



OUR DIVERSE AND INCLUSIVE CITY

The City of Ryde is home to a diverse community, where people celebrate their similarities and differences. The city includes diverse cultural spaces and places for people to come together. This rich social, cultural, historical and creative tapestry provides an enduring legacy for future generations.



PRIORITIES FOR THIS OUTCOME:

PRIORITY 1

AN ENGAGED, CONNECTED COMMUNITY

People feeling connected within their community

- Working with stakeholders, partners and the community to support all members of the community and promote social inclusion.
- Through our community network and with State agencies, appropriately supporting all members of the community and providing access to available services and facilities.

PRIORITY 2

ACCESSIBLE COMMUNITY FACILITIES

Easy access to diverse cultural spaces, places and opportunities

- Planning for and enhancing cultural and community facilities to meet increased demand and ensure equitable access for all sections of our community.



NAIDOC Week celebrations, West Ryde



Harmony Day Hope Concert

PRIORITY
3

CELEBRATING CULTURE AND HERITAGE

A distinct local identity built on our City's character and rich cultural heritage

- Continuing to enhance our events program to provide opportunities to celebrate diversity and heritage and promote inclusion.
- Collaborating with community groups, businesses and our community to ensure our events and activities remain relevant.



Lunar New Year

QUARTER 4 RESULT FOR THIS OUTCOME

('000)	BUDGET	ACTUAL
Income	-1,355	-1,487
Expenditure	6,824	6,657



Citizenship Ceremony



People from

101 countries speaking



72

different languages make up our community.



42%

of people

in the City of Ryde came from countries where English was not their first language and over



50%

speak a language other than English at home

2,950

people were welcomed as new Australian citizens

Birthplace

Australia	56,433
China incl Hong Kong	17,370
South Korea	4,545
India	4,128
England	2,322
Philippines	2,058
Italy	1,647
Iran	1,515
Malaysia	1,481
New Zealand	1,447
Indonesia	1,232
Sri Lanka	1,002
Other Countries	21,122
Total	116,302

Language spoken at home

Speaks English only	55,443
Mandarin	14,731
Cantonese	8,160
Korean	5,440
Italian	2,589
Arabic	1,995
Hindi	1,697
Spanish	1,200
Greek	1,176
Persian	1,169
Indonesian	1,154
Other Languages	21,548
Total	116,302



Harmony Day, Eastwood

Building a harmonious and culturally diverse City

Our City is a friendly, supportive community with a rich history and diverse background. As the City grows, we need to bring people together and strengthen community connections.

Nearly half our residents were born overseas and more than half speak a language other than English at home. Cultural events that occur throughout the year such as Granny Smith Festival, Lunar New Year Festival and Cinema in the Park, offer something for everyone. The heritage of the Wallumedegal people, who lived for thousands of years in the area, is reflected in public art, programs and events.

Our community believes events and activities that celebrate our City's multicultural diversity are important. Residents want our local history and heritage to be protected and promoted, and they want to see more places for groups to meet. Our residents appreciate and support public art and cultural performance spaces throughout our City.

A rich range of social networks, community groups and partnerships help residents and businesses to participate in creative, diverse, voluntary and philanthropic activities that connect neighbourhoods and improve the quality of life for people of all ages, abilities, health and cultures. Facilities and places for people to meet for activities and community events are considered essential to building an inclusive community where neighbours look out for each other. Residents want their community buildings and venues to be more functional and multipurpose and become places where people can come together, attend events and interact.

Protecting and revitalising the places, facilities and services that people use so that they are able to meet the changing needs of our community is important for making this happen.

Council programs that support this outcome

- Community and Cultural program
- Library program
- Land Use Planning program

Who is guiding our progress?

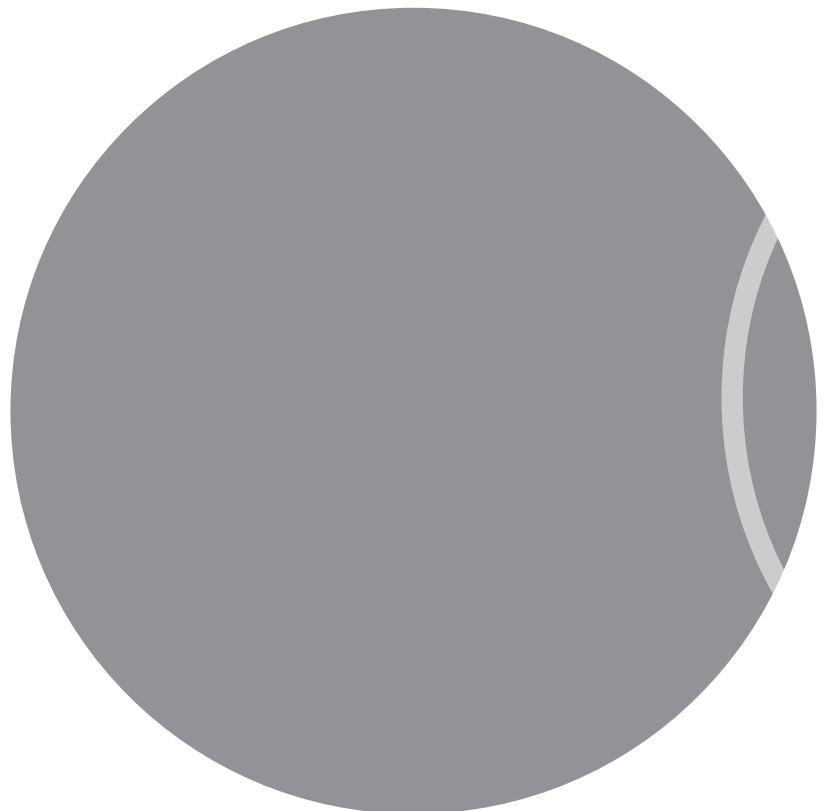
- Arts Advisory Committee
- Multicultural Advisory Committee
- Festivals and Events Advisory Committee
- Ryde Hunters Hill Joint Library Service
- Status of Women Advisory Committee

How we monitor progress

- Community sentiment
- Community satisfaction with cultural and artistic opportunities
- Visitor satisfaction with and numbers to cultural venues and events

In 2018/19, we asked you about:

- Social Plan 2019 – 2024
- Creativity Strategy 2019 – 2024
- Halls and Facilities Strategy



Services

HIGHLIGHTS

Planning for our future

- We developed our Social Plan and Creativity Strategy through extensive research and consultation with more than 1,000 members of our diverse community and key stakeholders across government, private and not-for-profit organisations. See page 115.

Increasing support for community groups and performers

- More than \$215,303 was allocated in grants to over 35 local community organisations for events, community projects, capacity building and social support.
- We continued our support for the Ryde Hunters Hill Symphony Orchestra while they build capacity at an organisational and artistic level.
- Over 6,500 bookings were made for Council-owned community halls and facilities this year. See page 115.

Supporting our multicultural community

- Over 2,000 people participated in the Community Information Expo, which gave the community the opportunity to find out about services available across the City, and treated participants to cultural performances from across the world.
- More than 1,000 people attended the South Asian Film, Arts & Literature Festival (SAFAL) which celebrates the rich and diverse arts and culture of the South Asian region.
- Our first free Karaoke Plaza event in Eastwood Plaza offered video art, dance and singing. More than 50 people sang on the night, and 250 children participated in interactive dance activities. See page 118.

Encouraging social inclusion

- Guided by our Disability Inclusion Action Plan (DIAP) we held an all-inclusive Youth Skills and Jobs Expo, supported community transport initiatives, collaborated with other organisations to find participation pathways for people with disability, celebrated Social Inclusion Week, and updated our Play Plan to identify priority upgrades and include design principles to make playgrounds more inclusive. See page 118.
- We also hosted 13 Seniors Festival events in libraries, parks and venues across the LGA. See page 117.



EVENTS

Every year Council facilitates an extensive program of events and other activities, supported by a rich range of social networks, community groups and partnerships. These provide opportunities for participation in creative, diverse, voluntary and philanthropic activities that celebrate our City's multicultural diversity, bring people together and strengthen connections, and improve the quality of life for people of all ages, abilities, health and cultures in our community.

This year, over 163,000 people participated in community events held by the City of Ryde, with an average of 92 percent satisfaction rating.

Our events included:

- Keystone events like the Granny Smith Festival, ANZAC Day and Remembrance Day services, Australia Day celebrations, Community Christmas celebrations, the West Ryde Easter Parade and Fair, Lunar New Year, Cork & Fork by the Riverside and Volunteer Awards
- Events focused on building an inclusive community and celebrating our diversity, including Harmony Day events, International Women's Day activities, NAIDOC Week, refugee and migrant-focused events and Social Inclusion Week activities
- Events focused on supporting key groups in our community with a diverse program covering everything from parenting workshops to Seniors Festival activities, the Battle of the Bands competition, Ryde Youth Theatre productions and Youth Week activities, among others.

See page 20 for event highlights.



Australia Day celebration



Granny Smith Festival



Community Christmas Celebration



COMMUNITY DEVELOPMENT AND CAPACITY BUILDING

Social and cultural planning, and working with organisations and the broader community to take collective action and generate solutions that increase social and community wellbeing and increase the capacity, skills and resources available to support the community. We also provide a significant grants program that supports local community groups to grow and prosper, supports arts and cultural sector development and capacity building, and delivers a range of events and programs each year to further support the community and the arts.

7,135
attendees
 at community social and capacity-building events

293
attendees
 at sector training and information sharing initiatives

The 2019 Community Grants program allocated

\$215,303
 to more than

35
local community organisations

PROJECTS

● **South Asian Film, Arts & Literature Festival (SAFAL)**

In partnership with Macquarie University and the Australian South Asia SAFAL presents a program of film and arts events celebrating the rich and diverse arts and culture of the South Asian region.

● **ANZAC and Remembrance Day Memorial**

Providing the opportunity to reflect, remember and commemorate the service and sacrifice of local heroes during the Centenary of ANZAC and Commemoration of World War I.

● **WWI house names Ryde and Eastwood**

Publication of a book documenting houses in Ryde and Eastwood which were named after World War I battles, troop transport ships and individuals and telling their stories.

● **Ryde Hunters Hill Symphony Orchestra**

Supporting the Ryde Hunters Hill Symphony Orchestra to build organisational and artistic capacity.

✔ **Art project**

Implementing small scale activities to build connections between local groups and strengthen local identity. Expressions of interest complete. Consultation in progress for a mural in the Eastwood Pedestrian Tunnel.

● **Ryde Youth Theatre Group**

Supporting the Ryde Youth Theatre program and providing personal development and wellbeing outcomes for local young people.



ANZAC Day in ANZAC Park, West Ryde



Book launch for Ryde's World War I House Names



COMMUNITY SERVICES

Providing direct services to the community, including supporting people to remain living in their own homes, immunising children from newborn to five years of age, and providing information and linkages to volunteering opportunities and resources for people in the Ryde area.

329

clients

assisted through the City of Ryde's home modification service with

95%

customer satisfaction

1,074

Children immunised

with

99%

customer satisfaction



Council's Immunisation Service



COMMUNITY FACILITIES

Facilities and places for people to meet for activities and community events are essential to building an inclusive community where people can come together, attend events and interact.

We provide affordable halls and community facilities that are available to the community for hire as well as facilities that are licenced to community and not-for-profit organisations and provide affordable, subsidised office and meeting spaces to support the delivery of community services.

PROJECTS

- **Community buildings renewal**
Priority works for three of Council's community facilities for renewal to an acceptable standard.

28

community buildings managed

23

license agreements

91

regular hirers

240

casual hirers

7,266

bookings for our community halls and meeting room facilities

(Halls - 61 percent of capacity, Meeting Rooms - 48 percent capacity)

500,000+

visits to

community buildings

The year in review

Our new Community Social Wellbeing Plan and Creativity Strategy

We put our community at the heart of our planning and decision making in developing our Community Social Wellbeing Plan (known as our Social Plan) and Creativity Strategy, which came to fruition during the year. Both plans were developed through extensive research and consultation with our diverse community and key stakeholders across government, private and not-for-profit organisations. Our workshops were well attended by 364 people, who provided feedback and input into the plans, with a further 743 surveys conducted online, face-to-face and over the phone. We also carried out consultations in Korean, Mandarin and Cantonese.

Our Social Plan aims to ensure that the City of Ryde is an inclusive, connected and welcoming place where progress is measured not just by economic prosperity but also social justice and the wellbeing of our community. It will help guide community development and capacity building throughout the City, and will support community service organisations in their fundraising, grant writing and advocacy work.

The Plan is split into five strategic directions: a connected community, an inclusive and diverse community, a liveable place, a welcoming and safe place and an active, healthy community. Within each strategic direction are objectives that have been mapped to the Community Strategic Plan and will be publicly reported on.

Our Creativity Strategy outlines a shared vision and strategic roadmap to support and develop creativity and culture in the City of Ryde as our communities and places grow and change.

The strategy was developed following an audit of cultural and creative assets and industries, across the City of Ryde. The Creativity Strategy is split into five strategic directions, supported by a series of objectives that have been mapped to the Community Strategic Plan. Our strategic directions are: distinctive and diverse identities, participation and opportunities, connection and communication, our creative sector, and spaces and places.

Making space for our community to meet

With space for hireable and cultural spaces in short supply in our community, in 2019 we made two new venues available: Brush Farm House and Shaftsbury Place. Brush Farm House became available when Macquarie Community College advised the City of Ryde that they would not be continuing with their license.

The Brush Farm House has a general hall (Forster Hall) and several meeting rooms, which can be hired individually or as the whole house, while the kitchen supports functions. Plans for Brush Farm House's use as a community art gallery are progressing with exhibitions scheduled for the coming year.

Shaftsbury Place also became available in early 2019 when the facility formerly known as the 'Our Space' Youth Hub was vacated. As there is a shortage of hireable space in the Eastwood area the venue was made available for regular and casual hire. Now known as Shaftsbury Place, the venue consists of a large meeting room, supported by some smaller meeting rooms, a kitchen and an outdoor area. The opening of the venue has alleviated some of the demand for hireable space in Eastwood.

Expanding the 'Park Series' of events

Each year, Council hosts Cinema in the Park as a way to showcase our parks and to provide family-friendly, local events.

In 2019, these events were expanded to include Orchestra in the Park at Brush Farm House.

The Ryde Hunters Hill Symphony Orchestra performed on an outdoor stage on the front lawn of the historic Brush Farm House. A pop-up bar and cheese boards were on offer while the Brush Farm Historical Society hosted tours of the former home of Gregory Blaxland (English pioneer farmer and explorer).

The event was well-received despite the cool weather and is set to return in 2020.



Orchestra in the Park at Brush Farm House

Supporting South Asian Film, Arts and Literature

The second South Asian Film, Arts & Literature Festival (SAFAL) was held in October 2018. The event celebrates the rich and diverse arts and culture of the South Asian region including Afghanistan, Bangladesh, Bhutan, India, the Maldives, Nepal, Sri Lanka and Pakistan. More than 1,000 festival goers celebrated cultural diversity and a great line-up of local and international talent. SAFAL is run by Australian South Asia Forum Incorporated and is supported by the City of Ryde, Commonwealth Department of Communications and the Arts and Macquarie University.

Nurturing youth theatre

We are continuing to give our young people a voice through the Ryde Youth Theatre Program, which offers a range of workshops and productions for young people each year. In 2018/19, our program included two weekly term-time drama ensembles for young people aged 11 to 20, incorporating acting, voice work, collaboration, play building, improvisation, elements of drama and confidence building. We also offered weekly group playwriting workshops to develop scripts for Ryde Youth Theatre productions using collaborative and individual scene writing, group discussions, narrative structure and creative writing exercises. These original works were then put to the test in front of a public audience in a range of large- and small-scale productions.

Celebrating Youth Week

Led by the Ryde Youth Council, we celebrated the diversity and passion of our local young people through a series of Youth Week events in April 2019. These initiatives focused on empowering young people in the areas of mental health, education and employment and provided drug and alcohol-free recreational activities. The program was highly successful and was recognised with a highly commended award at the NSW Local Government Youth Week Awards.



Signing of the Refugee Welcome Scroll

Refugee Welcome Scroll signing

We are proud of our status as one of the State's most culturally diverse communities, with more than 110 different nationalities living in our City.

In 2013, the City of Ryde declared itself a Refugee Welcome Zone, which was reinforced in October 2018 when we became the 114th council in Australia to sign the Refugee Welcome Scroll.

The Refugee Welcome Scroll was established by the Refugee Council of Australia and Rural Australians for Refugees and reinforces the commitment made by local councils to support refugees settling in their local communities.

Since 2013, we have held a range of programs to assist refugees to settle in our community and build a better future for all. These include staging regular workshops and support initiatives and making vital information easily accessible.

The signing was attended by over 40 community members, including members of Council's Multicultural Advisory Committee.

Encouraging volunteering

We have historically received funding from the Commonwealth Government to provide sector support for Commonwealth Home Support Services volunteers. Last year, the Commonwealth directed a shift in focus from volunteering to other sector support issues. In response, our Community Services team is improving the volunteering content on the City of Ryde website so that potential volunteers can easily connect with organisations requiring volunteers in the area. The webpages will also provide information about the range of volunteering opportunities in the area.

Hosting another great Seniors Festival

Our Seniors Festival gets bigger and better each year. City of Ryde seniors' celebrations occur each year around the NSW Seniors Festival, with a month-long program of events celebrating the valuable contribution seniors make to our community.

In February this year, we hosted 13 events in libraries, parks and venues across our City. The events provided our older residents with information about available local services, as well as opportunities to try new experiences and build social connections. They included information sessions on aged care services, dementia awareness and defensive driving, as well as leisure activities including a guided walk, outdoor exercise sessions, Ryde Aquatic Leisure Centre activities and a choir with morning tea.

Celebrating social inclusion

Social inclusion was in the spotlight once more with a series of community events, including *UR Included*, celebrating Social Inclusion Week.

UR Included is a celebration of the creativity, diversity and inclusiveness in our community. Together we said 'UR Included' by showcasing the achievements of people with disability, their carers, families and support services.

Activities included performances by local community groups, an art exhibition by Achieve Australia, a UR a Star! photo booth, a UR Included interview booth, free food by OZ Harvest and the Salvos Coffee Van and information from local service providers.

Biggest Lunar New Year Festival

We celebrated the 2019 Eastwood Lunar New Year on 16 February, with festivities moving to Eastwood Oval for the 2019 celebration. A partnership between the City of Ryde and local Chinese and Korean communities organised the event. The event included kids carnival rides, market stalls and food trucks, kids shows, lion high pole, dragon dance, firecrackers, stage entertainment from cultural groups and a magnificent fireworks display ended the night. More than 20,000 celebrated the Year of the Pig.

Lunar New Year



Seniors Week guided walk

Celebrating Harmony Day

Our annual Harmony Day Community Information Expo provided us with another opportunity to show members of the community that they are all valued and respected and to promote social inclusion as one of our core values.

The event was held in Eastwood Plaza, in conjunction with the Community Migrant Resource Centre. Information on local services available to residents and new migrants was provided in a number of community languages including English, Korean, Mandarin and Arabic. More than 30 information stalls covered aged, home and community care, access to housing, education, and volunteering as well as family and legal services. Attendees were also treated to cultural performances from across the world.

Singing karaoke in the Plaza

Eastwood Town Centre is a hotspot for culturally diverse karaoke within Greater Sydney, with four karaoke bars within 450 metres of each other. In response to Eastwood locals' passion for karaoke, we hosted our first Karaoke Plaza in June at Eastwood Plaza. Bringing together video art, dance and singing, this free community event presented accessible and fun opportunities for the community to 'get creative' and perform in public. More than 50 people sang on the night and over 250 children participated in interactive dance activities. We received positive feedback from the community, with 98 percent of surveyed respondents saying they would attend this event again.

Understanding the domestic violence legal process

More than 100 women took the opportunity to learn more about Burwood Court House, particularly the process for domestic violence-related issues. Participants learned about court processes involving the police, the Women's Domestic Violence Court Advocacy Services and how the Magistrate deals with victims and offenders of domestic violence-related crimes. Interpreters were provided for members of different cultural communities. The event was organised in partnership with NSW Police Force, Community Migrant Resource Centre and Ryde Hunters Hill Domestic and Family Violence Committee.



Community Information Expo

Supporting emerging civic leaders

We are unleashing and building the capacity of emerging young leaders in our community with our Emerging Civic Leaders program. This online course is designed to supercharge the knowledge, skills and leadership experience of young people, and involved participants working in groups to put the lessons they had learned into action by designing and delivering a 'Pledge to Vote' campaign in Ryde. At the end of the program, participants met with the Mayor to discuss what their findings mean in the context of the local area. The program was nominated for an Outstanding Youth Participation award at the NSW Youth Work Awards.

Nurturing youth ambassadors

To further strengthen the voice of young people in our community, we launched a six-month trial of our Youth Ambassador Program between October 2018 and February 2019. This program saw four Youth Ambassadors deliver speeches at significant community events alongside Councillors. Following the success of the trial program, seven new youth ambassadors have been recruited for 2019/20.

Implementing our Disability Inclusion Action Plan

Our collaboration with Hunter's Hill and Lane Cove councils to create a Disability Inclusion Action Plan (DIAP) with a regional focus is already having an impact. The DIAP is a commitment from Council that people with disability are welcomed, accepted and respected in our community.

It is guided by the *Disability Inclusion Act 2014 (NSW)* and the NSW Disability Inclusion Action Planning Guidelines produced by Local Government NSW.

This is the second year of implementing our DIAP with a number of key initiatives helping to support and encourage people with disability in our community. In partnership with Meadowbank TAFE, we held an all-inclusive Youth Skills and Jobs Expo, which saw over 200 people attend and opportunities to apply for real jobs on the day. For prospective employers, presenters on the day highlighted the benefits of employing inclusively and the strengths of having a diverse workforce.

We continued to support community transport organisations through our community grants and promoted volunteering opportunities through our volunteer referral process. We are continuing to work with interagencies and the Ability Links program to find participation pathways for people with disability.

Social Inclusion Week (see page 117) showcased a series of events, including the *UR Included* celebration, Mad Pride event and Social Inclusion Storytime. Internally the City of Ryde hosted Disability Confidence Training for our staff to help them communicate more effectively with customers, community members and colleagues who have a disability.

The City of Ryde, Hunter's Hill Council and Lane Cove Council united to introduce an Inclusion Award in the Northern Districts Local Business Awards that recognises achievements in embracing inclusion. The Inclusion Award celebrates local businesses that welcome people of all backgrounds and abilities, and can include everything from the attitudes and practices of staff, to how people physically access the business. The 2018 winner was Buffalo Locksmiths & Security.

We are currently negotiating with Sport NSW to offer a Disability Sport Day within the City of Ryde, and have updated our Play Plan to incorporate design principles to identify priority upgrades and make playgrounds more inclusive. We will also undertake an audit of all park amenities and facilities in 2019/20 which will include a review of disability access.

See pages 229 to 232 for more information.

Challenges

Home modifications

Our Home Modifications and Maintenance Service (HMMS) relies on assessments by occupational therapists (OTs) to implement home modifications for eligible residents in the local area. However, for several years a shortage of OTs in local public health services has resulted in a low referral rate for home modifications for aged and other residents requiring assistance in our community.

To improve our support for residents in our community, we took action to improve the level of service offered by our HMMS. During the year, through close liaison with State government health services and other OT providers in the area and engaging private OTs, Council has increased the number of home modifications completed. We have also actively promoted this service in the community and expanded the range of services available to eligible clients, which created a 50 percent increase in referrals to the service and a greater awareness of the range of services we provide.

The year ahead

Our City is a friendly, supportive community with a rich history and diverse background. The City has a rich range of social networks, community groups and partnerships that help residents and businesses to participate in creative, diverse, voluntary and philanthropic activities that connect neighbourhoods and improve the quality of life for people of all ages, abilities, health and cultures.

As our City grows, Council will continue leading the events and activities that support people in our community, help bring people together, strengthen people's connections with their community and with each other, and celebrate our multicultural diversity.

In 2019/20, we will be working in partnership with our community service providers, not-for-profits, businesses and local creatives to address some of the concerns raised during our community consultation process. We will also be developing a Reconciliation Action Plan for the City, completing our Halls and Facilities Strategy and completing our Social and Cultural Infrastructure Framework.

We also have the following projects planned for 2019/20:

Centres and Neighbourhood program

- Ryde Heritage Information Centre

Community and Cultural program

- Art Project
- Community Ambassador Program
- Community Social Wellbeing Implementation Plan Fund
- Cultural Plan implementation fund
- North Ryde School of the Arts – facility upgrade
- Ryde Hunters Hill Symphony Orchestra
- Ryde Youth Theatre Group
- Volunteering webpages
- Youth Entrepreneur program

Land use planning program

- Heritage Grants Scheme

Library program

- Electronic library books
- Library books

