey respondents had a range of ideas to add to arts and creativity in the City of Ryde, including:

Ideas for workshops and programs (16 comments)

"more art classes and exhibition"
"Hands on workshops"
"Environmental sustainability craft workshops"
"Arts workshops"
"Adult painting/pottery classes"
"Pottery workshops"
"Masonry workshops"
"Theatre workshops"
"Local art classes for adults north ryde"
"More workshops - learning how to do different crafts. Contemporary/modern ones and old, for all generations."
"Sewing courses can be hard to find - promotion of existing resources or creation of new opportunities would be great"
"We need activities that are on every day"
'Local community theatre group"
"Local writing group in north ryde"
"art exhibitions"
'We need to have Auslan Signing groups start, so people can learn to sign to deaf people more than once per month

Improved communication and promotion of arts and creative events and activities (9 comments)

"Poster around"
"Encourage groups to list themselves in the database - eg. give prizes every month for 6 months to be chosen randomly from the groups in the database :-)"
"Email list"
"Communicate the events or activities"
"Awareness"
"Better promotion"
"Have a complete database of all groups that are open to new members"
"Promote information relating to arts and creativity on the weekly or fortnightly residents e-newsletter"
"Database should be available online, and able to be searched really well"
"Need to provide safe event listing on Council's website"

Supporting children and young people to engage in arts and creativity (7 comments)

"Young Art Festivals"
"Want to get information about kids activities, I always missed out"
"Have more space for kids to play"
"Getting kids engaged in the arts is very costly - promotion/creation of free or low cost options for dance, drama, visual arts"
"Free food and art for kids"
"Children Crafting programs or hobby workshop"
"Maybe add a painting centre is a good idea for kids"
"Make more of these activities available for children"
"Have child care facilities"

Creativity in public space (6 comments)

"Somewhere for people to do proper graffiti"
"Invite an artist or crafter to work in a public place for a period of time"
"Sculptures instead of some trees (esp in the middle of the road)"
"More street art"
'More public internet access
"It would be nice to have a 'city centre' where concerts could be held"

Events and festivals (6 comments)

"Cultural festivals"
"Craft fairs"
"Food expos"
"Local market like wet markets"
"More talks and community events"
"sport for jove open air drama (sells out in hills district)"

Cultural and creative spaces and places (6 comments)

"A museum with specific collections or local history"
"Creation of bigger community hubs incorporating libraries, museums, community and green spaces."
"Creative use of under utilised space for one off or regular basis (e.g. laneway or closed off Council owned areas)"
"We need a place for beginner painters in acrylics, different groups, every day and into the evening"
"We need a place to practice noisy instruments eg drums, trumpets"
"Gallery"

More night time options (2 comments)

"More options at night"
"Longer opening hours at night

Other ideas include more affordable options, more opportunities for volunteering and more opportunities to get to know the community.

DO YOU HAVE ANY IDEAS THAT WOULD ADD TO SOCIAL WELLBEING IN THE CITY OF RYDE?

Survey respondents had a range of ideas to add to social wellbeing in the City of Ryde, including:

Green and public spaces (10 comments)

"Open communal/green spaces (plazas, forecourts, parks)
"More open gyms in the parks"
"More BBQ areas for social gathering, a few more outdoor adult gym equipments like Waterloo parkmore walk tracks"
"Install filtered drinking water refill stations"
"Sporting equipment in the park like the one in Boronia park"
"Filtered Water refilling stations at key places like libraries; train stations"
"Community gardens and community composting
"Chess floor in the park"
"Bushwalking opportunities locally and well lit space

"To have some green area with proper lighting in NIGHT where people can sit and have nice evening"

Ideas for programs and activities (8 comments)

"More senior activities"
"More things for people over 65, e.g. walking group
"Gardening workshops"
"More facilities and activities for retirees, and community activities"
"Meet ups for new parents - pram walking at parks, playground meet ups etc"
"Movie nights/trivia nights"
"Recreational activities"
"Buy/swap/sell events or similar online activities can be a great way to engage with fellow residents as well as having environmental benefits"

Ideas for community connections (4 comments)

"Social cohesion and harmony are as important as infrastructural development - developing programs and events that Will foster multiculturalism and cultural differences"
"Social cohesion - learn about different cultures and values, develop awareness of differences and how to respect individuals"
"Community sessions / groups that are not necessarily marketed towards particular ethnic groups to promote inclusivity"
"Loneliness has been in the press a lot lately - depending on what you read, it's anything from 25% to 50%. And loneliness is lowest for people over 65."

Ideas for events and festivals (4 comments)

"better access , inclusive events"
"More festivals"
"Community party"

"Broadening cultural and activity events"

Improved promotion and communication of what is going on in the area (3 comments)

"Better advertised social events"
"Better promotions"
"Email list to ppl who are interested"

Ideas for services (3 comments)

"Add more hospital if possible"
"School upgrades"
"Centerlink and Medicare hard to access now. Should be situated in a better place to access."

Improved community safety (3 comments)

"Walking paths being better lit, it stops women walking places once dark."
"Safety in local neighborhood and police presence"
"More street lights"

Clean environment (3 comments)

"There are a lot of rubbish e.g. drin bottles, cans, plastic cups, on the streets"
"Too much exposure to smoking when walking on the streets, the butts are everywhere"

"Clean up backstreets for better walking"

Ideas for community facilities and spaces (3 comments)

"Some groups may like to meet up but there's no council facilities for them to use - could you collect enough information from interested parties, that maybe 2 groups might be able to hire a hall together on the same night? "
"More integration of activities eg sport and art and food all in one place"

'Extend the wifi using time limit in the library"

Improved transport (2 comments)

"More parking and better traffic"
"A night bus like the top Ryder, leaving residents closer to their homes at night"

SECTION 3

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Stakeholder interviews

3.1 Stakeholder interview findings (creative)

This section summarises key findings from 20 stakeholder telephone interviews conducted in March 2019 to inform the development of the Creativity Strategy.

20 telephone interviews were held with stakeholders to inform the development of the Creativity Strategy in March and April 2019. Stakeholders were identified by Council and included a cross-section of creative practitioners, community groups, organisations that live and/or work in Ryde, as well as peak bodies.

Stakeholders represented the following organisations:

- 2RRR
- Artisans Ryde Incorporated
- Bennelong Reconcilliation Group
- Brenda Colahan Fine Art
- Clipped TV Festival
- Create NSW
- Dance Generation
- Historical Society
- Into Art
- Macquarie University - contact after 18 March
- Meadowbank TAFE
- Music NSW - email first to arrange time
- NAVA
- Rhapsody Studios / Sydney Ballet Conservatory
- Ryde City Concert Band
- Ryde Eastwood Leagues Club
- Ryde Eisteddford
- Ryde Hunters Hill Symphony Orchestra
- Ryde Youth Theatre, and
- South Asian Film and Literature Festival.

Appendix 3 provides a full overview of stakeholders contacted.

Stakeholders were also able to provide input to the Creativity Strategy at the creative groups forum (see Section 2 of this report) and via a survey which was available via Council's website (see Section 4 of this report).

KEY FINDINGS

Key trends influencing culture and creativity

Stakeholders identified a number of trends influencing culture and creativity in Ryde, including:

- Increasing cultural diversity (3 comments)
  - A proliferation of events and festivals aimed at culturally diverse communities
- Increasing high-density living (2 comments)
  - Changing urban environment has lead to increasing interest in area's heritage and history and desire to preserve the past
  - Increasing population has added to vibrancy and activation of places (e.g. Gladesville Charles Street)
- A younger age profile
- Increasingly higher income population has money to spend on creative activities
- Increasing cost of housing and living means it may be a challenge for creatives to live in the area.
- Increasing appetite and appreciation of culture and creativity, a burgeoning creative ecosystem.
- Increasing traffic and congestion means people would prefer to stay local to participate in culture and creativity
- Across Sydney, increasing willingness from artists and creatives to live further away from the CBD in places like Parramatta and Liverpool - opportunity for Ryde to capitalise on this increasing segmentation.
- Global trend for the creation of "satellite" arts centre in suburban areas with opportunities for Ryde.

Ideas and opportunities for culture and creativity

- Cultural facilities (6 comments)
  - Multipurpose arts and performance centre to provide focal point for creativity in Ryde and attract visitors (2 comments)
  - Need for an arts centre focused on children
  - Create a technology Centre at CSIRO site
  - Need for facilities to be located in proximity to transport and with foot fall. Brush Farm House is isolated
  - A good creative facility would change the perception that Ryde is not a "cool" place
- Opportunities to use vacant spaces for creative uses (e.g. like Renew Newcastle) (3 comments)
  - Church Road in Top Ryde
  - Constitution Road in Meadowbank

- Improved communication of existing Council-run cultural and creative activities
- Opportunities for Council to support local creatives and business in promoting their initiatives.
- Opportunities for artist studios in the area to attract more creatives
- Opportunities for more affordable afterschool creative activities and workshops for young people and children
- Events and festivals
  - Pop-up music and food events to provide activity at night in suburbs
  - Opportunities for more festivals showcasing the cultural diversity in the area
  - Opportunities for more cross-cultural activities
- Creative activities, facilities and festivals along Church Street in Top Ryde (near the shopping centre)
- Recognise Aboriginal heritage and living culture
  - Aboriginal museum and centre at Kissing Point Park to recognise living history and heritage
  - Opportunities for Indigenous signage and plaques throughout the area, like along Parramatta River Walkway.
- Work with developers to deliver creative outcomes and spaces, which will in turn benefit the value of their properties
- Heritage interpretation and activities at site of colonial breweries on the Parramatta River, and opportunities to build brand for Ryde
- Support live music in the area
- Big digital screen to support community film events
- Opportunities to further activate parks and open spaces through creativity
- Opportunity for a small gallery in Meadowbank to support a range of creative activities and support growing population (e.g. book readings, musical performances)
- Opportunities to collaborate more with education institutions including Meadowbank TAFE and Macquarie University
  - Meadowbank TAFE would be interested in collaborating with Council around Chinese New Year celebrations
  - Meadowbank TAFE students would be interested in exhibiting work or performing in public spaces
- Opportunities for further activation of Meadowbank Station through creativity (e.g. public art murals, installations)
- Opportunities for more public art in the parks, streets and along the foreshore
- Opportunities to be more accessible and inclusive for people of all ages and abilities, including providing opportunities at and in proximity to hospitals and rehabilitation centres
- Opportunities for Council to coordinate and facilitate networking opportunities for creatives and creative organisations and businesses active in the area

Priorities for the Creativity Strategy

Stakeholders identified the following priorities for the Creativity Strategy:

- Delivering more events to cater to culturally diverse communities
- Providing a performance space
- Providing a multipurpose facility
- Offering more community grants
- Cultural facilities and creating a technology centre at the CSIRO site
- Either doing one big thing well (rather than spreading resources around) or doing multiple things in a smaller area to change perception of Ryde
- Providing opportunities for the community to get involved in arts and culture
- Providing opportunities for more street activity (e.g. festivals, markets)
- Promoting what's already going on in the area
- Ensuring cultural programming reflects the diversity of cultures in the area and is relevant to their interests.
- Put in place conditions for grants and funding around appropriate payment for artists, gender and first nations representation

Best practice examples

- Cultural infrastructure
  - Willoughby Performance Space
  - Castle Centre in Castle Hill
  - The Connection at Rhodes
  - Wallarobba at Hornsby
  - Renew Newcastle model for pop ups in vacant spaces
  - Botany Bay Cowra Coop competition
  - Digital screen at ACMI in Melbourne, Auckland Live digital stage
- Libraries with creative uses
  - White Horse Library
  - St Kilda Library
  - Docklands City Library
  - Victoria State Library
  - Kings Cross Library

3.2 Stakeholder interview findings (social)

This section summarises key findings from 20 stakeholder telephone interviews conducted in March 2019 to inform the development of the Social Plan.

20 telephone interviews were held with stakeholders to inform the development of the Social Plan in March 2019. Stakeholders were identified by Council and included a cross-section of service providers and funding bodies that service the LGA.

Stakeholders represented the following organisations:

- Christ Church Gladesville
- Christian Community Aid
- Community Migrant Resource Centre
- FACS
- Link Housing
- Mahbobabs Promise
- Melrose Park Football Club
- Mission Australia
- North Ryde Community Aid
- North Sydney Multicultural Heath Service
- Police
- Police
- Reach Community Initiatives
- Relationships Australia
- Ryde District Mums
- Salvation Army
- Sydney North Primary Health Network
- The Generous and Grateful
- The Northern Centre
- Young Life Ryde

Appendix 4 provides a full overview of stakeholders contacted.

Service providers were also able to provide input to the Social Plan at the service providers workshop (see Section 2 of this report) and via a service providers survey which was sent out by Council (see Section 4 of this report).

KEY FINDINGS

Key trends and issues influencing social wellbeing

Stakeholders identified a number of key trends and issues for social wellbeing in Ryde, including:

- High and increasing proportion of people with complex needs.
- Increasing high density living
  - People have less access to green space and are seeking childcare options that provide outdoor natural play space for children.
- Rising cost of living
  - Means both parents need to work and thus children are in childcare for longer hours/ days
  - Contributes to family stress
- Homelessness is an ongoing issue in the area, including many young people at risk of homelessness and couch surfing as well as women aged over 55 years.
  - Lack of homeslessness shelters in Ryde means clients have to go out of area
- A number of stakeholder identified that domestic violence is an ongoing and often hidden issue within the Ryde community, and noted this as a cause of homelessness for women aged over 55 years.
- Rapidly changing demographics
  - Cultural diverse communities moving into the dense apartment housing in Macquarie park, Meadowbank, including skilled migrants, students, grandparents caring for children
  - Some stakeholders noted concern over lack of understanding within culturally diverse communities around the importance of socialising and play to early childhood development
  - Services receive more heavily traumatised refugees from Iraq and Syria, and Syrian Armenians.
  - One stakeholder noted a lot of negative stereotyping, racism and hostility toward Muslims in Australia, especially towards Muslim women
- Social isolation and mental health
  - Mental health has escalated rapidly, while mental health programs are already at capacity
  - Many migrant and CALD communities in Ryde who experience social isolation and mental health problems and don't know how to access system
  - One stakeholder noted that people from Asian cultural backgrounds may be more reluctant to seek out help and due to strong stigma around mental health issues.
  - Social isolation was seen to impact particularly

on high school aged young people, international university students who may not have a support network in place in the area, communities living within increasing high density, and elderly people including those with limited English proficiency.

- Increasing trend towards environmental sustainability and waste reduction in the community.

Changes in service delivery

- A number of services indicated their organisation has expanded and changed to employ more multicultural staff.
  - Stakeholders are trying to build connections with 2nd generation through schools
- Services are aware of need to produce information in many languages. They are trying to work out how translation/ interpretation can be done cheaply.
- A shift away from drop-in towards an outreach model
- A need for staff to be culturally aware and educate parents from culturally diverse backgrounds around the importance of play and childhood development
- Services have developed their personnel and skills to meet the acute needs of clients from war torn locations. Staff are trauma informed, have backgrounds working with human services and have a high level of understanding with working with people from trauma situations
- Getting harder for community providers to find space as new development occurs. Service providers need to co-locate and operate as more of a hub model out of financial necessity and high commercial rates.
- Stakeholders identified a need for soft entry points to community services for people who don't know how to access system.

Council's role in supporting social wellbeing

Overall, Council was seen to be supportive and responsive to the needs of service providers. Stakeholders think Council can best support service providers by providing strategic direction and by building providers' capacity to expand their service delivery.

Some service providers expressed a desire for more transparency in Council's allocation of resources (e.g. funding and subsidised rent), with some perception that this process is negatively impacted by historical relations.

Service providers see a key role for Council in providing community facilities, and some would like to see a new purpose-built facility built for co-located services to boost interagency cooperation and resource sharing.

Collaboration and partnerships

Overall, stakeholders indicated that there is a strong sense of collaboration, information sharing and partnership between service providers in Ryde. However, stakeholders expressed a desire for more opportunities to do so. One stakeholder noted that reduced funding has increased a sense of competition and negatively impacted interagency sharing.

SECTION 4

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Council internal engagement

4.1 Council staff workshop

This section summarises key findings from a workshop held with Council staff on 21 February 2019 to inform the development of both the Social Plan and the Creativity Strategy.

Council staff workshop

Time and date: 1 - 2.30pm, 21 February 2019

Location: City of Ryde offices, North Ryde

Number of participants: 20

A workshop was held with Council staff on 21 February 2019 to inform staff about the projects and to discuss key needs, issues and aspirations for both social wellbeing and creativity in the City of Ryde.

Approximately 12 staff members attended representing a range of teams including Community Development, Community Services, Urban Strategy, Community Engagement, Library Services, and Events. In addition, an online survey was sent to staff who were not able to attend to give them an opportunity to provide feedback.

Following a brief overview of the projects, staff took part in a range of activities including:

- Activity 1. What does social wellbeing / creativity in the City of Ryde mean to you? (individual post card)
- Activity 2. What are your expectations for the projects? (individual worksheet)
- Activity 3. What are some strengths and challenges for social wellbeing / creativity in the City of Ryde? (group discussion)
- Activity 4. Design a future Cover Story Headline for social wellbeing / creativity in the City of Ryde and tell us what the key messages are (small group work)

DEFINING THE CONCEPT(S)

Defining culture and creativity in the City of Ryde

Staff provided the following responses:

- Art, expression, innovation, collaboration and identity.
- Having a sense of belonging and connection, being able to express yourself, engagement and diversity.
- A variety of creative industry sectors operating across the LGA. Full of tech start-ups vibrant high growth companies.
- Mixing of cultures into a unique offering reflective of the local community.
- Availability and presence of facilities.
- Vibrancy. Things to do/see be part of. Entertainment, creativity, galleries, books, theatre, libraries, maker spaces.
- Culture and creativity. A way of living that enables self expression in multiple forums - performance/ media/ dance. Possibilities.
- Opportunities to express cultural identity or learn about other cultures. Culture as in the Arts - opportunities to express, engage and learn. Music, drama etc. Creativity for business studies and hobbies - Digital creative hubs.
- Creativity: architecture/ IT, fly under the radar, more visibility.
- Diverse opportunities for all cultures and the arts within the city. Events, spaces/places - focusing on the creative Arts.
- Access for all to be able to take part in meaningful experiences. City of Ryde provides new opportunities that enable the community to feel connected. Spaces.

Defining social wellbeing in the City of Ryde

Staff provided the following responses:

- Social connection - places people can come together + spend time in for free.
- Knowing other people in your community, having something to do in your community and connecting with others. Knowing who and how to get support in your community.
- Healthy business community. Lots of local jobs. Work life/ business balance. Lots of open space for people to enjoy their leisure time.
- A healthy interaction of the community where everyone feels they belong.
- Opportunities, social community connections for diverse groups of people.
- Belonging, health, community connections, safe

neighbourhood, Access to education/services etc., community safety, food security, access to meeting spaces/places, and affordable living.

- Inclusive, connected and supported.
- A community that's connected, sense of belonging, engage & socially and culturally active.
- Connected & supported, physical, places to meet, programs that help people come & participate, inclusive.
- An inclusive community, a place that is inviting to all.

EXPECTATIONS FOR THE PLAN / STRATEGY

Expectations for the Creativity Strategy

Staff identified the following expectations for the Creativity Strategy:

- To define goals for council to strive to deliver in the arts + culture space for the next 5 years.
- To produce an evidence base for monitoring.
- To inform developer contribution negotiations.
- Opportunities to work with groups to assist them to apply for community grants.
- Work with groups to provide suitable spaces for creative activities.
- Identification of the existing creative industries across the LGA.
- Libraries well placed in communities near shops and transport. Co-located services for community meeting spaces with libraries. Exhibition space and new ways to engage the community.
- Develop resources to support creative practitioner venues for performance, rehearsal, exhibition, skill up creatives to be economically stable and viable linked to professional and creative development pathways.
- Inputs to the Local Strategic Planning Statement which is required by NSW legislation.
- A common understanding of how the 2 departments can achieve a common goal of creating creative environments. Consultation will achieve a results focus for events.
- New and inviting spaces to work with. Opportunities for creative groups to facilitate their own events.

In addition, staff were asked to rate access to creativity in the City of Ryde, with all staff indicating that they think it is currently poor or very poor. Staff identified factors including lack of exhibition and performance space with many leaving the area, limited professional activity, limited coordination and strategic partnerships, lack of cultural and creative events, few evening venues and markets.

Expectations for the Social Plan

Staff identified the following expectations for the Social Plan:

- To define goals + strategies for Council to deliver based on the actual needs of the community
- To produce an evidence base for monitoring
- To inform future iterations of the Community Strategic Plan
- To build community capacity and community-led solutions
- To build understanding of community needs, desires, issues
- Ensure services are meeting community need to maximise outcomes for the community
- To build an understanding in the community of what Council already delivers
- Funding to support the necessary changes to our current events (accessibility).
- To guide how we can improve current practices.
- Use of open space for increased and appropriate uses
- Opportunities for the Social Plan and Creativity Strategy to align to work towards shared goals
- To deliver new, improved and expanded libraries, and
- Employment opportunities.

In addition, staff were asked to rate social wellbeing in the City of Ryde, with all staff indicating they think it is currently good or very good. Staff identified factors including well-connected services, high community satisfaction, diverse and relatively advantaged community, engaged community groups and programs, and events and services delivered by Council.

STRENGTHS AND CHALLENGES

Strengths

Staff identified a number of strengths for social wellbeing and creativity in the City of Ryde:

- Many programs
- Well-connected community services
- Active, engaged, resilient and self-sustaining communities and community groups
- Well-attended events
- Strong employment lands, with opportunities to live and work locally
- Fabulous libraries
- Great educational institutions (TAFE, Uni, schools)
- Political support for these projects currently
- Various civic spaces and places with opportunities including Eastwood Oval, North Ryde Commons, Wilga Park, Ryde Park, Kissing Point Park, the foreshore and the skate park at Meadowbank Park.
- Proximity to Parramatta including opportunities for collaboration
- Improving cycling infrastructure, and
- Opportunities to collaborate with Macquarie Park Innovation district.

Challenges

Staff identified a number of challenges for social wellbeing and creativity in the City of Ryde:

- Parks and open space
  - Need to build understanding around different uses of passive parks vs sports grounds
  - Need to distribute events across open spaces and parks
  - Open space deficiency and sports grounds are at capacity
- Lack of community spaces
  - Lack of big spaces (conference size) for consultation events
  - Lack of meeting spaces in Eastwood
  - Lack of venues close to public transport
- Limited public transport connections across the LGA which is a barrier to accessing services
- Regulations and red tape
  - Too much red tape around events which require Development Applications is a challenge to attracting and empowering community and private enterprise to come here to deliver events
  - Outdoor dining and leisure on streets is restricted by regulations
  - Public liability for small emerging groups is a challenge
- Urban plazas are quite small
  - Top Ryde Plaza is used frequently for events but food and loud music impact on residents
- Lack of creative spaces, including Council-run artist studios, performance and exhibition spaces
  - Opportunities for temporary pop-up activations, including in empty shopfronts and on pre-development sites
  - Case studies include Christchurch temporary structures (pallet crate park), London Box Parks and Skip Gardens and Brisbane Shipping Container activation
  - Opportunities for event-ready outdoor spaces
  - Need for flexible-use, multipurpose creative infrastructure and opportunities to fit out existing facilities
- Limited professional arts activity
- Opportunities for art schemes in light of development (e.g. CoS Hoarding program)
- Divided community perspectives on many issues – "yin / yang" (e.g. same-sex marriage postal vote)
- Groups have great ideas and expect Council to deliver / run events
  - Assist groups to run their own events
  - Manage expectations
- Night time economy at Mac Park
  - Needs business community to buy into idea of NTE precinct here
- Capacity building at community level as well as higher level
- Council provides support in kind (venue hire etc)
  - Need to review process, often due to historical relationship, need to prioritise
- Opportunities to grow funding and grants transparency and access to apply
  - Sport event seniors social wellbeing
  - Lacking arts grant.

COVER STORY HEADLINE ACTIVITY

Table 10 - Cover story headline activity

Headline	Key messages
Innovative business opportunity and lifestyle with an amazing creative industry sector	Thriving street-front retail. Active travel links - on demand transport. Great public transport links. Public space for events and activities, Wifi, arts, performance and music. Big businesses. Incubator space - co-working space - creative hub.
Ryde Comes Together	Connected community. Provision of services. There is so much to do here that people don't want to leave. New community spaces available and programs running in these spaces.
Ryde Cultural Centre Opens	Ryde Council has opened with local rapper DJ Stryder hosting the show and home grown artists. Having designed all the carpets and stained glass windows.
Ryde Opens its Doors to Creative Civic Precinct	Space for all. Ryde is known as centre of creativity. Tourist attraction. Attract private enterprise. Balance between community and commercial. Restaurant and bar. Exhibition, conference, council administration. Parking and bus interchange. Theatre. Open space community. Plaza. Studios.
Public Art Meets Ryde Waterway	Flexible/ universal space. Outdoor public space. Activated foreshore - Art along the river. Connecting key spaces along the river. Amphi-theatre - seating build and amenities (e.g. toilets).

4.2 Councillor briefing

This section summarises key findings from Councillor briefing held on 21 February 2019 to inform the development of both the Social Plan and the Creativity Strategy.

Councillor briefing

Time and date: 7 - 7.45pm, 12 March 2019

Location: Council Chambers, Top Ryde

Number of participants: 15

STRENGTHS

Strengths for social wellbeing

Civic participation

- Many people are involved and volunteer in a sporting club. These are important places for intergenerational and family connections
- There are opportunities to further bolster volunteering

- Cultural diversity
  - In Eastwood, many people can't speak fluent English but can communicate through international languages like music and food
  - Multiculturalism is a massive strength for Ryde. Eastwood itself is a destination within the LGA due to culturally diverse food, shopping and activity
- Libraries are a great strength, and
- Bushland, parks and natural features are a great social benefit.

Strengths for culture and creativity

- Cultural diversity and cross-cultural fusion and expression
  - Local culturally diverse communities are very proud of their cultural and creative traditions (e.g. music, dance)
- Abundant local talent – Ryde is full of art and artists
- Council runs many events that create culture (e.g. Granny Smith Festival)
- We have a long history, both Indigenous and Colonial as the third settlement in Australia
- Brush Farm House is a creative strength, and
- The river provides opportunities for culture and creativity.

CHALLENGES

Challenges for social wellbeing

- Social isolation and loneliness
  - Particularly an issue for seniors and those living in high density. We are already addressing this issue through libraries and events however need to reach a wider audience
  - Overseas born residents are bringing their parents over to care for grandchildren. These older people are at particular risk of social isolation due to language barriers and lack of support networks
- Domestic violence
  - Domestic violence is an issue, particularly within culturally and linguistically diverse communities. Council can play a role in working with services to deliver services that are culturally appropriate and specific (e.g. growing Indian community)
  - There are opportunities to work with local culturally diverse communities and reach out to community leaders to address this
- Cultural diversity
  - While cultural diversity is a strength there is also a risk of people from different cultural backgrounds not interacting. We need to find opportunities for cross-cultural connections
  - Some aren't aware of the services we provide and don't know what is going on in the area
  - Lack of understanding about mental health and illness
- Young people
  - We are in need of a central youth hub. Our Space would have been used more if it had been more central and accessible
- Overdevelopment and increasing density
  - Lack of infrastructure to support increased density
  - Challenge to establish community connections and sense of place in high and new density
- Transport connections
  - Lack of public transport connections contribute to isolation, with older people and teenagers being particularly impacted
- Community centres and libraries are already at capacity, however population is increasing rapidly
- Lacking sense of place in Ryde
- Challenge to communicate with residents in appropriate ways through appropriate channels, and
- Reduced funding for services from State government.

Challenges for creativity

- Creativity is not visible in Ryde - although there are many creative people living in Ryde, there is no sense of it being here
- Council already runs many events and there are ideas for

many more, however there is limited capacity to do more
- Lack of cultural infrastructure, including a theatre, an art gallery, spaces for artisan and craft activities, and spaces for culturally diverse groups to practice their cultural and creative traditions
- Need to further connect the foreshore and river walk to enable health and wellbeing uses (e.g. running, cycling, kayaking, swimming) as well as cultural and creative uses
- The Connection at Rhodes is a good example of a river-front community facility, and
- Lack of recognition of the importance of culture and creativity across levels of government and in the media.

In addition, it was noted that there is a need to further clarify and contextualise what social wellbeing and creativity mean for culturally and linguistically diverse communities, as these are not easily translated (e.g. in Chinese, creativity may be translated as happiness).

OPPORTUNITIES AND PRIORITIES FOR THE SOCIAL WELLBEING PLAN

Opportunities and priorities for the Social Plan

- Cultural diversity
  - Supporting culturally and linguistically diverse communities to build confidence to integrate into the wider community
  - Ensuring services are accessible to culturally diverse communities
- Need to think and plan regionally to address challenges (e.g. community centres are at capacity)
- Opportunities to support a sense of place and community belonging through activation of public places
- Macquarie Park
  - Macquarie Park provides opportunities to work with developers to provide creative spaces, and to connect people to place
  - Case study: Brand X in St Leonards and at Central Park
  - Opportunities for night time economy and live music at Macquarie Park
  - The Venture Café in Macquarie Park is an exciting, creative initiative
- Opportunities for more community connections
- Opportunities for more collaboration between community service providers, and
- Empowering the community to do things themselves, supporting grass-roots initiatives.

Opportunities and priorities for the Creativity Strategy

- Cultural diversity
  - Provision of community and cultural infrastructure to support culturally diverse communities to hand down their cultural traditions to their children (e.g. Korean drumming bands)
- Opportunities to link up culturally diverse creative groups
  - Idea: Link up Chinese and Korean music and dance groups to celebrate and learn from each other and "Bring the best out of each culture and bring them all together to unite as Ryde residents."
  - Bring together Korean young people and Ryde Youth Theatre, and
  - Opportunities through theatre, film festivals, multicultural eisteddfod's, cooking classes, cultural tours, multicultural festivals and parades, and Harmony Day.

4.3 Leadership forum

This section summarises key findings from the Leadership forum held on 15 March 2019 to inform the development of both the Social Plan and the Creativity Strategy.

Leadership forum

Time and date: 10-11am, 15 March 2019

Location: Eden Gardens, Macquarie Park

Number of participants: 15

STRENGTHS

Participants at the Leadership forum identified a number of strengths for social wellbeing and culture and creativity in Ryde:

- Cultural diversity (8 comments)
  - Interaction between various groups
  - Multiculturalism is well supported
  - Opportunity to draw from a mix of cultures and demographics
- Ability to showcase what is already available through different languages
- Council events and services, e.g. library spaces, Granny Smith Festival, Lunar New Year
- Programs that support the vulnerable
- Community based groups to drive strategy
- High levels of education and employment
- Mix of interesting and inspiring places, e.g. river, park and cultural centres
  - Macquarie Park
- Strong community voice and political engagement
  - Engaged and active community
  - Willingness to participate in discussion and activities
  - Passion in the interests they have
- Access to cultural and creative facilities and events within the LGA as well as Wider Sydney

CHALLENGES

Participants at the Leadership forum identified a number of challenges for social wellbeing and culture and creativity in Ryde:

Challenges for social wellbeing:

- Community connections, including crosscultural (4 comments)
- Language barriers (3 comments)
- Tackling isolation of minorities
- Appealing to the masses
- Prioritising programs of work with limited resources (4 comments)
- Infrastructure, getting the right services in
- Rapidly changing demographic, composition of the community
- Getting around the city
- Culture of work- life balance in Metro-Sydney
- Decreased State and federal funding for social wellbeing programs
- Open space
- Less stress, less crime
- Process improvement to be a standard item on Team Meetings

Challenges for culture and creativity:

- Lack of cultural infrastructure (4 comments)
- Meeting future needs of rapidly changing communities
- Engaging all different types of cultural groups through different mediums
- To meet needs of smaller groups - awareness
- Trying to understand needs of all groups
- Providing sufficient funding to make a discernable difference
- Achieving understanding across diverse linguistic groups
- Defining the value of cultural and creative assets
- Protect against loss from development
- Understand priorities for protection
- Help negotiate diverse tastes
- Economic outcomes
- Public art can be controversial due to its subjectivity

SECTION 5

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Discussion Paper outcomes

5.1 About the discussion papers

PURPOSE

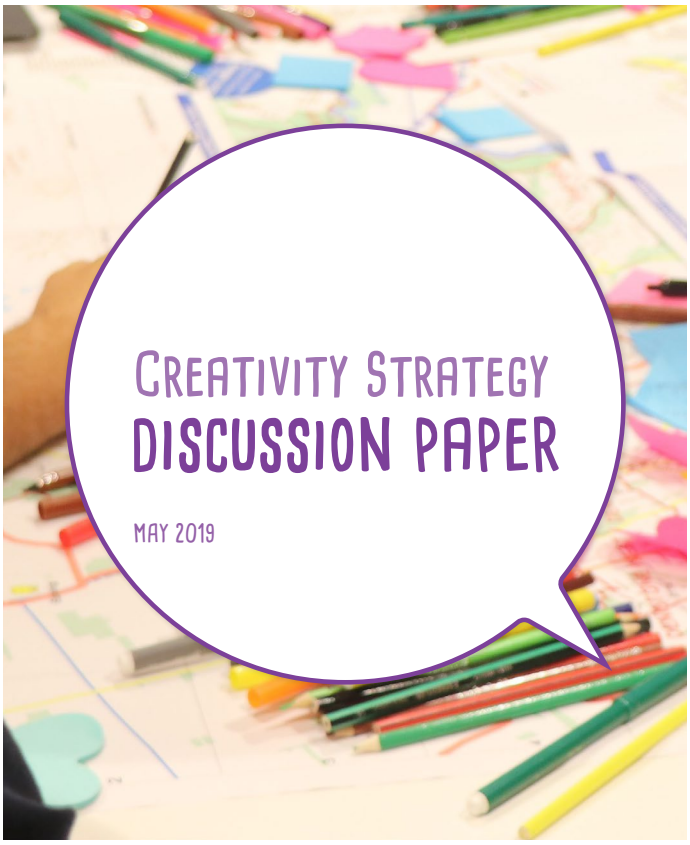
The discussion papers provided a high-level summary of community engagement findings from workshops, surveys and interviews and included a number of questions organised under five themes to further capture ideas and priorities for the Social Plan and the Creativity Strategy.

The discussion papers were distributed to community workshop participants and to students at Ryde Secondary College and Hunters Hill High School. Note that responses received at Ryde Secondary College were completed in pairs with around 100 students participating.

Discussion papers were also translated into Chinese and Korean, with Community Migrant Resource Centre (CMRC) translating responses written in mother tongue to English for analysis.

The Creativity Strategy discussion paper received 49 responses.

The Social Plan discussion paper received 28 responses.



5.1 Social Plan discussion paper outcomes

DEFINING SOCIAL WELLBEING IN THE CITY OF RYDE

Q. Do you agree [with the above definition of social wellbein in the City of Ryde]? Would you like to add anything?

The majority of respondents agreed with the definition of social wellbeing outlined in the discussion paper, with some adding aspects of social wellbeing including:

- Sustainability, including protecting green spaces, creating green corridors and putting in place regulations to protect the planet for future generations
- Recreation, including providing opportunities and infrastructure for various leisure activities such as cycling and dog walking.
- Clean spaces and places to promote a positive view of the environment
- Addressing racism, discrimination, bullying and accessibility within schools
- Promoting friendship and connection between various communities within Ryde, and
- Promoting a sense of belonging.

THEME 1: LIVEABILITY

Q. What makes the City of Ryde a great place to live?
Respondents highlighted a number of aspects that make the City of Ryde a great place to live including:

- Shopping centres (10)
- A variety of parks and open spaces that are clean and accessible for recreation, exercise and social connection (7)
- Access to community facilities and services (7)
- Friendly and welcoming people (5)
- Access to public transport (4)
- Low crime rates (4)
- Things to do for all ages (3)
- Cultural diversity (3)
- Schools (3)
- A strong sense of community (2)
- A range of community events bring people together (2)
- Range of suitable housing in proximity to public transport
- Hospitals
- Quiet area and not busy, compared to cities in Europe, Asia and the US attracting immigrants (3)
- Relative low density living
- Well-meaning and good state and local government
- Proximity to the Sydney CBD
- Access to potable water.

Q. What would you change to make the City of Ryde a better place to live?

Respondents highlighted a number of aspects that would make the City of Ryde a better place to live including:

- More traffic lights at the T intersection where Green Avenue meets Buffalo Road and traffic lights with a countdown (4)
- Increased investment in public facilities to create new and upgrade existing spaces (3)
- Address rising cost of housing and living, including to enable young people to live in the area (3)
- More trees and greenery (2)
- Cleaner public places and less littering (2)
- Improved public transport, including more regular buses and trains (2)
- Larger libraries as population grows
- More events
- More inclusive for culturally diverse community members and their traditions and food and less discrimination
- Remove City of Ryde parking at Top Ryde as it does not get used
- Redo pathways to improve safety
- More public art
- Increased number of shops for young people and teenagers
- More green corridors with infrastructure for cyclists and dog walkers, including to enable active transport
- More dog-friendly parks
- Public bike rental system
- More events
- Facilities targeted at minority groups
- Stop or increase speed of construction
- Less apartments
- Strength commuinty bonds
- Expand and open new schools

THEME 2: COMMUNITY SAFETY

Q. How can your feeling of safety be improved?

- More and brighter street lights (10)
- More police patrolling and stations (7)
- Security cameras (4)
- Emergency call stations (2)
- I feel very safe here (2)
- Improved wayfinding (2)
- Improved accessibility for people with disability
- Pedestrian and cycle paths that are kept away from major roads.
- Sense of safety is gendered with young women responding: "as a young female when I am walking anywhere by myself and an older male walks past I'm unsafe day, or night."
- "I mainly feel unsafe in Sydney at night in residential areas because if you were to be impacts by crime, there maybe be no one around to save you"
- Improved safety of roads due to infrequent zebra crossings and lack of traffic lights (Victoria Road, Green Ave / Buffalo Road) (3)
- "I can ensure that my feelings of safety be improved by not entering quiet areas. Carrying a weapon or tool on me at nights. Learn martial arts for self defense. Be able to runaway from a dangerous situation."
- Improve sense of safety in parks
- Educate people about vaccinations and enforce vaccinations in schools.

THEME 3: CONNECTED COMMUNITY

Q. What do you think are the three most important ways to build community connections?

- More opportunities for community to get together, including community events and festivals (12)
- More social groups and clubs, such as a meet up for women, older people, children etc (5)
- Central meeting places such as libraries, churches and places (4)
- More parks (4)
- Strategic distribution of public transport to enable people to interact (3)
- Social media (2)
- Clean environment (2)
- More social activities for high school aged young people, including parties and dances
- Community services provision
- Council and Councillors engaging with the community
- Ensuring a safe environment
- Programs, activities and workshops
- Variety of shops throughout the area
- More interaction between schools and community and shared use of school spaces (2)
- Green corridors that physically connect different parts of the city and encourage people to get out into the world.

Q. What are your ideas to build a strong sense of community?

- More public art
- More community events and activities (8)
- Appreciation for occupations such as bus drivers and construction workers
- Weekly community clean up
- Neighbourhood improvement projects
- Providing more formal and informal spaces and places for community to get together
- Language schools
- Saying hi to your neighbours
- Improved public transport.

THEME 4: CULTURAL DIVERSITY

Q. What are your top 3 priorities to support culturally diverse communities?

- Opportunities to celebrate cultural diversity through events, storytelling, public art (4)
- Increased tolerance and decreased discrimination (3)
- Opportunities for intercultural connection (2)
- More recognition and visibility of Aboriginal art and culture
- Expand Harmony Day
- Meeting places such as clubs, cultural centres and cafes
- Education
- Support diverse religions through building facilities
- Welcoming newly arrived people
- Spreading culture through food and restaurants

Q. What are your ideas to build stronger cross-cultural connections?

- Run cultural events
- Acknowledgement of all cultures through events, public monuments.etc
- Getting people of all different cultures, backgrounds and races to converse and spend quality time together
- Hold workshops based on different cultures and possibly dedicate each 2 weeks for a culture and continue to change every 2 weeks
- Get two different religious peple to teach other about their own religion to see how wonderful and great it is to be muslime or christian so they can have fun and leearn something new.
- Maybe hold an event in one of the parks where you can experience the cultures activities, beliefs, people, stores, religion and food for a reasonable cheap price.
- Abondon our difference and focus on our similarities and centered pride/theme.

THEME 5: HEALTH AND WELLBEING

Q. How can we improve the health and wellbeing of our community?

- Invest in hospitals (2)
- Invest in police force (2)
- Affordable gyms (2)
- Connecting newly arrived people into the community and services (2)
- Exercise groups for Tai Chi, Gymnastics and yoga
- Increase awareness of the natural environment
- Welcome refugees and celebrate migrants
- Intergenerational connections
- Community clean-up days
- Community meet-up days
- More events and festivals
- More trees and greenery to improve air quality
- Encourage shorter work week to allow for more leisure time
- Medical check ups for homeless people
- More clubs in schools to support learning and hobbies
- Intercultural and interfaith meet ups
- Free healthy food stations
- More library facilities
- Translated signs in public spaces
- Shared use of school facilities
- Encourage participation in physical exercise

5.2 Creativity Strategy discussion paper outcomes

DEFINING CULTURE AND CREATIVITY IN THE CITY OF RYDE

Q. Do you agree [with the definition of culture and creativity outlined in the discussion paper]? Would you like to add anything?

The majority of respondents agreed with the definition of culture and creativity as outlined in the discussion paper, with some adding:

- Need to address futuristic innovation such as digital information displays
- Need more physical public recognition of Aboriginal people and culture
- Need to addrss cultural heritage
- Need for more community connection across cultures, abilities, ages, languages, incomes etc.

THEME 1: DISTINCTIVE AND DIVERSE IDENTITIES

Q. How can we build strong identities and share our local stories through creativity?

- Festivals, events, markets and fairs that celebrate our different stories, cultures, and heritages (7)
- Present and/or highlight stories through artworks (collages,cultural designs and showing them online in a strong, eye catching way interesting format unique stories) (5)
- Promoting / advertising our local stories (3)
- Creating new cultural centres where people can experience other cultures (4)
- Creating spaces where people can meet and talk and share their stories open every day of the week (2)
- Display cultural arts in public places
- A website on which residents can share their stories
- Building more religious buildings to welcome a more diverse range of people
- Utilising local media for a space for young people to have a voice - creativity (i.e. poetry, stories, feature articles)
- Shared use of school facilities

Q. What are your ideas to conect our diverse communities through creativity?

- Multicultural festivals to attract large audiences and diverse age groups (4)
- Multicultural education in schools
- Art exhibitions in parks taking you through different community stories
- Arts prizes
- Culturally diverse street performances
- Afterschool activities such as cooking from other cultures
- Promotion and avertising
- Community markets focussing on different cultures.

THEME 2: PARTICIPATION AND OPPORTUNITIES

Q. How can we increase participation in creativity?

- Increase quantity of activities (4)
- Organising events, festivals and activities (e.g. outdoor movies) (3)
- Improve promotion of activities (3)
- Provide affordable and free opportunities for participation (3)
- Provide creative spaces and facilities where people can learn new skills and have fun (2)
- Organising art prizes and competitions (2)
- Organise clubs for different age groups around shared interests and hobbies (2)
- Target specific events at specific groups (2)
- Advertising events through local high schools and student leadership teams
- Empowering young people to be involved in decision-making in their communities
- Cultural games in schools
- Multicultural clubs in University
- Increasing opportunities for all ages, groups and cultures to participate in creative activities. Conduct a survey to assess needs for these groups.
- Provide spaces where people can exhibit their works and stories
- Encourage intergenerational connections.
- Provide a wide range of creative activities
- Provide translators for newly arrived migrants to enable them to participate
- More public art
- Provide free and healthy food options at activities
- More activities in retirement homes
- Increase promotion of Ryde Youth Council and Ryde Youth Theatre
- Ensure accessibility for people with disability
- Promote awareness of the value of creativity

THEME 3: CONNECTION AND COMMUNICATION

Q. What are your ideas to improve communication about creative and cultural activities and opportunities?

- Promotion and advertising through a range of channels (2)
- Improve Council's website and social media channels, ensure posts are aesthetically pleasing (4)
- Email newsletter (3)
- Announcements at schools (2)
- More flyers in shops (2)
- Posters and banners (2)
- Ads on TV
- Ryde daily magazine
- Ensure Youth Committee is in high schools
- Work with local media
- Letters to people's homes
- Have translators at events to help with language barriers

THEME 4: DEVELOPING OUR CREATIVE COMMUNITY

Q. What do you think are the priorities to support our creative community to live and work in the City of Ryde?

- Provide affordable venues locally to support creative practice
- Provide more spaces for performance and exhibition
- Workshops for community to work together
- Attract financial investment
- Improve transport
- More venues for creative education and learning
- Welcome them and make them feel at home
- More opportunities for busking and performance in public space
- More events for people to meet each other
- More parks with opportunities for creative participation
- More tech spaces to exchange knowledge
- Promote creativity in public domain
- More art exhibitions
- Improve advertising and promote creativity
- Rehearsal spaces
- Community grants.

THEME 5: SPACES AND PLACES

Q. In your opinion, what are the priority spaces and places needed to support a creative and cultural life in the City of Ryde?

The priority spaces and places were:

1. Outdoor event spaces
2. Studio spaces for making
3. Performance space
4. Exhibition space
5. Digital space
6. Rehearsal space
7. Cinema
8. Maker space

Respondents said about outdoor spaces:

- Outdoor events are bigger and can include more people. This means more people are involved and more connections are formed. These spaces can help people learn about culture or involve people in creative arts.
- I prioritised outdoor event spaces because being outdoors and doing sport/activiites has its many benefits on the body and community.
- Outdoor event spaces are very versatile and can bring in profits
- By making space for outdoor events, it encourages the use of it and I believe there are not enough of these outdoor event spaces. There then can be more festivals with gathers around thec ommunity into one place.
- I prioritised Outdoor event spaces because I feel like that is one of the most common places artists would use and because it could be used for many different things such as dancing, signing, or sowcasing.
- We priortised outdoor event spaces because the city of Ryde frequently holds outdoor events. Hence, making space for such events would support creative and cultural life. E.g. Granny Smith Festival, Chinese and Korean Festival are some past events that were held in Eastwood.
- The society we live in are more interested in certain things than they are in others. Digital spaces and outdoor events spaces highly fit into the growing community in Ryde.

Appendices

Appendix 1 - Engagement overview

Table 1 - Engagement activities overview

Surveys	Details			# responses
Telephone survey	Conducted between 6 and 12 March 2029, with 81 numbers acquired through number harvesting.			403
Online community survey	Available online via Council's website between 6 and 31 March 2019. People also completed the survey during intercept surveys conducted throughout the LGA.			148
Creativity Strategy survey	Available online via Council's website between 6 and 31 March 2019.			102
Service providers survey	Made available online to service providers by Council between 6 and 31 March 2019.			19
Social pinpoint online map	Available online via Council's website between 6 and 31 March 2019.			31
Stakeholder interviews	20 phone interviews with local stakeholder and government peak bodies per plan.			40
Intercept surveys	**Details**			
Intercept surveys in libraries	23 x three-hour intercept survey sessions to deliver the community survey and creatives survey (69 hours total) in libraries across the LGA, including Ryde Library, Gladesville Library, North Ryde Library, Eastwood Library, and West Ryde Library.			
Micromex intercept surveys	6 x two-hour intercept survey sessions to deliver the community survey (12 hours total) at Eastwood Mall (during Harmony Day event), West Ryde plaza, Gladesville Trim Place, Macquarie Park University, Macquarie Train Station, and Top Ryde Plaza.			134
Workshops and forums (external)	**Time**	**Date**	**Location**	**# participants**
Advisory committee forum #1	6 – 7.30pm	25 February	West Ryde Library, West Ryde	6
Advisory committee forum #2	6 – 7.30pm	4 March 2019	Council Chambers, Top Ryde	10
Faith-based workshop	10 - 11.30am	27 February	St Johns Church, North Ryde	20
Creatives forum	10 – 11.30am	28 February	Civic Hall, Ryde	33
Community workshop #1	10 – 11.30am	7 March	Civic Hall, Ryde	58
Community workshop #2	6 – 7.30pm	7 March	Civic Hall, Ryde	22
Service providers workshop	2 – 3.30pm	27 February	North Ryde School of Arts, North Ryde	25
Multicultural workshop	6 – 7.30pm	13 March	Eastwood Community Hall, Eastwood	38
School principals workshop	3.30 – 5pm	28 March	Ryde Secondary College, Ryde	8
Korean community forum	7 – 8.30pm	20 March	Council Chambers, Top Ryde	88
Chinese community forum	6 – 7.30pm	27 March	Council Chambers, Top Ryde	28
International Women's Day drop-in	9.30am – 1.30pm	9 March	Civic Hall, Ryde	15
Aboriginal Women's Gathering Group meeting	12 - 12.45pm	21 March	Eastwood Community Meeting Room	5
Venture Café drop-in session	3 – 6pm	28 March	Venture Café, Macquarie Park	8
Workshops and forums (internal)	**Time**	**Date**	**Location**	**# participants**
Executive team briefing	10.30 - 11am	20 February	Council offices, North Ryde	7
Council staff workshop	1 – 2.30pm	21 February	Council offices, North Ryde	20
Councillor briefing	7 – 7.45pm	12 March	Council Chambers, Top Ryde	6
Leadership forum	10 - 11am	15 March	Eden Gardens, Macquarie Park	15

Appendix 2 - Workshop mapping activity detailed findings

Outcomes of mapping activity across all workshops - ideas, improvements and places we want to see

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE

LGA-wide	188	• Cultural infrastructure (38 comments)
		  • Performing Arts Centre
		  • Affordable spaces to create art
		  • Art gallery
		  • Late night live music venues
		  • More public art
		  • Pop-up outdoor cinema / outdoor digital screen
		  • Creative businesses in vacant buildings
		  • Greater visibility of Indigenous history in built environment
		• Social activities and programs (29 comments)
		  • Things to do for children and teenagers
		  • Activities that promote crosscultural connections and including people from all backgrounds
		  • Affordable school homework clubs for young people
		  • Raising awareness of disability
		  • Technology classes for seniors
		  • English language classes
		  • Financial literacy classes
		  • Employment training and support
		  • Rock climbing
		  • Repair workshops
		  • More diversity in festivals and celebrations
		• Services (26 comments)
		  • Improved promotion of existing services
		  • Information about Aboriginal services
		  • Attracting more service to Ryde rather than having to travel out of the area
		  • Domestic violence shelter
		  • Outreach youth workers
		  • Homelessness emergency accommodation
		  • Transitional housing
		  • Homeless pods in parks (e.g. showers)
		  • Improved hospital and aged care services

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE

LGA-wide (continued)		• Transport (26 comments)
		  • More parking
		  • More public transport
		  • Less traffic congestion
		  • More dedicated cycling routes
		  • More community transport to shopping centres
		  • Better connectivity to ferry service
		• Community facilities (15 comments)
		  • Safe spaces for young people
		  • Spaces for community groups to meet, including for larger groups
		  • Affordable community halls
		  • Non-commercial gathering space
		  • More spaces located in proximity to train stations
		  • More playgrounds in parks including inclusive play equipment
		  • Local men's shed
		• Creative activities and programs (14 comments)
		  • Artist trails
		  • More art prizes
		  • Creative activities for people facing mental health issues or disability
		  • Women's skills exchange workshops
		  • Creative programs for children
		  • Creative programs for seniors
		  • Classes for pottery / textile design and sewing
		  • Free music lessons
		  • Weekly Tai Chi classes for non-Chinese senior citizens
		• Improved communication about what is going in the area, including events and meetings and services (8 comments)
		• Places to support night-time economy (6 comments)
		• Support groups (5 comments)
		  • Gay parents group
		  • Women's support groups (e.g. mental health, divorce)
		  • Support groups for carers
		  • Check in system for socially isolated residents
		• More affordable housing (5 comments)
		• Artisan and food markets (4 comments)
		• Support for local businesses (3 comments)
		• Provision of green space (3 comments)
		• Accessible public space including for prams and seniors with shaded areas to sit (3 comments)
		• Free wifi in public places (2 comments)

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE

Eastwood	89	• A multipurpose community centre (8 comments)
		• Seniors (7 comments)
		  • A large nursing home (3 comments)
		  • More spaces for seniors to learn and connect (2 comments)
		  • Low cost exercise programs for seniors (2 comments)
		• Transport (10 comments)
		  • Improved public transport (3 comments)
		  • Increased parking (4 comments)
		• More social housing in Eastwood (3 comments)
		• Expand Eastwood Plaza (3 comments)
		• Library (2 comments)
		  • A larger library
		  • Multicultural staff at the library
		• Upgrade and expand Eastwood shopping centre (2 comments)
		• Redevelop Ryde hospital
		• More support for homeless people in Eastwood
		• Cultural infrastructure
		  • Build a museum / cultural centre to promote the history of Eastwood
		  • Build a small theatre
		• Need for a children's playground
		• More police presence
		• Activities and programs
		  • Play groups for grandparents with their grandchildren
		  • Health and wellbeing workshops
		  • More English classes in Eastwood
		  • Technology classes for seniors
		  • Singing classes for seniors
		• Opportunities to connect both sides of the railway

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE

Ryde suburb	40	• Cultural infrastructure (7 comments)
		  • Art gallery (4 comments)
		  • Performing arts centre (2 comments)
		  • Museum
		• Community spaces
		  • Community rooms for easy rental
		  • Cheaper community rooms
		• Activities and programs
		  • Choir groups (2 comments)
		  • Women's gathering groups for women to connect
		• Improved traffic and pedestrian crossings (3 comments)
		• Social enterprise hub / incubator space (2 comments)
		• More celebration of Aboriginal culture in Ryde (2 comments)
		  • Aboriginal dancers in Top Ryde Shopping Centre
		• Book launch "Dark Emu" by Bruce Pascoe at the library Aquatic centre
		  • Offer free swimming lessons for new migrants
		  • More pools
		• More child-friendly and pram-friendly places for mums

North Ryde	31	• Transport
		  • More public transport and more bus connections (including from North Ryde to Ryde) (4 comments)
		  • More interconnected cycleways and walkways for safety for children and families (2 comments)
		  • Improved transport to community facilities
		  • Discounted access to community transport
		  • Covered bus shelters
		  • Improve traffic congestion on Epping Road and Lane Cove Road
		• Co-working spaces for small business
		• Utilising Eden Gardens more for community activities
		• Transitional housing for domestic violence victims
		• Better restaurants
		• Make it easier to hire community centres
		• Utilise vacant Council properties for comunity events
		• Provide OOSH with creative afterschool activities with pick up from schools

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE

Marsfield	22	• Traffic congestion (2 comments)
		• Community facilities
		  • Need a commmunity hall
		  • Need for more libraries
		  • Need youth drop-in spaces and services for young people
		• Community transport to services
		• More rubbish bins
		• More cultural events
		• More activities for multicultural seniors (e.g. TaiChi, grandparents groups including traditional craft from country of origin)

Meadowbank	19	• Continuation of cyclepath along the water front (2 comments) • Waterfront parkland and playgrounds • Pedestrian crossing to parklands • Outdoor cinemas in Meadowbank • Art courses for children at Shepherds Bay • Opportunities to connect communities living in high rise • Free English classes • More coffeeshops and restaurants along the waterfront • Facilitate a women's group to have cook outs to feed and meet the needs of the community • Weekly markets with fireworks

Macquarie Park	18	• Community facilities (3 comments)
		  • Provide multipurpose facilities in new development
		  • More community spaces for hire
		  • Need a public library
		• Improved night-time economy (4 comments)
		  • More restaurants
		  • Eat streets
		• Public art (2 comments)
		• Greater community access to use the University
		• Upgrade Macquarie Centre
		• Engage local artists to be a part of Council events and pay them for their time
		• Buskers on the street

SUBURB	# COMMENTS	IDEAS, IMPROVEMENTS AND PLACES WE WANT TO SEE

West Ryde	15	• Anzac Park (2 comments)
		  • Create a senior's quadrant
		  • Upgrade playground
		• More children's playgrounds (2 comments)
		• Parking (2 comments)
		  • Need a commuter carpark in West Ryde
		  • Car parking more than 2 hrs
		• Music Festival
		• Improve the look and feel of West Ryde Station and Victoria Road
		• More things to do for teenagers in West Ryde
		• Improved promotion of West Ryde COmmunity Centre
		• Spoken word poetry events and writing workshops
		• Create a sports centre

East Ryde	10	• Improved transport connections
		• Upgraded library
		• Activities
		  • Employment training
		  • Education of young people to combat drug addition
		  • More interfaith events
		  • More community participation
		  • More multicultural events
		  • Study circles

Gladesville	7	• Clean up Gladesville Bay to enable swimming • Extend library opening hours • Theatre • Performance space • Music venues open at night • Gladesville eat street
Denistone	7	• Lift at Denistone train station • Bowling clubs to cater to creative/cultural uses • Using vacant spaces and creative spaces business • Affordable exhibition space - Arts + cultural centre • Multicultural appreciation • Community gardens
Putney	6	• Swimming in Parramatta River at Putney (3 comments) • Dragon boat and local yacht/canoe facilities • More cafes
Top Ryde	2	• Cocktail night at Top Ryde • Link housing with Ryde office

Appendix 3 - Service providers survey respondents

Service provider
Save the Children Australia
Link Housing
Getting On Track In Time (Got It!) Early Intervention School-Based program/Health
The Generous and the Grateful
New Horizons Enterprises
Mission Australia
Relationships Australia NSW
New Horizons
Energy & Water Ombudsman NSW
City of Ryde
FACS
Mahboba's Promise
Streetwork Australia
North Ryde Community Aid
Juvenile Justice
TAFE NSW

Appendix 4 - Stakeholder interviews overview (Social Plan)

Organisation	Name
Christ Church Gladesville	Andrew Levy
Christian Community Aid	Heather Pinto
Community Migrant Resource Centre	Aurelia Rahman
FACS	Michelle Erofyeff
Link Housing	Robin Fletcher
Mahbobabs Promise	Toula Serna
Melrose Park Football Club	Julie Crane
Mission Australia	Rachelle Elphick
North Ryde Community Aid	Zoe Williamson
North Sydney Multicultural Heath Service	Cathy Butler
Police	Inspector Dawson
Police	Chantha Mau
Reach Community Initiatives	Chris Brady
Relationships Australia	Young Byun
Ryde District Mums	Jacqui Owens/Jessica Matthews
Salvation Army	Nathan Moulds
Sydney North Primary Health Network	Sherryn Moltzen
The Generous and Grateful	Carmen Platt
The Northern Centre	Cate Sinclair
Young Life Ryde	Holly Lim

Appendix 5 - Stakeholder interviews overview (Creativity Strategy)

Organisation	Name
2RRR Radio	Maddy Macquine
Artisans Ryde Incorporated	Therese Mackenzie
Bennelong Reconcilliation Group	Judy MacGregor
Brenda Colahan Fine Art	Brenda Colahan
Clipped TV	Sam Bright
Create NSW	Hugh Nichols
Dance Generation	Lenny Fung
Histrorical Society	Kim Phillips
Into Art	Gabriel Lawrence
Macquarie University	Nick Galea
Meadowbank TAFE	Tony McDonald
Music NSW	Emily Collins
NAVA	Esther Anatolitis
Rhapsody Studios / Sydney Ballet Conservatory	Felicity Knight
Ryde City Concert Band	Philip Ward
Ryde Eastwood Leagues Club	Nicole Hendley
Ryde Eisteddford	Gabrielle O'Donnell
Ryde Hunters Hill Symphony Orchestra	Rita Lepedjian
Ryde Youth Theatre	Suzanne Hauser
South Asian Film and Literature Festival	Ash Gholkar

Appendix 6 - Micromex Research Social Wellbeing Research report