

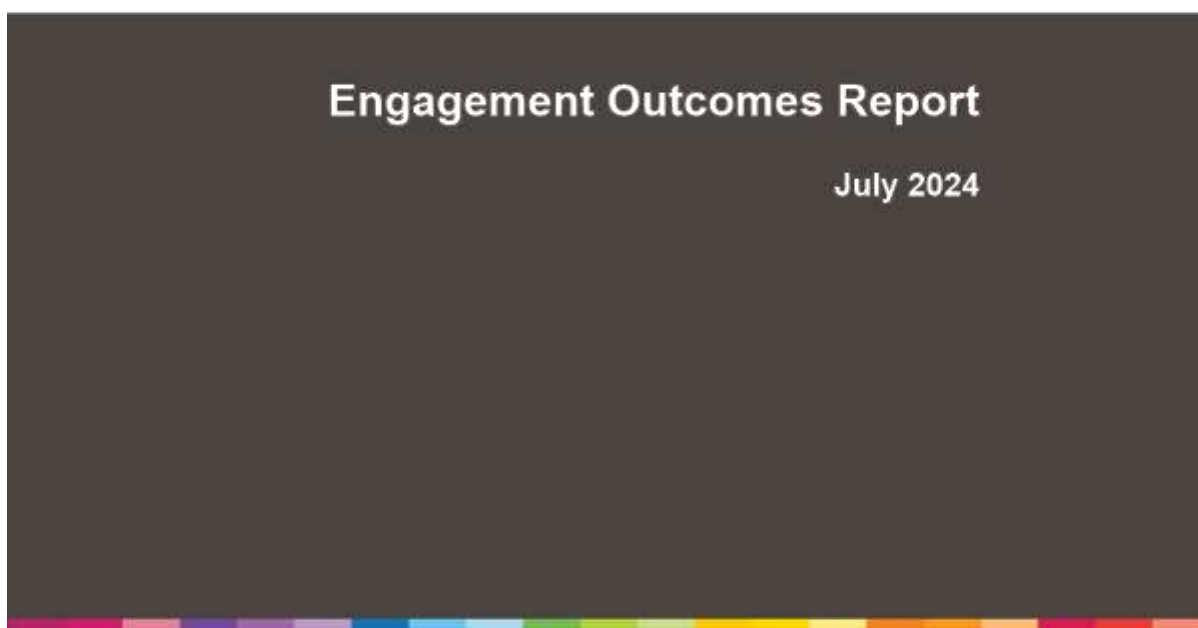
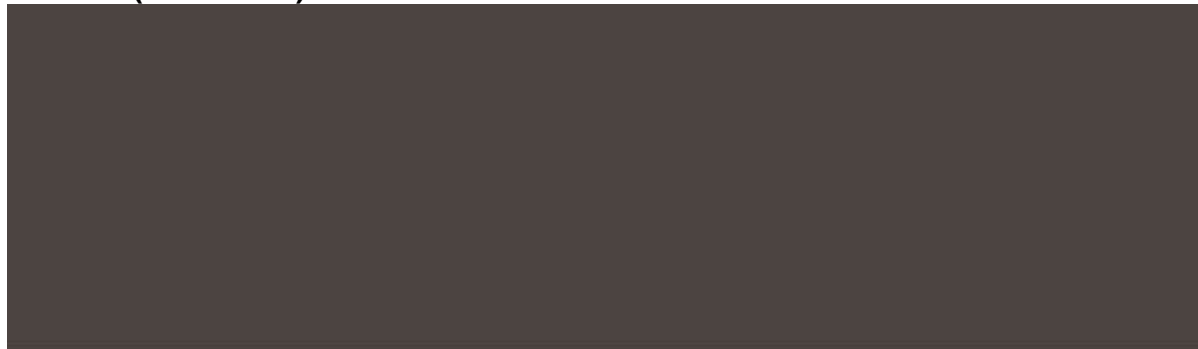
Meeting Date: Tuesday 23 July 2024
Location: Council Chambers, Level 1A, 1 Pope Street, Ryde and Online
Time: 6.00pm

ATTACHMENTS FOR COUNCIL MEETING

Item		Page
13	SOCIAL PLAN 2025-2030 - ENGAGEMENT OUTCOMES REPORT AND NEXT STEPS	
	Attachment 1 Social Plan 2025-2030 - Engagement Outcomes Report.....	1
	Attachment 2 Social Plan 2025-2030 Engagement Outcomes Report Attachments	33
14	CREATIVITY STRATEGY 2025-2030 - ENGAGEMENT OUTCOMES REPORT AND NEXT STEPS	
	Attachment 1 Creativity Strategy 2025-2030 - Engagement Outcomes Report.....	101
	Attachment 2 Creativity Strategy 2025-2030 Engagement Outcomes Report Attachment.....	129

ITEM 13 (continued)

ATTACHMENT 1



ITEM 13 (continued)

ATTACHMENT 1



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Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:



ITEM 13 (continued)

ATTACHMENT 1



Acknowledgement

City of Ryde Council would like to acknowledge the Traditional Custodians of this land, the Wattamattagal (or Wallumedegal) clan of the Darug Nation. The City of Ryde would also like to pay respect to the Elders, past, present and emerging and extend that respect to all other Aboriginal and Torres Strait Islander people.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:



ITEM 13 (continued)

ATTACHMENT 1

Table of Content

Executive summary	5
Overview	8
Purpose of the document	8
Social Plan 2025-2030	8
What we achieved through the current Social Plan	9
What we did	11
Engagement phases	11
Engagement strategy and principles	11
Communication pathways	13
Engagement activities	14
Surveys	14
Social Pinpoint (Interactive map)	15
Consultation boards	15
Workshops	16
Focus groups	17
Who we engaged with	18
Community survey participants	18
Service provider survey participants	19
Workshops participants	19
Focus groups participants	20
Social pinpoint and consultation boards participants	20
Engagement snapshot	21
What we heard	22
Community connections	24
Diversity and inclusion	24
A unifying identity	26
Community safety	26
Accessibility to services and facilities and open spaces	26
Supporting service provisions	28
Social and cultural activities	29
Enhancing liveability in Ryde	30
What is next	32

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Executive summary

In order to update our Social Plan for the next five years, in early 2024, the City of Ryde adopted a strategic approach to engaging with community and stakeholders. Council sought to better understand current and future needs of our community and map out future priorities and greater outcomes to inform the Social Plan 2025-2030. The purpose was to ensure the Plan is representative of community sentiment, strengthen social and cultural planning, and developing a plan that delivers the best outcomes for community.

This document details the applied engagement methodology and principles, communications pathways, types of engagement activities, participant groups, and the feedback received from community and stakeholders through a series of engagements and consultations.

Over three phases of engagement, a wide range of activities were undertaken to capture community and stakeholders' feedback on the current and future social and cultural landscape of the City of Ryde, including:

Phase 1 (between 16 January and 17 March 2024): Online community and service providers surveys, Social Pinpoint (interactive map)

Phase 2 (between 26 January and 27 March 2024): In-person community and stakeholder engagement (e.g., workshops, consultation boards)

Phase 3 (18 and 19 April 2024): Online focus groups with government agencies responsible for delivering social outcomes and essential required infrastructure.

The key themes of engagement outcomes and highlights of what we heard from stakeholders are presented in the table below.

Table 1. Summary of engagement outcomes

Key theme 1	Community connections
Key challenges and concerns:	
<ul style="list-style-type: none"> Local geographical silos across Ryde Lack of sense of belonging and connection to the community, particularly among seniors, people with disabilities, and those recently arrived from overseas Impact of high-rise residential buildings on community lifestyle and connections 	
Key opportunities and priorities for future:	
<ul style="list-style-type: none"> Greater community connection and social cohesion Greater attachment to local places 	
Key theme 2	Diversity and inclusion
Key challenges and concerns:	
<ul style="list-style-type: none"> Language and cultural gaps resulting in feeling isolated, discriminated or excluded Lack of activities for some community groups, such as seniors Gaps in inclusion of people with disabilities and special needs 	
Key opportunities and priorities for future:	
<ul style="list-style-type: none"> Enhancing social inclusion by embracing and showcasing diverse cultures through activities and events Better inclusion of the culturally and linguistically diverse and First Nations communities in local services Greater communication between Council and community Diversifying communication methods Delivering age inclusive activities Providing appropriate physical accessibility to places for people with disabilities, greater disabilities and special care services, and development of infrastructure that accommodates special needs of people with disabilities 	

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Key theme 3 A unifying identity

Key opportunities and priorities for future:

- Developing a distinct identity for City of Ryde based on its social, cultural and heritage potential
- Creating a unifying community identity for Ryde residents through shared values and cultural initiatives

Key theme 4 Community safety

Key challenges and concerns:

- Concerns about safety at night among women and people with disabilities
- Lack of social relations required in the case of emergency / when needing assistance

Key opportunities and priorities for future:

- Greater community connection and social interactions

Key theme 5 Accessibility to services and facilities and open spaces

Key challenges and concerns:

- Difficulties in accessing services due to diverse reasons (e.g., distance from services, services at capacity, cost of services, language barriers)
- Difficulties in accessing services such as disability, care and support services
- Difficulties in accessing services by new migrants or those who are on temporary visas

Key opportunities and priorities for future:

- Developing infrastructure that accommodates diverse needs, including those of different age groups and demographics
- Providing better access to disability, care, and support services by attracting services, facilitating collaboration and partnership between services, providing a more appropriate distribution of services across the LGA, and better information sharing about existing and available services
- Applying targeted promotional approach to ensure migrants and culturally and linguistically diverse communities in need of services are aware and able to access them
- Supporting local migrants and refugees in gaining more skills for greater employment opportunities
- Provision of affordable community spaces and facilities
- Improving the convenience and reach of public transport options to services

Key theme 6 Supporting service provisions

Key challenges and concerns:

- Skill shortage of social service providers
- Lack of volunteers for supporting community services
- Difficulties in booking Council owned facilities and venues

Key opportunities and priorities for future:

- Provision of affordable community facilities and spaces
- Reviewing the booking application process for Council owned facilities to ensure a user-friendly experience
- Upgrading and improving facilities
- Improving information sharing and public announcement through the City of Ryde website
- Supporting local businesses' upskilling and training
- Provision of supporting programs and grants to service providers and community groups
- Developing and facilitating partnerships between Council, other organisations, and service providers
- Greater consultation with other organisations and service providers

Key theme 7 Social and cultural activities

Key challenges and concerns:

- Difficulties in participating in local social and cultural activities due to diverse reasons (e.g., distance from activities, unavailability of activities in some areas, cost of activities, inadequate parking near activities, lack of awareness about available local activities)

Key opportunities and priorities for future:

- More diverse and inclusive events and activities
- More supporting infrastructure

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

- Even distribution of infrastructure and activities across the LGA
- Embracing night-time economy
- Supporting and enabling community-led gatherings and activities

Key theme 8 Enhancing liveability in Ryde

Key opportunities and priorities for future:

- Upgrading and maintaining facilities and open spaces
- Activating less active and vibrant places
- Shared use of available infrastructure and spaces
- Greater provision of affordable housing
- Improving active transport network

Social Plan 2025-2030: Engagement Outcomes Report

Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Overview

Purpose of the document

In order to update our Social Plan for the next five years, in early 2024 the City of Ryde adopted a strategic approach to engaging with community and stakeholders. Council sought to better understand current and future needs of our community and map out future priorities and greater outcomes to inform the Social Plan 2025-2030. The purpose was to ensure the Plan is representative of community sentiment, strengthen social and cultural planning, and developing a plan that delivers the best outcomes for community.

This document details the applied engagement methodology and principles, communications pathways, types of engagement activities, participant groups, and the feedback received from community and stakeholders through a series of engagements and consultations.

The outcomes of engagement, presented in this document, will inform future vision and priorities that help guide Council's work for improving social inclusion and wellbeing, and delivering best outcomes for community through to the year 2030. The findings provided in this document will also inform objectives of the Social Plan 2025-2030, targeted outcomes for community, and the actions that should be undertaken to deliver those outcomes over different time horizons (e.g., short, medium, long-term) within the next five years.

The Draft Social Plan 2025-2030 will be developed based on this document and will be on public exhibition for final feedback and validation by community and stakeholders.

Social Plan 2025-2030

The City of Ryde Social Plan 2025-2030 will guide the strategic development of social and cultural landscape of the LGA. It will consider existing and future challenges and opportunities and outline a shared vision for communities' social wellbeing (e.g., liveability, connectivity, accessibility to services, social and cultural diversity, and inclusion).

The Plan sets out pathways to deliver the defined vision and provide a roadmap to guide Council's future work. Developing robust and measurable objectives and outcomes is a part of the Plan.

The Social Plan 2025-2030 supports delivery of the Community Strategic Plan 2018-2028 and will be aligned with its key directions for future development, including:

- Vibrant and liveable city
- Active and healthy city
- Natural and sustainable city
- Smart and innovative city
- Connected and accessible city
- Diverse and inclusive city
- Open and progressive city



The Plan will also be in line with Council's other relevant strategies, plans and policies as well as relevant state, national, and international level strategic documents to ensure contributing to higher-level targets and outcomes.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

What we achieved through the current Social Plan

The City of Ryde's current Social Plan has a vision for improving social wellbeing as follows:

The City of Ryde is a community where we are connected to one another, proud of our diversity and willing to help each other out so everyone has the opportunity to reach their potential.

Based on this vision, the Plan sets out five strategic directions to provide a framework to guide activities, services and programs delivered by community and Council between 2019-2024.

The strategic directions include:

- A connected community
- An inclusive and diverse community
- A liveable place
- A welcoming and safe place
- An active and healthy community

In 2022, Council undertook a review and evaluation to assess and measure the progress made against strategic directions and objectives of the Social Plan 2019-2024. It should be noted that COVID-19 and its associated restrictions had a significant impact on Council's ability to address its objectives. This impact is reflected in the evaluation outcome.

According to the 2022 review and recent evaluations, the implementation of current Social Plan's objectives has resulted in a wide range of achievements by Council. The key achievements are listed in the table below.

Table 2. City of Ryde key achievements through the Social Plan 2019-2024

Strategic direction 1	A connected community
Key achievements:	
<ul style="list-style-type: none"> • Community activities/events held by Council in partnership with other organisations representing culturally and linguistically diverse communities to develop community knowledge, build capacity, increase community connection • Events supported by Council via community grants and event assistance • Large number of people attended community development activities • Awarded grants to community via Community Grants Program to initiate and deliver their own projects • Increased community satisfaction with level of public awareness 	
Strategic direction 2	An inclusive and diverse community
Key achievements:	
<ul style="list-style-type: none"> • Delivered events/programs in languages other than English • Delivered workshops in diverse languages • Working with multicultural ambassadors and volunteers • Providing translations in diverse languages on Council's website • Holding events specifically aiming to share diverse cultures and traditions • Holding events/activities for days/weeks of celebration and awareness (e.g., NAIDOC Week, Seniors Festival, Youth Week, Social Inclusion Week, Mental Health Month and Refugee Week) 	
Strategic direction 3	A liveable place
Key achievements:	
<ul style="list-style-type: none"> • Increased number of social housing properties • Increased number of affordable housing properties 	

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

- Large amount of usage/visit of community venues and facilities by community
- Large number of clients serviced by the tenants of Council's licenced buildings
- Large number of community facilities booking (e.g., meeting rooms, community halls) by community members
- Continued service provisions via Top Ryde bus service

Strategic direction 4 A welcoming and safe place

Key achievements:

- Increased number of onboarded volunteers to the Multicultural Ambassadors Program
- Holding workshop sessions to assist new community members to access services and supports (promoted via Multicultural Ambassadors Program volunteers)
- Activism against gender-based violence campaign (e.g., awareness training, social media promotion of community videos and podcasts in diverse languages on Domestic Violence)
- Anti-Racism and Disability Awareness training for Council staff and community organisations
- Public education on COVID-19 and available support
- Increased percentage of people satisfied with support services for people with a disability
- Increased percentage of people satisfied with support services for seniors
- Increased percentage of people satisfied with youth programs
- Increased percentage of people satisfied with "community input to Council decision-making"

Strategic direction 5 An active and healthy community

Key achievements:

- Increased number of parks booking
- Large number of people attended Active in Ryde Programs
- Large number of participants in organised sport at Council managed facilities
- Increased bushcare volunteer hours
- Increased number of people assisted by the Home Modification and Maintenance Service

The key engagement outcomes, presented in the section "What we heard from stakeholders" later in this report, reveal gaps in complete achievement of the current Social Plan's objectives.

An interim assessment of the Council's achievements across the social and cultural landscape of the LGA demonstrates an ongoing work and progress towards achieving objectives of the current Plan. However, a Gap/Strategic Needs Analysis Study is required to evaluate and measure the progress in achieving these objectives and identify the existing gaps. This Study can inform objectives and actions plan of the Social Plan 2025-2030.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

What we did

The City of Ryde sought to better understand current and future needs of its community and map out future priorities and outcomes to inform the Social Plan 2025-2030. The purpose was to strengthen the social and cultural planning and ensure developing a plan that delivers best outcomes for community.

Engagement phases

The engagement and consultation were broken into three phases utilising different engagement methods to maximise the amount and depth of community and stakeholders' input and feedback.

The engagement phases included:

- Phase 1.** Online community and stakeholder engagement (between 16 January and 17 March 2024).
- Phase 2.** In-person community and stakeholder engagement (between 26 January and 27 March 2024).
- Phase 3.** Online focus groups with key stakeholders (18 and 19 April 2024).

Overall, engagement was undertaken over four months between January and April 2024.

Note: The engagement and consultation for the Social Plan 2025-2030 was undertaken concurrently alongside the engagement process for the Creativity Strategy 2025-2030 due to:

- similar timeframe for reviewing and updating both documents
- connected nature of the social cohesion, wellbeing and inclusion, and the cultural and creativity development across community and businesses
- shared infrastructure for social, cultural, and creative activities
- shared contribution of both documents to the City of Ryde identity, and
- providing better connection and alignment between the two documents.

Engagement strategy and principles

The engagement activities were guided by Council's principles to:

- deliver timely, informative, engaging and transparent communication
- encourage open, transparent, and fit for purpose engagement
- ensure the inclusiveness of activities (inclusive of diverse community and stakeholder groups)
- ensure a facilitated participation for all
- ensure two-way conversations between Council and stakeholders, and
- ensure participants' identity privacy.

The applied engagement strategy considered possible risks to engagement activities and outlined strategies for managing and mitigating the risks. Table below presents foreseen risks and relevant management and mitigation strategies that were applied.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Table 3. Engagement risks and relevant management and mitigation strategies

Consideration/Risk	Management and mitigation strategy
Participants' identity privacy	<ul style="list-style-type: none"> • Capture community's insights anonymously through anonymous online surveys. • Face-to-face consultation with community groups without collecting personal/identity details.
Inclusiveness of consultation	<ul style="list-style-type: none"> • Identify diverse community and stakeholder groups for consultation. • Define a geographical spread across the LGA for consultation locations. • Facilitate diverse methods of participation (e.g., online surveys, intercept surveys, in-person workshops, online focus groups, interactive maps).
Participants' availability and/or willingness to participate	<ul style="list-style-type: none"> • Plan for public announcement and organise consultation dates in advance. • Provide clear objectives and purpose of engagement to encourage participation.
Language barriers for diverse community groups to participate	<ul style="list-style-type: none"> • Provide public announcements and consultation materials in diverse languages. • Provide translation/interpretation services for culturally and linguistically diverse participants.
Ambiguity around the scope and focus of consultation	<ul style="list-style-type: none"> • Provide clear objectives and purpose of engagement activities in public announcements and consultation materials. • Provide clear agenda for consultation sessions.
Ambiguity around the output of engagement activities for stakeholders	<ul style="list-style-type: none"> • Public announcement about development of 'Engagement Outcomes Report' as the output of engagement activities. • Public announcement about timeframe for public exhibition of the 'Draft Social Plan 2025-2030'.
Gaps or errors in capturing stakeholders' input	<ul style="list-style-type: none"> • Develop the 'Engagement Outcomes Report' as the output of engagement activities and consult with Council's Executive Leadership Team and Councillors to workshop and validate what we have heard from stakeholders.
Consultation fatigue	<ul style="list-style-type: none"> • Provide transparency around the purpose and objectives of engagement activities, value and significance of public consultation and how the feedback and insights will be considered for future development. • Acknowledge the achievements and works underway for developing social and cultural landscape of the City of Ryde and highlight new works and updated information.

Translating assistance

According to the applied risk management and mitigation strategy discussed above, translating assistance was provided along with engagement materials to support board participation in consultation.

The Have Your Say page, community survey, flyers and signs were translated in Chinese Traditional, Chinese Simplified, and Korean languages. These languages were identified through the most recent Census as the largest community groups in Ryde LGA where English proficiency is low.

The community activation via consultation board at Lunar New Year Festival was facilitated by interpreters in the above-mentioned languages. The provision of translation services was also a part of the planning and preparation for face-to-face community workshops. However, there was no requirement by workshop attendees for translating assistance.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Communication pathways

Diverse communications pathways were utilised to promote the new Social Plan, raise general awareness of engagement phases and activities, and how to contribute to the process and provide feedback. These pathways included:

- **Have Your Say:** A 'Have Your Say' page was generated on Council's website to provide background information about the Plan, project timeline and updates. It also provided the links to engagement opportunities (e.g., online survey, social pinpoint, written submissions and in-person sessions and workshops).
- **Events webpage:** An event webpage was created on Council's website which included links to four in-person sessions for public registration.
- **Customer Service Centre:** The City of Ryde main phone line and email address was provided for further information and assistance in providing feedback.
- **eNewsletters:** eNewsletters included the links to engagement opportunities (e.g., online survey, social pinpoint, written submissions and in-person sessions and workshops). Several eNewsletters were emailed to targeted service providers, previous Have Your Say submitters, Council-registered local businesses, previously engaged community groups, community representatives participating in Council's working groups¹ and all subscribers to Council's eNewsletters.
- **City of Ryde's The Weekly Times:** The Social Plan 2025-2030 was listed in open community consultation newspaper advertisement to promote consultation opportunities for all stakeholders.
- **Flyer:** Two flyers presenting key information on engagement phases 1 and 2, and opportunities for providing feedback were distributed at City of Ryde community facilities, events, and festivals (e.g., libraries, Ryde's Backyard BBQ event, Lunar New Year Festival, International Women's Day Forum, Seniors Safety and Resilience Expo, Volunteers Expo).
- **Sign/poster:** Two downloadable posters presenting key information on engagement phases 1 and 2 were shared with service providers to display and promote to their customers/clients. The printed posters were also displayed at City of Ryde libraries.
- **Storyboard:** Two storyboards were used at in-person engagement sessions during phases 1 and 2 to display information on the project including QR codes to Have Your Say page links. A digital storyboard was also displayed on libraries' plasma screens.
- **City of Ryde social media:** Several posts were regularly uploaded on City of Ryde social media (Facebook, LinkedIn, Instagram).
- **Direct email:** A series of emails were sent to Council's targeted network of stakeholders for promoting both online and in-person engagement opportunities.
- **Phone call:** Phone calls were made to service providers at different stages of engagement as a reminder for promoting the online surveys and in-person workshops.

¹ The relevant City of Ryde working groups included:

- Multicultural Working Group
- Status of Women Working Group
- Youth Working Group
- Inclusion and Access Working Group
- Reconciliation Action Working Group
- Heritage Working Group
- Sports and Recreation Working Group, and
- Festival and Arts Working Group.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Engagement activities

To involve all stakeholders in engagement and consultation and initiate opportunities for providing feedback, the City of Ryde undertook a comprehensive engagement approach. The engagement and consultation was open to the City of Ryde's community – residents, workers, visitors, students, property owners and businesses as well as the social and cultural service providers - through a wide range of communications pathways and activities.

The engagement program included online and face to face opportunities for community and stakeholders to have their say.

A detailed engagement methodology is presented in Attachment A. The created and used engagement materials are presented in Attachment G.



Figure 1. Engagement phases and activities

Surveys

Two online surveys, including a community survey and a service provider survey were structured for the first phase of engagement to:

- sought feedback on existing challenges and concerns about the social and cultural landscape and services across the LGA
- understand current and future social and cultural opportunities
- explore ideas and insights for future improvements and priorities, and
- discuss visions and possible strategic directions for future developments.

The community survey was open between 16 January and 25 February 2024 and available online via Council's Have Your Say page. The survey link was also distributed to service providers and previously engaged community groups with the Council via Council's eNewsletters to promote it within their community networks. The service provider survey was open between 16 January and 17 March 2024. The survey link was distributed to service providers via Council's eNewsletters.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Both the community survey (featuring 29 questions) and the service provider survey (including 26 questions) were structured in a series of multiple choice and open-ended questions. The questions of community and service provider surveys for Social Plan 2025-2030 are provided in Attachment B and C.

The surveys outcomes were analysed to help inform understanding of the community's specific needs that should be considered into the future Social Plan. The detailed analysis and visualisation of surveys questions are presented in Attachment D and E.

Social Pinpoint (Interactive map)

A Social Pinpoint was designed as an interactive map for asking community to identify:

- social and cultural places in the City of Ryde that are special to them, and
- social and cultural places that could be improved and suggestions on how to improve them.

The Social Pinpoint was available on Council's Have Your Say page between 16 January and 25 February 2024. Its link was also distributed to service providers and previously engaged community groups with Council via Council's eNewsletters to promote it within their community networks.

The Social Pinpoint was used as an intercept survey at events and festivals during the first phase of engagement (at library events, Ryde's Backyard BBQ event, and Lunar New Year Festival). The received comments on the map were analysed to inform better understanding of place-based challenges and improvement opportunities.



Figure 2. Social Pinpoint (interactive map)

Consultation boards

Consultation boards were created to capture community feedback at events and festival such as Lunar New Year Festival, International Women's Day Forum, Seniors Safety and Resilience Expo, and Seniors Volunteer Expo. The aim was to capture feedback from target groups including women, seniors, and culturally and linguistically diverse communities and those who may not otherwise participate in online engagement.

The engagement was guided by following questions:

- What is best about the City of Ryde?
- What could be better in the City of Ryde?
- City of Ryde in 2030?
- What should be the priority for the City of Ryde in addressing seniors' needs?

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

- What should be the priority for the City of Ryde in improving the social inclusion and gender equality?



Figure 3. Consultation Board at City of Ryde Lunar New Year Festival 2024

Workshops

Two face-to-face community workshops (on 21 March 2024) and two face-to-face service providers workshops (on 27 March 2024) were held to provide stakeholders with several date/time options to participate. The workshops were facilitated by external facilitators during the second engagement phase.

The workshops were publicly promoted via Council's Have Your Say and Events pages as well as Council's eNewsletters, facilities (e.g., libraries) and also along with other in-person engagement (e.g., consultation board). The details of workshops time, location, number of attendees are provided in Attachment A.

The objectives of conducted workshops were to:

- provide the opportunity for community and service providers to contribute to the Social Plan 2025-2030
- capture insights and suggestions from the social and cultural sector
- establish a shared vision that advocates for future social inclusion, cohesion, wellbeing, as well as ongoing improvements in social and cultural landscape of City of Ryde and service provisions
- provide the City of Ryde with useful short, medium and long-term goals, and
- discuss the required resources and stakeholders' roles and contribution.

Each workshop consisted of following activities:

- Activity 1.** A presentation of objectives of the renewed City of Ryde Social Plan.
- Activity 2.** A quick discussion on the social and cultural landscape of the City of Ryde as an icebreaker (using a chatterbox presenting a couple of questions about participants' experiences in the LGA).
- Activity 3.** A comprehensive discussion on the social and cultural landscape of the City of Ryde, identifying foundational challenges and opportunities.
- Activity 4.** An exploration of community and service providers' vision and priorities for the City of Ryde for the next five years (using group worksheets presenting questions about priorities, suggested timeframes, required resources, roles and responsibilities).
- Activity 5.** A mapping activity to identify special social and cultural places and asset as well as the places or facilities in need of improvement on a printed map.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

A number of themes were commonly discussed across the workshops. While the means of addressing each priority and the identified delivery partners varied according to participant's area of expertise or lived experience, each of these themes were explored in depth and commonly identified by the majority of participants.



Figure 4. Received feedback from community and service providers through workshops

A workshop was held with Council's Business and Operations team during the second phase of engagement (on 14 March 2024) to capture their views and insights about the current state of social and cultural landscape of City of Ryde and to validate the feedback we heard from community and service providers. This workshop was followed by another engagement activity at the manager level in May 2024 to consult what should be the priority and vision for the City of Ryde in improving its social and cultural landscape. A part of the discussions in this engagement was focused on the City of Ryde social and cultural achievements over the past 5 years².

Another workshop was held with the City of Ryde Councillors on 2 July 2024 to present and validate the outcomes of stakeholders' engagement with Councillors.

Focus groups

The third phase of engagement was focused on engagement with key government agencies and peak bodies. Two online focus groups were conducted by Council and facilitated by external facilitators on 18 April 2024.

The key stakeholders were identified and mapped out based on their area of focus and were invited via email. The stakeholders were clustered in two groups, including:

Focus group 1: Agencies delivering/supporting social inclusion and wellbeing

Focus group 2: Agencies providing social infrastructure, housing and economic growth

The objectives of these focus groups were to understand:

- the agencies' planning for social and cultural outcomes and implementation challenges and opportunities within the City of Ryde
- suggested priorities for Council to act upon
- opportunities for partnership and collaboration between Council and relevant agencies

The questions of focus groups are provided in Attachment F.

² The highlights of discussed social and cultural achievements are presented in 'Overview' section of this report.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Who we engaged with

Stakeholder mapping was undertaken to identify relevant stakeholders and categorise them into levels of benefit, interest and influence. It helped to select a representative sample of stakeholders with various scales and levels of responsibilities and diverse contribution to planning and developing the social and cultural environment across the City of Ryde and its broader geographical context.

Over the engagement phases, Council reached out to various stakeholder groups and sought for their input and feedback, including:

- individuals and community groups
- service providers, such as:
 - Healthcare services
 - Disability care services
 - Education services
 - Recreation services
 - Culturally and linguistically diverse community services
 - Immigrant community services
 - First Nations community services
 - Children, youth, family, and seniors services
 - Community safety services
 - Housing services
 - Employment services
 - Local businesses
- NSW Government agencies responsible for delivering social and cultural outcomes
- not-for-profit organisations (supported by the Australian Government)
- peak bodies delivering social and cultural outcomes
- Council's Working Groups³
- City of Ryde Councillors, and
- Council's internal stakeholders and executive leadership team.

The overview of engagement participants is presented below.

Community survey participants

A total of 124 responses were provided to the community survey, mainly by residents and workers across the LGA. While most of respondents (37%) were connected with the City of Ryde for more than 20 years, the second largest respondent group (24%) were those being connected with the LGA for less than 5 years.

Out of all respondents, 69% were female and 25% were male. However, 6% preferred not to provide information about their gender. The number of respondents at the age range of 30-39 and 40-49 was more than other age groups.

³ The relevant City of Ryde working groups included:

- Multicultural Working Group
- Status of Women Working Group
- Youth Working Group
- Inclusion and Access Working Group
- Reconciliation Action Working Group
- Heritage Working Group
- Sports and Recreation Working Group, and
- Festival and Arts Working Group.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Most of survey participants were born in Australia (65%). The second largest group of respondents were born in China, UK, Hong Kong, Malaysia, South Korea, and Vietnam with similar percentage (3%) of total survey respondents. While 70% of respondents only speak English, the other 30% could speak in another language as well. 2% of survey respondents mentioned being of Aboriginal origin.

In addition, 20% of the respondents mentioned that they or someone in their household live with disability.

Service provider survey participants

A total of 19 responses to the online survey were received from service providers, mainly from organisations offering services to:

- seniors
- families
- children and youth
- culturally and linguistically diverse communities
- newly arrived migrants, refugees, humanitarian visa holders
- LGBTQI+ community
- people with special needs for physical and mental health
- people with disability, and
- First Nations communities.

These services' key areas of focus are addressing social and cultural challenges such as social isolation, physical and mental health, disability and access, unemployment, underemployment, financial issues, family breakdown, domestic violence, youth disengagement, housing issue and homelessness, racism, and discrimination.

These service providers can be classified into three categories of small services (providing service to less than 100 clients), medium size services (providing service to 100 to 1000 clients), and bigger services (providing service to 1000 to 2000 clients) per annum. The total number of full-time/part-time employees and volunteers in majority of these organisations were under 50.

Workshops participants

The workshops attendees included:

- general community
- social and cultural service providers
- Council's Business and Operations team, and
- City of Ryde Councillors.

Overall, 9 people attended two community workshops, and 10 representatives of social and cultural services attended two service providers' workshops. The participants were from diverse genders and age groups and connected to different suburbs of Ryde LGA.

Over 40 staff of Council's Business and Operations team participated in the Council's internal workshop from diverse groups, including:

- Libraries and Customer Service
- Community Services
- Recreation and Leisure Centre, and
- Circular Economy.

The City of Ryde Councillors attended the Councillor Workshop on 2 July 2024.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Focus groups participants

Each focus group had a targeted cluster of government agencies and peak bodies. The first focus group was attended by organisations delivering/supporting social inclusion and wellbeing outcomes such as Relationships Australia and Community Migrant Resource Centre.

The second focus group was attended by representatives of agencies providing social infrastructure, housing infrastructure, and economic growth including:

- School Infrastructure NSW
- Community Housing Industry Association NSW, and
- Office of 24-Hour Economy Commissioner.

Social Pinpoint and consultation boards participants

The participants of Social Pinpoint and consultation boards were general community as well as some target groups such as seniors, women, and culturally and linguistically diverse communities attending Council's Seniors Safety and Resilience Expo, Seniors Volunteer Expo, International Women's Day Forum, and Lunar New Year Festival. These participants were from diverse genders and age groups and connected to different suburbs of Ryde LGA.

Secondary data

To widen the scope of engagement and leverage stakeholders' feedback captured through Council's other engagement and consultation, the most recent and relevant engagement outcomes were reviewed (e.g., engagement outcomes for Reconciliation Action Plan 2024-26, Live Music Plan 2024-28, and Events Plan 2024-28). The review of other engagement outcomes also helped to validate findings from undertaken engagement and consultation for the Social Plan 2025-2030.

Accordingly, this document includes outcomes of most recent engagement with First Nations communities undertaken for co-designing and co-developing the City of Ryde Innovate Reconciliation Action Plan 2024-2026. These outcomes have been captured through interviews and workshops with community members and partners, including:

- First Nations Elders and Individuals
- Ryde Women's Gathering Group
- Koori Kids
- Sydney North Primary Health Network
- Sydney North First Nations Collaborative
- Northern Sydney Reconciliation Network
- Bennelong Reconciliation Group
- Link Wentworth Housing
- Macquarie University- Walanga Muru, and
- Aboriginal Educational Consultative Group – Wattamattagal Ryde.

Social Plan 2025-2030: Engagement Outcomes Report

Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Engagement snapshot



- 2 online surveys
- 124 responses to online community survey
- 19 responses to online service providers survey



- 2 community workshops
- 2 service providers' workshops
- 2 Council's internal workshop
- 9 attendees at community workshops
- 10 attendees at service providers' workshops
- Over 40 attendees at Council Business and Operations team workshop



- 2 online focus groups with government agencies
- 5 agencies attended focus groups



- 237 comments on Social Pinpoint (Interactive Map)
- Over 150 comments on consultation board/worksheet



- Public announcement on Council's Have Your Say webpage and Events webpage
- Public announcement via flyers, posters, and storyboards



- Translated engagement materials (e.g., survey, flyer, Have Your Say page) in 3 languages, including Chinese Traditional, Chinese Simplified, and Korean
- 2 received survey responses in languages other than English



- Advertisements on Facebook, LinkedIn, and Instagram
- Advertisements placed in Council's eNewsletters

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

What we heard

The numerous amounts of received feedback through a diverse method of engagement and consultation with community and stakeholders is analysed to demonstrate the emerged common themes, and recurring insights. The analysed feedback includes current challenges and opportunities, as well as future priorities and visions for improving the social and cultural landscape of the City of Ryde. This section presents the highlights of feedback identified by community and stakeholders.

"We need to talk more. There needs to be more interaction with each other and our neighbours."

– Community workshop participant

"Multiculturalism is very strong in this community."

– Service providers workshop participant

"To bring people together, we need a central community space."

– Service providers workshop participant

"We have silos ... everyone just sticks to their silos in Ryde and so we don't meet new people or go to other areas."

– Community workshop participant

"Council needs to look after the needs of everyone. They need to listen to the needs of all our different community groups."

– Community workshop participant

"Accessibility is the biggest challenge and that's why people are not using the services."

– An agency participated in focus group

"If you plan for vulnerable users of spaces, you allow everyone access to those spaces."

– An agency participated in focus group

"Proximity is not accessibility"

– Community workshop participant

"The Civic Centre represents more than just a space."

– Service providers workshop participant

"There aren't activities for people at my age. We need more things for people at different ages."

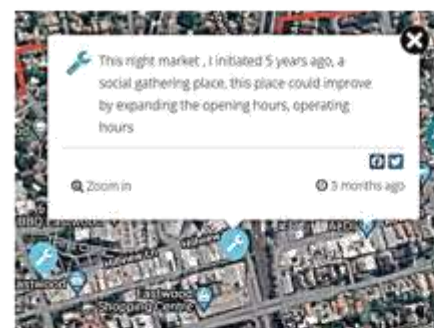
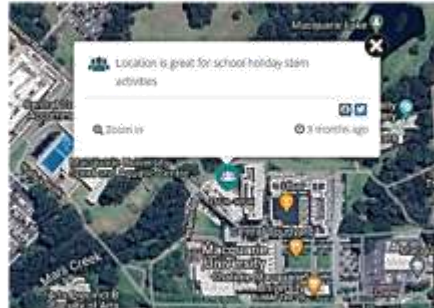
– Community workshop participant

Social Plan 2025-2030: Engagement Outcomes Report

Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1



"Gladesville needs to be more [about] community. The shops and main streets are dying. Everything is closing down. It needs to be like Lane Cove ... More restaurants, shops, galleries, and community spaces."

– Community survey respondent

"The open public grounds enable families and groups to congregate for exercising and socialising and the greenery offers respite from the sun, a beautiful environment to look and also encourage more outdoor activities."

– Community survey respondent

"I think there should be more community programs targeted towards young people, utilising the spaces available."

– Community survey respondent

"We don't have enough funding to fulfill multicultural groups' [requirements]."

– Service provider survey respondent

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Community connections

Generally, overall, the wider community expressed their sense of belonging and connection to the City of Ryde. Concerns were also raised, however, about feeling disconnected from community mainly by two groups of residents, including those who have lived in Ryde for more than 10 years and those who have recently (less than five years) arrived from overseas and form smaller cultural groups across the Ryde area. Some senior residents and people with disabilities and requiring special care also expressed concerns regarding community connections.

The impact of high-rise residential buildings on community lifestyle and connections was highlighted and opportunities for creating greater social connections such as the possible role of Strata committees for delivering small scale events and facilitating community gathering and interactions were discussed.

Providing opportunities for greater connection among community members and developing attachment to local places were the top suggested priority for the City of Ryde.

Participants of community workshops also consistently highlighted that social cohesion in Ryde must respond to the unique challenge of geographical silos; resulting from the layout and presence of busy roads, which act as physical barriers to community integration. The need to cultivate a more integrated community where both smaller and larger scale events and activities can be organised has been identified as important to breaking down local silos and fostering a more connected community.

According to service providers, social inclusion and connection are important for new community members (e.g., migrants and refugees) who are isolated and homesick, while further problems may arise from having no connection to community, such as domestic and family violence.

Diversity and inclusion

Celebrating cultural diversity was one of the main parts of community feedback. Participants discussed embracing and showcasing diverse cultures within the City of Ryde and through activities and events to enhance social inclusion and cultural exchange. A greater social inclusion was mentioned to be required to eliminate discrimination and feeling excluded or unwelcomed.

The feedback also identified the necessity of having age inclusive activities. Some of the survey responses highlighted the requirement for a greater inclusion for people with disabilities and special needs.

Culturally and linguistically diverse communities

Participants discussed cultural and linguistic diversity as a challenge to effective interaction and community cohesion in the City of Ryde, as language and cultural gaps make it challenging for residents to access information and connect with each other. A more cultural and linguistic inclusion in activities and services was emphasised as a future requirement.

Service providers also emphasised a better inclusion of the culturally and linguistically diverse communities in local services. They referred to aged care or mental health services as some examples that operate at an LGA or geographically based capacity in Ryde area, whereas many services are cultural-or language based, often bringing in community from outside of the LGA.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

First Nations communities⁴

Working based on a Reconciliation Action Plan, City of Ryde has a specific focus on First Nations histories, cultures and reconciliation in its events and activities. These events include cultural walks, events being held at parks and open spaces, and library events such as history talks.

The engagement with First Nations communities identified further improvements are required:

- to ensure greater social inclusion for First Nations communities
- to ensure better understanding of the needs and aspirations of First Nations communities
- to build awareness in the broader community of First Nations' histories and cultures, and foster a greater understanding and appreciation for their cultural values and knowledge
- to ensure Council engages or partners with First Nations communities and owned businesses when seeking support for social inclusion or acknowledgment of their histories, cultures, values, and knowledge, and
- to ensure First Nations communities' collaboration in community development and a more meaningful participation.

During the focus groups, government agencies argued that Council needs to develop a strong Indigenous Framework to ensure that future plans, strategies and cultural planning are rooted in a clear understanding of what the local indigenous culture is. The updated Reconciliation Action Plan is currently underway to guide Council's work over the period of 2024-26.

People with disabilities and special needs

Feedback on inclusion of people with disabilities and special needs was mainly about providing appropriate physical accessibility to places, greater special care services, and development of infrastructure that accommodates diverse needs.

Communications requirements

Enhancing communication between Council and community was highlighted as a critical aspect for fostering social cohesion in Ryde. Addressing this barrier necessitates improvements in both the frequency and the methods of communication (e.g., transparent, accessible, engaging, culturally and linguistically inclusive communications) regarding local events.

Additionally, participants believed that diversifying communication methods to encompass digital platforms, social media, traditional channels, and community outreach efforts can ensure broader accessibility and inclusivity, bridging the gap between Council and diverse residents of Ryde.

Engagement and collaboration requirements

General community discussed a more appropriate public engagement method such as engagement with target groups (e.g., a facility users) and based on their lived experience is required across the City of Ryde.

Service providers referred to collaboration opportunities through fostering partnerships across local government, businesses, service providers, and community members.

⁴ This section includes the outcomes of most recent engagement with First Nations communities undertaken for co-designing and co-developing the City of Ryde Innovate Reconciliation Action Plan 2024-2026. These outcomes have been captured through interviews and workshops with community members and partners listed in section of "Who we engaged with".

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

A unifying identity

Developing a distinct identity for City of Ryde and a unifying community identity for its residents through shared values and cultural initiatives was another priority for future improvements. Creating a sense of pride in local identity and promoting community attachment and belonging to Ryde was discussed. The feedback identified this sense of pride and attachment can be created through rebranding community spaces, celebrating cultural diversity and heritage of Ryde, community gatherings and events, and promoting the LGA as a place that can offer high quality education and healthcare services, employment, and diverse cultural celebrations.

Establishing a central social and cultural hub for community activities and social interactions was suggested to provide the required infrastructure and reinforce a unifying identity for residents of Ryde.

Community safety

Most of community participants expressed feeling safe during day and night across the LGA. However, there was a share of responses expressing feeling unsafe during night mainly by female responses or those having disabilities.

Some participants referred to not knowing people in their building, street or neighbourhood in case of emergency or needing assistance. This feedback is consistent with the raised concerns around lack of community connections in the previous sections which was mentioned as the top priority for future improvements.

Accessibility to services and facilities and open spaces

Services and facilities accessibility challenges

Majority of community participants were satisfied with existing open spaces, public places and community facilities in meeting their needs. However, a number of seniors and participants having disability expressed their dissatisfaction with these services.

Most of community participants believed that they could access services and facilities across the LGA (e.g., health and medical, education, legal, employment, and financial services, public transport, open spaces, parks, libraries, halls, community centres, and internet through public services). The top five services or facilities with accessibility issues were identified as public transport, legal services (financial planning and counselling), health services, Medicare and Centrelink services, and community services.

The main reasons for experiencing difficulties in accessing these services were discussed as:

- distance from services
- unavailability of services in some areas across the LGA
- Services at capacity and long waitlists
- cost of services
- language barriers
- customers' health issues and disability (showing the lack of required accessibility for people with disabilities).

Stakeholders argued that proximity to services does not guarantee appropriate access to them. In fact, roads and localities define how residents can or cannot access services and facilities. Therefore, appropriate access needs to be considered from the perspective of user experience rather than the distance factor.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Disability, care, and support services

Some feedback on dissatisfaction with disability, care and support services was also received from community participants. Main reasons for dissatisfaction with these services included:

- long waiting time due to services being at capacity
- issues with accessing medical professionals
- lack of medical facilities or personnel providing services
- distance from services
- lack of proper physical access ways to services for people with disability, and
- services being difficult to locate due to lack of community awareness about available services.

It was suggested that Council provides better access to disability, care, and support services by attracting services, facilitating collaboration and partnership between services, providing a more appropriate distribution of services across the LGA, and better information sharing about existing and available services.

Youth services

Enhancing local youth infrastructure and services was suggested by service providers. According to them, developing accessible youth services and infrastructure is essential to meet the growing demand within local area, ensuring that young people aged 12-25 have the support and opportunities they need close to home.

Developing a Youth Strategy for City of Ryde was also recommended by service providers.

Culturally and linguistically diverse communities' services

During the focus groups, organisations offering services to migrants and refugees highlighted that new migrants face a unique set of challenges integrating with the wider Ryde community and are some of the hardest communities to engage with. In particular, it was acknowledged that migrants on temporary visas are one of the most at-risk communities as they do not qualify for many existing support services, and therefore are not contactable through the existing culturally and linguistically diverse communication channels.

The specialist service providers identified the need for a targeted promotional approach for these groups to ensure they are aware of available services and able to access them, irrespective of their language barriers. It was widely agreed that utilising existing cultural and faith-based organisations and community groups was the most effective way to engage with new migrants.

The significance of advocating for and utilising initiatives like the Multicultural Ambassadors Program was noted. According to social service providers, such programs aid service providers in making their offerings and ensuring that services are reaching community members of all backgrounds and cultures. As a result, the overall accessibility and effectiveness of service delivery will improve, and community connections will become stronger.

These specialist service providers also believed that further support for local migrants and refugees in gaining more skills is required for greater employment opportunities, which Council can advocate for.

Future priorities

Overall, a strong focus was placed on improving accessibility across the LGA, ensuring that all community members have equitable access to essential services, facilities, events and activities and community spaces. This included providing affordable community spaces with simple hiring processes, and the development of infrastructure that accommodates diverse needs, including those of different age groups and demographics (e.g., children, youth, seniors, people with disabilities).

Improving the convenience and reach of public transport options was also prioritised to ensure all areas of Ryde are connected and easily navigable for everyone.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Supporting service provisions

Business skills

The feedback from service providers identified that main required business skills for enhancing services are marketing and communications, and grant writing. However, strategic planning, risk management, financial management, staff training and upskilling were mentioned as other areas in need of improvement for offering a high-quality and more effective services.

Funds and grants

Service providers referred to service expansion and programs development during the past two years and post COVID pandemic. Some of Council's grants and programs (e.g., Small Grants, Community Wellbeing Grants⁵, Venue Hire Grants⁶) were mentioned as additional support provided to them for better service delivery.

To better support the organisations in service provisions, it was suggested for Council to continuously provide supporting programs and grants to service providers and community groups.

Supporting infrastructure

Community participants raised concerns about the cost of access to social and cultural activities (e.g., sports and recreation facilities) and requested for provision of affordable community facilities and spaces.

Both service providers and community members argued the challenges and barriers in booking Council owned facilities and venues. It was recommended to facilitate access to these available venues through a user-friendly booking system that also promotes events, activities, and opportunities in a more inclusive and effective manner.

Another concern was raised about the capacity and maintenance of community facilities. It was recommended to upgrade and improve facilities and ensure that they meet the needs of diverse and growing population.

Communications and public awareness

The feedback from service providers demonstrated that Council's website, events, and programs are potential pathways through which organisations can connect with community, promote their services, and engage with other stakeholders.

According to service providers, the current top four pathways for public awareness about activities, programs, and services that organisations deliver are:

- organisations' website
- word of mouth
- social media
- other organisations' website, events, referrals

This showed the necessity of improving information sharing and public announcement through the City of Ryde events, website, social media or facilities (e.g., community centres, libraries) for greater public awareness about activities and services. This can also include establishing multiple touchpoints across various channels to ensure stakeholders are well-informed about policy updates and developments and be involved with organisational-led celebrations, events and activities.

⁵ Community Wellbeing Grants are designed to develop a connected and inclusive community and to support activities that promote health, community safety, accessibility, and liveability across the City of Ryde.

⁶ Venue Hire Grants are designed to facilitate community groups and service providers' access to Council-owned venues for running community events and activities.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

According to stakeholders, the communication improvements should include resolution of language barriers through providing translated announcements and materials and a facilitated access to events and activities for culturally and linguistically diverse communities.

In addition, it was recommended that Council provides:

- general community with further education on digital literacy and using technology, and
- service providers and local government sector with further training on social services and communication with diverse social groups.

Collaboration and partnership

The feedback identified that most of participated service providers collaborate and partner with state government agencies, councils, NGOs, and community groups to develop service provisions and promote diversity and inclusion.

Service providers expected Council to play a significant role in developing and facilitating partnerships (both financial and knowledge-sharing partnership). This included not only fostering partnership between Council and organisations but also facilitating collaboration between service providers and helping them to find a business partner across the LGA.

A better outreach to organisations and service providers across the LGA and a greater consultation with them was also suggested in identifying both community and service providers' needs and opportunities that deliver greater outcomes.

Opportunities for volunteers

The lack of volunteers for supporting community services was highlighted by community participants and also validated by service providers as a challenge in service provision within the City of Ryde.

Participants discussed providing future opportunities for volunteers as a solution to over-reliance on government service delivery.

Social and cultural activities

Local activities

Community participants referred to Council events, festivals and activity programs as strength of social and cultural landscape of the City of Ryde. There was a considerable level of satisfaction with frequency and quality of these activities running within the LGA. The top three local events and social activities respondents attended in the last 12 months were festivals, markets, and sporting events.

Some responses revealed challenges in attending social and cultural activities within the City of Ryde including distance from activities, unavailability of activities in some areas, cost of activities, parking issues nearby the activities or even lack of awareness about available local activities. A number of participants discussed attending social and cultural activities and events outside the City of Ryde due to the above-mentioned challenges.

Diverse activities for a diverse community

Stakeholders highlighted the desire for events to align with diverse needs, interests, and accessibility of culturally and demographically diverse communities. Tailoring events to be age-appropriate also ensures inclusivity across generations and fosters community cohesion.

Integrating both virtual and physical events and activities was discussed to widen participation avenues, accommodating diverse preferences and ensuring accessibility for all members of the Ryde community.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 1

Supporting infrastructure and economy

According to the received feedback, embracing night-time economy can invigorate cultural exchange while catering to various schedules and lifestyles.

Providing more supporting infrastructure with even distribution of infrastructure and activities across the LGA was argued to be essential. Reducing the number of steps and documentation needed to hire Council-owned spaces and making these spaces more affordable were also discussed.

Community-led activities

Supporting and enabling community-led gatherings and activities was another suggestion by community to unlock opportunities for social interaction and cohesion at neighbourhood scale.

Enhancing liveability in Ryde

Upgrading and maintaining facilities

There was a considerable level of satisfaction with quality of life in the City of Ryde. However, stakeholders discussed requirements for upgrading and improving community facilities such as halls and venues, community centres, and sports facilities to be more accessible and better meet the needs of diverse community groups (e.g., children, youth, seniors, people with disabilities), and therefore, foster social and cultural interactions and cohesion.

Improving open spaces

Comments on the City of Ryde's interactive map showed the significance of parks and green spaces for social interactions, improving mental health, engaging in activities and recreation opportunities for all. Thus, improvement and maintenance of parks, green spaces and public amenities was suggested as a priority.

Place activation

Place activation was argued through rebranding main streets, squares and town centres, making places more suitable and desirable for social gathering and events, particularly in some parts of the LGA that are less active and vibrant.

Service providers highlighted unlocking potential of existing spaces for better utilisation and wider community use. They suggested Council exploring opportunities for the sharing of underutilised spaces across the LGA. A shared use of local schools' spaces (when are not in use, e.g., after hours, weekends) was also discussed as an opportunity for Council, by School Infrastructure NSW in a focus group.

Affordable housing

Service providers recognised the immense challenge of availability and affordability of housing across Sydney but highlighted the importance of affordable housing in Ryde. They believed provision of affordable housing help to ensure new migrants and at-risk communities are able to access essential services whilst fostering a sense of belonging by living alongside culturally diverse communities who understand their lived experience.

Stakeholders wished to see Council continue to play a role in identifying suitable affordable housing lots within the LGA, creating nuanced and effective affordable housing contribution schemes, reviewing planning controls and Development Application fees to enable delivery, and having a strategy in place that clearly defines affordable housing.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

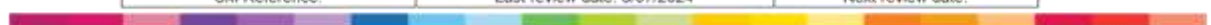
ATTACHMENT 1



Improved active transport

The feedback on necessity of providing greater access to services, facilities and places also included the upgrading and maintenance of active transport network. Availability of diverse transport modes, increasing walkability and more accessible transport interchanges were highlighted for future consideration.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:



ITEM 13 (continued)

ATTACHMENT 1

What is next

This Engagement Outcomes Report acknowledges the significance and value of community and stakeholders' feedback and insights in informing the Social Plan 2025-2030. The key findings detailed in this report will guide how to set out a vision for social and cultural improvements over the next five years and what should be prioritised. The engagement outcomes also inform a range of actions that should be undertaken to fulfil the vision and deliver greater outcomes.

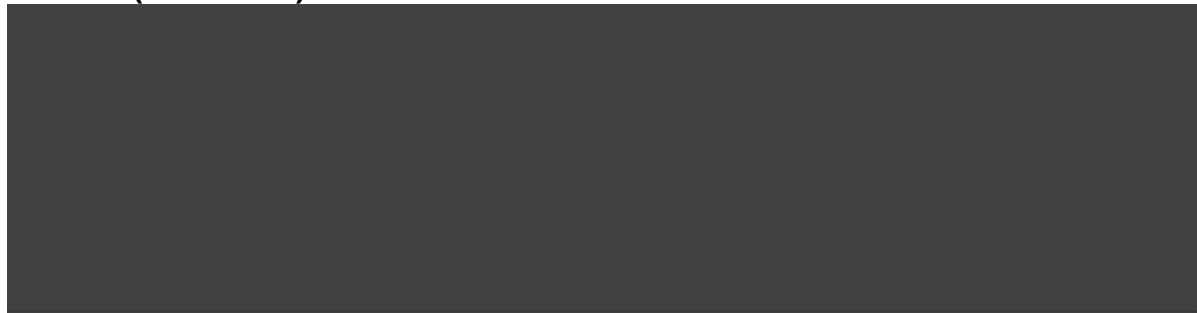
According to findings, the Social Plan 2025-2030 will advocate for community benefits, including:

- Community connections
- Diversity and inclusion
- Community safety
- Community resilience
- A unifying identity
- Better accessibility to services, facilities, and open spaces
- Greater service provisions
- Frequent and quality social and cultural activities
- Diverse and affordable housing
- Enhanced liveability
- Place activation and unlocking potential (facilities, spaces and infrastructure)
- Greater collaboration and partnership for service provisions, and
- Greater communication among government, service providers and community.

Social Plan 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 13 (continued)

ATTACHMENT 2



ITEM 13 (continued)

ATTACHMENT 2

Table of Content

Attachment A – Engagement methodology
Attachment B – Community survey
Attachment C – Service providers survey
Attachment D – Community survey analysis
Attachment E – Service provider survey analysis
Attachment F – Focus groups' discussion themes and questions
Attachment G – Engagement materials

ITEM 13 (continued)

ATTACHMENT 2

Attachment A – Engagement methodology

Date	Tool	Stakeholders	Overview	Engagement
Tue 16 Jan 2024 – Sun 25 Feb 2024	Have your Say Website	Website users	A project webpage with background information, online surveys, interactive map, and project updates. The webpage was updated in March 2024 to include the details of in-person sessions (community and service providers workshops).	1,418 page views 331 users engaged
Tue 16 Jan 2024 – Sun 25 Feb 2024	Online Survey	General community	Online community survey where general community could provide feedback on the Social Plan 2025-2030. This was accessed through Council's Have Your Say webpage.	124 responses to Social Plan community survey received
Tue 16 Jan 2024 – Sun 17 March 2024	Online Survey	Service providers	Online survey where service providers could provide feedback on the Social Plan 2025-2030. This was promoted through Council's e-Newsletters.	19 responses to Social Plan service providers survey received
Tue 16 Jan 2024 – Sun 25 Feb 2024	Social Pinpoint Map	Website users	Online Social Pinpoint (interactive map) where stakeholders could provide feedback on the Social Plan 2025-2030. This was accessed through Council's Have Your Say webpage.	237 comments received
Tue 16 Jan 2024 – Sun 25 Feb 2024	Information phone line and email	All stakeholders	The City of Ryde main phone line and email address was provided for further information and open for feedback from the community.	No email or postal submissions received but option was available to community
Tue 16 Jan 2024 – Sun 25 Feb 2024 and Thu 14 March 2024 – Thu 28 March 2024	A4 flyer	Residents and community members	Two double sided A4 flyers (one for engagement phase 1 and one for engagement phase 2) were distributed at City of Ryde libraries and at various events to promote the consultation and feedback opportunities.	1200 approx. flyers printed

ITEM 13 (continued)

ATTACHMENT 2

Date	Tool	Stakeholders	Overview	Engagement
Tue 16 Jan 2024 – Sun 25 Feb 2024 and Thu 14 March 2024 – Thu 28 March 2024	A3 poster	Service providers and community members	Two A3 posters (one for engagement phase 1 and one for engagement phase 2) were shared with service providers to display and promote to their customers/clients. Posters were also displayed at five local libraries.	A3 poster
Tue 16 Jan 2024	Have Your Say eNewsletter	Service providers	eNewsletter emailed to service providers to promote the consultation and feedback opportunities. Several reminders were also sent following the first email. Additional eNewsletter emailed to service providers during March 2024 to promote the in-person sessions (service providers workshops).	112 eNewsletters distributed
Tue 16 Jan 2024	Have Your Say eNewsletter	Previous HYS submitters	eNewsletter emailed to stakeholders to promote the consultation and feedback opportunities. Several reminders were also sent following the first email. Additional eNewsletter emailed to stakeholders during March 2024 to promote the in-person sessions (Community workshops).	57 eNewsletters distributed
Each Wed between Tue 16 Jan 2024 – Sun 25 Feb 2024	Open community consultations advertisement in The Weekly Times	Newspaper readership	Listed in open community consultation newspaper advertisement to promote the consultation opportunities for all stakeholders.	38,000 total print readership
Fri 19 Jan 2024 – Sun 28 Jan 2024	Social Media – organic and paid	Facebook, Instagram and LinkedIn users	Social media to promote the consultation and feedback opportunities for all stakeholders. Additional social media updates were provided during March 2024 to promote in-person sessions (community and service providers workshops).	Facebook (organic and paid): 4,626 users reached Instagram (organic): 576 users reached LinkedIn (organic): 601 users reached

ITEM 13 (continued)

ATTACHMENT 2

Date	Tool	Stakeholders	Overview	Engagement
Tue 30 Jan 2023	Open community consultations listing in Your City News eNewsletter	Your City News subscribers	Listed in City News eNewsletter to promote the consultation and feedback opportunities.	3,522 eNewsletters distributed
Tue 30 Jan 2024– Sun 25 Feb 2024	Plasma Screens Display	City of Ryde libraries visitors	Plasma screens to promote the consultation and feedback opportunities.	Plasma screens across City of Ryde libraries
Tue 23 Jan Fri 26 Jan Thu 8 Feb Mon 12 Feb Wed 14 Feb Sat 17 Feb Sat 9 March Tue 12 March Thu 14 March 2024	Storyboard	Attendees of in-person engagement sessions	Used at in-person engagement sessions to display information on the project including QR codes to Have Your Say page links.	Used at each in-person engagement session
Tue 23 Jan 2024	In-person session at Meadowbank Park	Attendees at the School Holidays Bike Skills event	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	2 attendees provided feedback.
Fri 26 Jan 2024	In-person session at Ryde's Backyard BBQ	Attendees at Ryde's Backyard BBQ	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	201 comments received via social pinpoint
Thu 8 Feb 2024	In-person session at Ryde Library	Attendees at Authors Platform event	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	5 comments received via social pinpoint
Mon 12 Feb 2024	In-person session at Ryde Library	Attendees at Musical Morning Tea: SydneySiders Chorus	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	10 comments received via social pinpoint

ITEM 13 (continued)

ATTACHMENT 2

Date	Tool	Stakeholders	Overview	Engagement
Wed 14 Feb 2024	In-person session at West Ryde Library	Library Lovers Day Crafternoon + Mocktails	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint	13 comments received via social pinpoint
Sat 17 Feb 2024	In-person session at Lunar New Year Festival	Attendees at Lunar New year Festival	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person.	6 comments received via social pinpoint
Sat 17 Feb 2024	Consultation Board	Attendees at Lunar New year Festival	An opportunity for interested stakeholders to speak with Council staff about the consultation and shares ideas in-person on a range of questions.	122 comments received on question board
Sat 9 March	Consultation Board/paper	Attendees at International Women's Day Forum	An opportunity for interested stakeholders to speak with Council staff about the consultation and shares ideas in-person.	7 comments received on consultation paper
Tue 12 March	Consultation Board/paper	Attendees at Seniors Safety and Resilience Expo	An opportunity for interested stakeholders to speak with Council staff about the consultation and shares ideas in-person.	10 comments received on consultation paper
Thu 14 March 2024	Consultation Board/paper	Attendees at Seniors Volunteer Expo	An opportunity for interested stakeholders to speak with Council staff about the consultation and shares ideas in-person.	8 comments received on consultation paper
Thu 14 March 2024	Consultation worksheet	City of Ryde Business and Operations team (City Life) at Ryde Library	An opportunity to capture the City Life team's feedback and validate the key findings from community and service providers surveys.	Over 40 staff of Council's Business and Operations team participated

ITEM 13 (continued)

ATTACHMENT 2


Date	Tool	Stakeholders	Overview	Engagement
March 2024	Event webpage	Website users	An event webpage was created on Council's website including links to four in-person sessions for public registration.	19 people participated in four in-person sessions
Thu 21 March 2024	Social Plan – Workshop 1 at Marsfield Community Centre	General community	The outcomes of engagement phase 1 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the social and cultural challenges, opportunities, vision and priorities for future.	4 attendees provided feedback
Thu 21 March 2024	Social Plan – Workshop 2 at Lachlan's Line Auditorium	General community	The outcomes of engagement phase 1 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the social and cultural challenges, opportunities, vision and priorities for future.	5 attendees provided feedback
Wed 27 March 2024	Service Providers Workshop 1 at North Ryde School of Arts Community Hall	Social service providers	The outcomes of engagement phase 1 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the social and cultural challenges, opportunities, vision and priorities for future.	6 attendees provided feedback
Wed 27 March 2024	Service Providers Workshop 2 at Marsfield Community Centre	Social service providers	The outcomes of engagement phase 1 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the social and cultural challenges, opportunities, vision and priorities for future.	4 attendees provided feedback
Thu 18 April 2024	Online Focus Group	Organisations delivering social inclusion and wellbeing outcomes	The outcomes of engagement phases 1 & 2 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the social and cultural challenges, opportunities, vision and priorities for future.	<ul style="list-style-type: none"> Relationships Australia Community Migrant Resource Centre
Thu 18 April 2024	Online Focus Group	Agencies working on social infrastructure, housing, and economy	The outcomes of engagement phases 1 & 2 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the social and cultural challenges, opportunities, vision and priorities for future.	<ul style="list-style-type: none"> School Infrastructure NSW Community Housing Industry Association NSW Office of 24-Hour Economy Commissioner
Tue 2 July 2024	Councillor Workshop	City of Ryde Councillors	The outcomes of stakeholders' engagement were presented and validated with Councillors for their feedback.	

ITEM 13 (continued)

ATTACHMENT 2

Attachment B – Community survey

Social Plan 2025-2030



City of Ryde Social Plan 2025-2030

About this survey

City of Ryde is reviewing and updating its five-year Social Plan to help guide Council's work through to the year 2030.

As a member of the City of Ryde community, we would like to hear your thoughts about social wellbeing in the City of Ryde through this survey. Your input will assist Council to capture valuable insights about the current and future social and cultural environment in the City of Ryde, your satisfaction level with community services, facilities and activities, and your quality of life to help inform its understanding of the community's specific needs that should be considered into the future.

By completing this survey, you will go into a draw to win one (1) of five (5) Anystore Gift Cards valued at \$100. Please see our [terms and conditions](#) for more information.


This survey will take **approximately 15 minutes to complete** and will be **available until Sunday 25 February 2024**.

Please note: Information and/or feedback provided to Council in correspondence (including responses to forms and surveys) may be made publicly available, in accordance with the Government Information Public Access Act (GIPA Act) 2009. Any written feedback provided may also be made publicly available as is (verbatim comments) in the reporting process. Your feedback may be passed onto relevant external consultants for the purpose of reporting on the engagement outcomes, however, your name and other contact information won't be made available.

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030



City of Ryde Social Plan 2025-2030

Tell us about yourself

Your responses to this survey will remain anonymous and will greatly assist our understanding in servicing the needs of the City of Ryde community.

***1. Which of the following best describes your relationship and/or connection to the City of Ryde. Please select all that apply.**

<input type="checkbox"/> Resident	<input type="checkbox"/> Student
<input type="checkbox"/> Worker	<input type="checkbox"/> Non-resident property owner
<input type="checkbox"/> Visitor	<input type="checkbox"/> Business owner
<input type="checkbox"/> Other (please specify)	

2. Please tell us the suburb you are connected to the most.

<input type="checkbox"/> Chatswood West	<input type="checkbox"/> Gladesville	<input type="checkbox"/> Putney
<input type="checkbox"/> Denistone	<input type="checkbox"/> Marsfield	<input type="checkbox"/> Ryde
<input type="checkbox"/> Denistone East	<input type="checkbox"/> Macquarie Park	<input type="checkbox"/> West Ryde
<input type="checkbox"/> Denistone West	<input type="checkbox"/> Meadowbank	<input type="checkbox"/> Tennyson Point
<input type="checkbox"/> East Ryde	<input type="checkbox"/> Melrose Park	
<input type="checkbox"/> Eastwood	<input type="checkbox"/> North Ryde	
<input type="checkbox"/> Other (please specify)		

3. How long have you been connected with the City of Ryde?

☐ Under 5 years
☐ 5 to 10 years
☐ 10 to 20 years
☐ More than 20 years

ITEM 13 (continued)

ATTACHMENT 2

4. Please tell us your gender.

- | | |
|---|---|
| <input type="radio"/> Female | <input type="radio"/> Intersex |
| <input type="radio"/> Male | <input type="radio"/> Non-Binary |
| <input type="radio"/> Transgender | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Prefer to self-describe my gender | |

5. Are you of Aboriginal or Torres Strait Islander origin?

- ☐ Yes, Aboriginal
- ☐ Yes, Torres Strait Islander
- ☐ Yes, both
- ☐ Neither
- ☐ Prefer not to answer

6. Please tell us your age.

- | | |
|--------------------------------|-----------------------------------|
| <input type="radio"/> 18 to 29 | <input type="radio"/> 60 to 69 |
| <input type="radio"/> 30 to 39 | <input type="radio"/> 70 to 79 |
| <input type="radio"/> 40 to 49 | <input type="radio"/> 80 and over |
| <input type="radio"/> 50 to 59 | |

7. Which country were you born in?

8. Please tell us what language(s) you speak at home, other than English. Please select all that apply.

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> English only | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Italian |
| <input type="checkbox"/> Cantonese | <input type="checkbox"/> Indonesian |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Malay |
| <input type="checkbox"/> Hindi | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Filipino | |
| <input type="checkbox"/> Other (please specify) | |


9. Are you or anyone in your household living with disability?


- ☐ Yes
- ☐ No

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030

Community connections


* 10. Thinking of the community connections within the City of Ryde, to what extent do you agree or disagree with the following?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
I feel I belong / socially connected to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a good range of cultural & community groups		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My culture is respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communities are harmonious, cohesive and inclusive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030



City of Ryde Social Plan 2025-2030

Community safety

* 11. Thinking of safety within the City of Ryde, to what extent do you agree or disagree with the following?


	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
I know many people in my building, street or neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can call a neighbour or local relative if I need assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe while travelling on public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe while walking alone in my neighbourhood during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe while walking alone in my neighbourhood during the night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. In the past few years within the City of Ryde, have you seen or experienced any discriminatory attitudes or physical violence towards yourself or other people because of race, religion, gender, or age? Please tell us where (geographically) you experienced this behaviour and what the setting was.

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030



City of Ryde Social Plan 2025-2030

Accessibility to services and facilities

* 13. How satisfied are you with existing open spaces, public places and community facilities in the Ryde area in meeting your needs?

Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Please tell us how you see the existing spaces, places, and facilities across the City of Ryde, contributing to social inclusion, mental health, or providing a healthy environment for adults and children.

ITEM 13 (continued)

ATTACHMENT 2


* 15. Thinking of accessing services and facilities in the City of Ryde, to what extent do you agree or disagree with the following?

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
I can access the health and medical services I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can access other services I need (eg. Education, Legal, employment, financial)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to open spaces and parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to community facilities (e.g., libraries, community centres, halls, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can access the internet through public services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030



City of Ryde Social Plan 2025-2030

Accessibility to services and facilities

16. What services and/or facilities in your local area do you have problems accessing?
Please select all that apply.

<input type="checkbox"/> Community service	<input type="checkbox"/> Public transport
<input type="checkbox"/> Housing services	<input type="checkbox"/> Legal services (financial planning and counselling)
<input type="checkbox"/> Health services (e.g., hospitals, doctors, dentists, specialists, mental health services)	<input type="checkbox"/> Employment services, professional upskilling and training
<input type="checkbox"/> Medicare and Centrelink services	<input type="checkbox"/> Education and learning services
<input type="checkbox"/> Disability services	<input type="checkbox"/> Childcare services
<input type="checkbox"/> Aged care services	<input type="checkbox"/> Not applicable
<input type="checkbox"/> Recreation	
<input type="checkbox"/> Other (please specify)	


17. What are the main reasons for experiencing difficulty in accessing these services and/or facilities? Please select all that apply.


<input type="checkbox"/> Cost of service	<input type="checkbox"/> Language barriers
<input type="checkbox"/> Transport/distance	<input type="checkbox"/> No service in my area
<input type="checkbox"/> Health issues or disability	<input type="checkbox"/> Inadequate internet access
<input type="checkbox"/> Other (please specify)	

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030

Accessibility to services and facilities

18. If you or any of your family members need care and support services, how satisfied are you with the level of equitable access to those services across the City of Ryde?

Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very Satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Please tell us your reason for your rating above.

20. If you or any of your family members need disability care and support services, how satisfied are you with the level of equitable access to disability support services in the City of Ryde?


Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very Satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Please tell us your reason for your rating above.

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030



City of Ryde Social Plan 2025-2030

Social and cultural activities

* 22. In the past 12 months, which of the following events and social activities have you participated in within City of Ryde? Please select all that apply.

<input type="checkbox"/> Festival and/or community event	<input type="checkbox"/> Local markets
<input type="checkbox"/> Sporting event	<input type="checkbox"/> Education course or class
<input type="checkbox"/> Fundraising event	<input type="checkbox"/> Have not participated
<input type="checkbox"/> Expo	<input type="checkbox"/> Not applicable
<input type="checkbox"/> Other (please specify)	

23. What challenges / barriers have you faced in attending, participating and/or collaborating in social and cultural activities / events within the City of Ryde? Please select all that apply.

<input type="checkbox"/> Cost of activities	<input type="checkbox"/> Language barriers
<input type="checkbox"/> Transport/distance	<input type="checkbox"/> No activity in area
<input type="checkbox"/> Health issues or disability	<input type="checkbox"/> Not applicable
<input type="checkbox"/> Cultural difference	
<input type="checkbox"/> Other (please specify)	

24. How satisfied are you with the frequency and quality of social and cultural activities within the City of Ryde?


Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Did you participate in any events and social activities outside the City of Ryde? If so, please describe or provide further details.

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030



City of Ryde Social Plan 2025-2030

Overall feedback and recommendations

26. Overall based on your connection to the City of Ryde, how would you rate the quality of life?

Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 27. Please select the top 3 actions that should be future priorities for the City of Ryde?

<input type="checkbox"/> Improve Community safety	<input type="checkbox"/> Improve accessibility of places and connections between them
<input type="checkbox"/> Promote social and cultural diversity and inclusion	<input type="checkbox"/> Preserve cultural heritage and strengthen the character of local places
<input type="checkbox"/> Improve access to community facilities (e.g., libraries, halls, galleries), parks and open spaces	<input type="checkbox"/> Develop greater community connection and attachment to local places
<input type="checkbox"/> Provide opportunities for greater connection between community members	<input type="checkbox"/> Support opportunities for affordable and sustainable development
<input type="checkbox"/> Other (please specify) <div style="border: 1px solid #ccc; height: 20px; width: 300px; margin-top: 5px;"></div>	

* 28. Please select the top 3 community facilities in greatest need of improvement in the City of Ryde.


<input type="checkbox"/> Community centres	<input type="checkbox"/> Sports facilities
<input type="checkbox"/> Halls and venues	<input type="checkbox"/> Healthcare facilities
<input type="checkbox"/> Libraries	<input type="checkbox"/> Schools and childcares
<input type="checkbox"/> Places of worship	<input type="checkbox"/> Open spaces

* 29. Finally, do you have any further feedback or suggestions regarding the City of Ryde Social Plan 2025-2030?

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030



City of Ryde Social Plan 2025-2030

Prize draw and further engagement

To enter the prize draw to win one (1) of five (5) Anystore Gift Cards valued at \$100, please tick the box below to indicate you are 18 years or over, agree to the [terms and conditions](#) and provide your contact details.

30. Would you like to enter the prize draw mentioned above?

☐ Yes, I would like to enter the prize draw. I am 18 years of age or over and agree to the [terms and conditions](#)

31. Would you like the opportunity to participate in any future focus groups / workshops relating to the Social Plan?

☐ Yes, I would like the opportunity to participate in any future focus groups / workshops relating to the Social Plan and be contacted using the email address provided below

32. Would you like to receive any potential updates from the City of Ryde regarding this project and/or similar projects in the future?

☐ Yes, I would like to receive potential updates regarding this project and/or similar projects in the future using the email address provided below

33. Please provide your contact details below if you have answered Yes to any of the above questions.

Name:

Email Address:

Phone Number:

Please be assured that your details will only be used in regards to the preferences you have indicated above and under no circumstances will your details be provided to a third party or linked to your survey responses. Your responses will remain anonymous and under no circumstances will you be personally identifiable in the reporting process.

ITEM 13 (continued)

ATTACHMENT 2



City of Ryde Social Plan 2025-2030

Thank you for your feedback.

Thank you for taking the time to complete this survey. Your feedback is important to us and will be used to inform improvements to our future programs.

For further information on the City of Ryde Social Plan 2025-2030, please visit the [Have Your](#)

[Say page](#). Alternatively, you can contact the City of Ryde on (02) 9952 8222 or email

cityofryde@ryde.nsw.gov.au.

ITEM 13 (continued)

ATTACHMENT 2

Attachment C – Service providers survey

Social Plan 2025-2030 and
Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

About this survey

City of Ryde is reviewing and updating its five-year **Social Plan** and **Creativity Strategy** to help guide Council's work through to the year 2030.

As a local community service or creativity-based service provider, we would like to hear your thoughts about social wellbeing and creativity in the City of Ryde through this survey.

Your input will assist Council to capture valuable insights about the current and future social and cultural environment in the City of Ryde, and the challenges and opportunities for improving the community services and facilities to help inform its understanding of the community's specific needs that should be considered into the future.

This survey will take **approximately 10 minutes to complete** and will be **available until Sunday 25 February 2024**.


Please note: Information and/or feedback provided to Council in correspondence (including responses to forms and surveys) may be made publicly available, in accordance with the Government Information Public Access Act (GIPA Act) 2009. Any written feedback provided may also be made publicly available as is (verbatim comments) in the reporting process.

Your feedback may be passed onto relevant external consultants for the purpose of reporting on the engagement outcomes, however, your name and other contact information won't be made available.

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Organisation and contact details

1. Please tell us about your organisation:

Organisation name:

Department: (if relevant)

2. Please tell us about yourself:

Your name:

Your position:

Your email address:

Your phone number:

3. Would you like to receive any potential updates from the City of Ryde regarding this project and/or similar projects in the future?

☐ Yes, I would like to receive potential updates regarding this project and/or similar projects in the future using the email address provided above

4. Would you like the opportunity to participate in any future focus groups / workshops relating to the Social Plan 2025-2030 and Creativity Strategy 2025-2030?


☐ Yes, I would like the opportunity to participate in any future focus groups / workshops relating to the Social Plan and Creativity Strategy and be contacted using the email address provided above


Your contact can be used to verify your submission, to receive updates on the project, and for statistical purposes. In the reporting process, please be assured your feedback will remain anonymous and under no circumstances will you be personally identifiable. If you do not provide your contact details and/or they cannot be verified then your response may not be considered as part of the final results.

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

About your organisation and service provisions

5. Who are your organisation's main audience and/or customer(s)? Please select all that apply.

<input type="checkbox"/> Children and youth	<input type="checkbox"/> Emerging artists
<input type="checkbox"/> Seniors	<input type="checkbox"/> People with disability
<input type="checkbox"/> Families	<input type="checkbox"/> People with special needs for mental health
<input type="checkbox"/> Women	<input type="checkbox"/> People with special needs for physical health
<input type="checkbox"/> Men	<input type="checkbox"/> Culturally and linguistically diverse people
<input type="checkbox"/> LGBTQI+ community	<input type="checkbox"/> Newly arrived migrants, refugees, humanitarian visa holders
<input type="checkbox"/> Community based creative groups	
<input type="checkbox"/> Other (please specify)	


6. Which of the following best describes the services provided by your organisation? Please select all that apply.

<input type="checkbox"/> Health and wellbeing	<input type="checkbox"/> Sports and recreation
<input type="checkbox"/> Community service provider (e.g. people with disability, children, youth, family, seniors)	<input type="checkbox"/> Employment
<input type="checkbox"/> Culturally and linguistically diverse community support	<input type="checkbox"/> Financial counselling
<input type="checkbox"/> Education and learning	<input type="checkbox"/> Legal/justice
<input type="checkbox"/> Arts and cultural	<input type="checkbox"/> Faith-based
<input type="checkbox"/> Community facilities (e.g. libraries, galleries, halls)	
<input type="checkbox"/> Other (please specify)	

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

About your organisation and service provisions

7. Does your organisation provide services for any of the following social issues? Please select all that apply.

<input type="checkbox"/> Mental health	<input type="checkbox"/> Use of alcohol and drugs
<input type="checkbox"/> Physical health	<input type="checkbox"/> Financial issues
<input type="checkbox"/> Disability and access	<input type="checkbox"/> Cultural issues
<input type="checkbox"/> Family breakdown	<input type="checkbox"/> Social isolation
<input type="checkbox"/> Domestic violence	<input type="checkbox"/> Racism and discrimination
<input type="checkbox"/> Housing / homelessness	<input type="checkbox"/> Elder/child/sexual abuse
<input type="checkbox"/> Unemployment/underemployment	<input type="checkbox"/> None of the above
<input type="checkbox"/> Youth disengagement	
<input type="checkbox"/> Other (please specify)	


8. Which of the following creativity-related services does your organisation provide within the City of Ryde? Please select all that apply.


<input type="checkbox"/> Arts and creativity-related training services	<input type="checkbox"/> Collaboration on holding arts and culture related events
<input type="checkbox"/> Artists professional development services	<input type="checkbox"/> Providing venue for creativity-related activities (e.g., halls and theatre spaces, galleries)
<input type="checkbox"/> Collaboration with creative industries (film, music, etc)	<input type="checkbox"/> None of the above
<input type="checkbox"/> Marketing and communications for promoting arts and culture	
<input type="checkbox"/> Other (please specify)	

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

About your organisation and service provisions

9. Approximately, how many people did your organisation provide services to within the past year?

Please answer in whole numbers only.

10. How many people work/volunteer in your organisation (including part time and casual staff)? Please answer in whole numbers only.

* 11. Which of the following best describes your organisation's gross annual turnover?

<input type="radio"/> Under \$50,000	<input type="radio"/> \$750,000 to under \$1 million
<input type="radio"/> \$50,000 to less than \$150,000	<input type="radio"/> \$1 million to less than \$5 million
<input type="radio"/> \$150,000 to under \$500,000	<input type="radio"/> \$5 million or more
<input type="radio"/> \$500,000 to under \$750,000	<input type="radio"/> Prefer not to say



12. Does your organisation collaborate and partner with other organisations (i.e. government organisations, not-for-profit organisations)? If yes, please provide some details.

13. Has there been any change to your organisation's service provision over the past 2 years? If yes, please specify the change and reasons for that change.

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Opportunities

14. What opportunities have been made available to your organisation when providing services within the City of Ryde?

* 15. What programs or grants has your organisation applied for and/or received from the City of Ryde? Please select all that apply.

<input type="checkbox"/> Community Wellbeing	<input type="checkbox"/> Professional Skills for Creatives
<input type="checkbox"/> Events	<input type="checkbox"/> Creative Spotlight
<input type="checkbox"/> Arts and Creativity	<input type="checkbox"/> Get Gig Ready
<input type="checkbox"/> Community Facilities and Equipment	<input type="checkbox"/> Tech Savvy Seniors
<input type="checkbox"/> Venue Hire	<input type="checkbox"/> Storytime and Rhymetime
<input type="checkbox"/> Sports and Recreation	<input type="checkbox"/> Did not apply
<input type="checkbox"/> Small Grants	<input type="checkbox"/> Applied but did not receive any grants
<input type="checkbox"/> Other (please specify)	

16. How satisfied are you with the variety and access to the above-mentioned programs and grants in the City of Ryde?

☐ Not at all satisfied
 ☐ Not very satisfied
 ☐ Somewhat satisfied
 ☐ Satisfied
 ☐ Very satisfied

ITEM 13 (continued)

ATTACHMENT 2


* 17. What business skills do you think would enhance your organisation's services? Please select all that apply.


- | | |
|---|--|
| <input type="checkbox"/> Financial management | <input type="checkbox"/> Governance (including skills to run a small business) |
| <input type="checkbox"/> Strategic planning | <input type="checkbox"/> Risk management |
| <input type="checkbox"/> Marketing and communications | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Grant writing | |
| <input type="checkbox"/> Other (please specify) | |

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Challenges

18. What are the main challenges faced by your organisation when providing services within the City of Ryde?

* 19. In the past 12 months has your organisation experienced any of the following issues when delivering creativity focused services or programs? Please select all that apply.

<input type="checkbox"/> Limited number of affordable creative spaces for producing and showcasing work	<input type="checkbox"/> Difficulties in accessing training and skill development support for promoting creativity
<input type="checkbox"/> Lack of a range of programs and initiatives provided by the government for promoting creativity	<input type="checkbox"/> Regulatory challenges
<input type="checkbox"/> Lack of investment and funding opportunities for developing creativity through arts, culture, businesses or built environment	<input type="checkbox"/> None of the above
<input type="checkbox"/> Difficulties in accessing networks and collaborating for promoting creativity	
<input type="checkbox"/> Other (please specify)	

ITEM 13 (continued)

ATTACHMENT 2


20. What are the key barriers your customers are facing in accessing your services? Please select all that apply.


- | | |
|---|---|
| <input type="checkbox"/> Cost of service | <input type="checkbox"/> Service not available in area |
| <input type="checkbox"/> Transport/distance | <input type="checkbox"/> Inadequate internet access |
| <input type="checkbox"/> Health issues/ disability | <input type="checkbox"/> Lack of trust in services |
| <input type="checkbox"/> Language barriers | <input type="checkbox"/> Service at capacity, waitlist only |
| <input type="checkbox"/> Appointment not available at required time | |
| <input type="checkbox"/> Other (please specify) | |

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Organisational vision


21 . What is your organisation's vision for social wellbeing (access to services, diversity, inclusion and equity) in the City of Ryde?


22. What is your organisation's vision for developing creativity through arts, culture, businesses or built environment in the City of Ryde?

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Role of Council

23. What does the City of Ryde do well to support social wellbeing and creativity?


* 24. How could Council better support your organisation in service provisions for the community? Please select all that apply.


<input type="checkbox"/> Provide facilities	<input type="checkbox"/> Support capacity building
<input type="checkbox"/> Provide supporting programs and grants	<input type="checkbox"/> Information distribution
<input type="checkbox"/> Support partnership development	
<input type="checkbox"/> Other (please specify)	

ITEM 13 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Awareness and further feedback

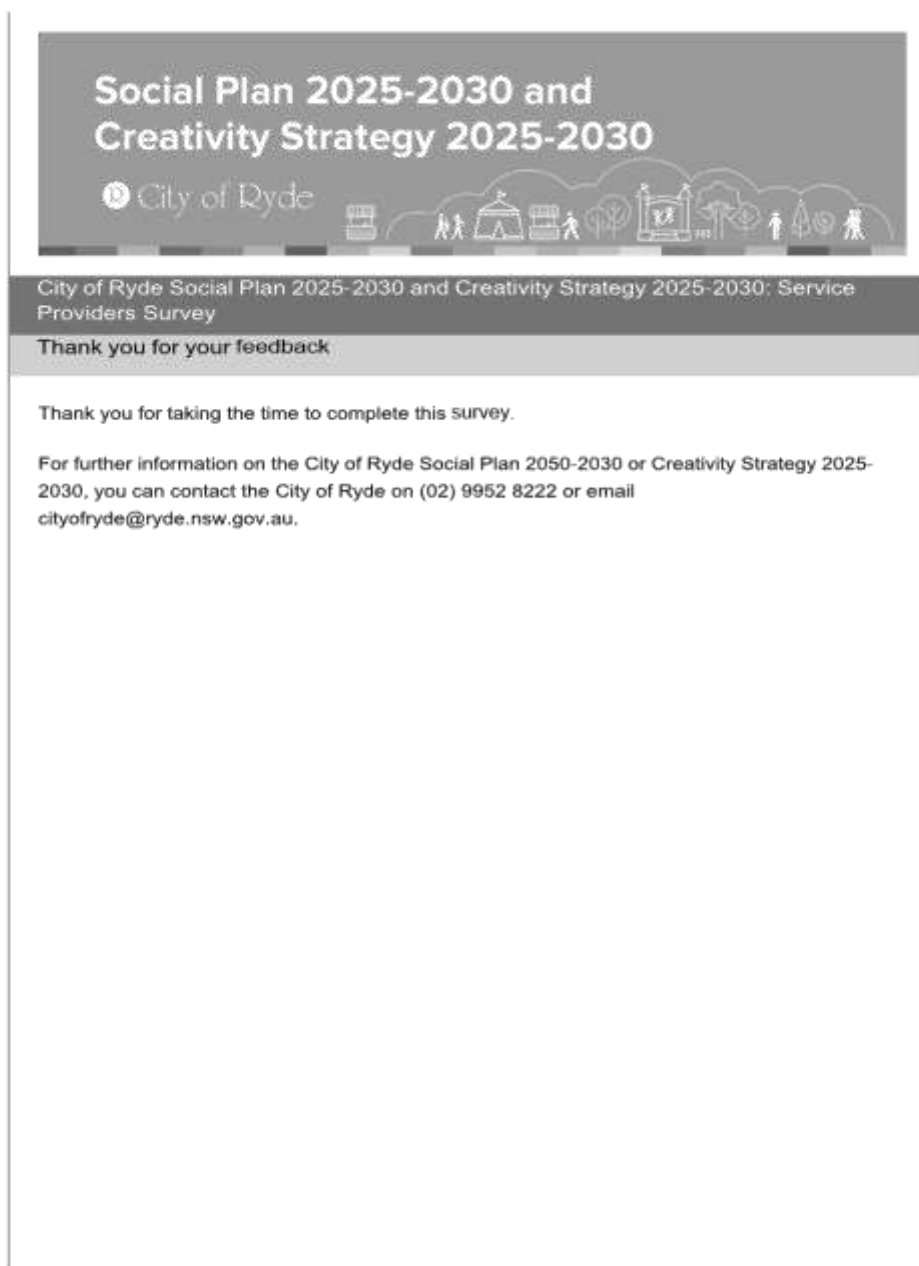
25. To the best of your knowledge, how do people typically find out about the activities, programs and services your organisation delivers? Please select all that apply.

<input type="checkbox"/> My organisation's website	<input type="checkbox"/> Other organisations (websites, events, referrals)
<input type="checkbox"/> City of Ryde events	<input type="checkbox"/> Social media
<input type="checkbox"/> City of Ryde website	<input type="checkbox"/> Word of mouth
<input type="checkbox"/> City of Ryde facilities (community centres, libraries)	<input type="checkbox"/> Passers-by see us and/or drop-in
<input type="checkbox"/> Other (please specify) <div style="border: 1px solid black; height: 20px; width: 50%; margin-top: 5px;"></div>	

26. Do you have any further comments regarding social wellbeing and creativity in the City of Ryde?

ITEM 13 (continued)

ATTACHMENT 2

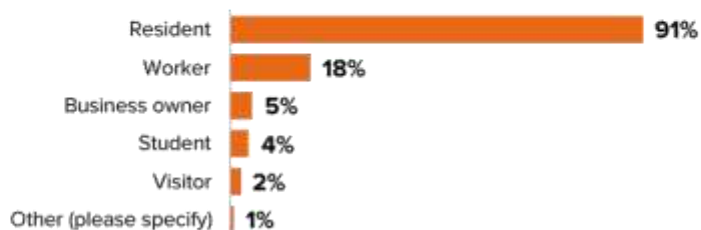


ITEM 13 (continued)

ATTACHMENT 2

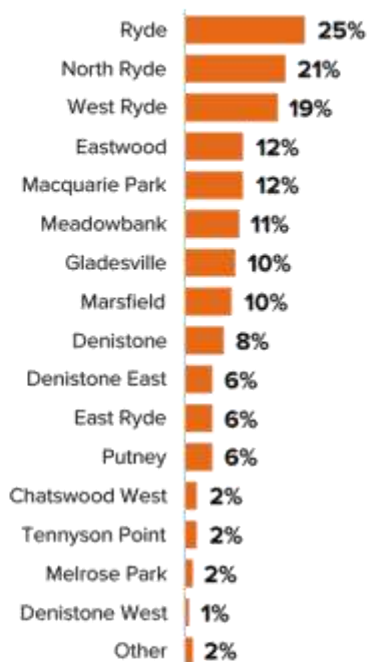
Attachment D – Community survey analysis

1. Which of the following best describes your relationship and/or connection to the City of Ryde? (n=124)



Note: Respondents could select multiple options, hence total does not add to 100%

2. Please tell us the suburb you are connected to the most. (n=124)



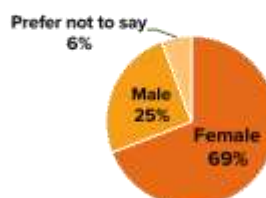
Note: Respondents could select multiple options, hence total does not add to 100%

3. How long have you been connected with the City of Ryde? (n=123)



Note: Percentages may not total 100 due to rounding

4. Please tell us your gender. (n=123)



ITEM 13 (continued)

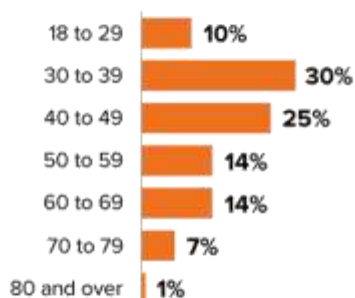
ATTACHMENT 2



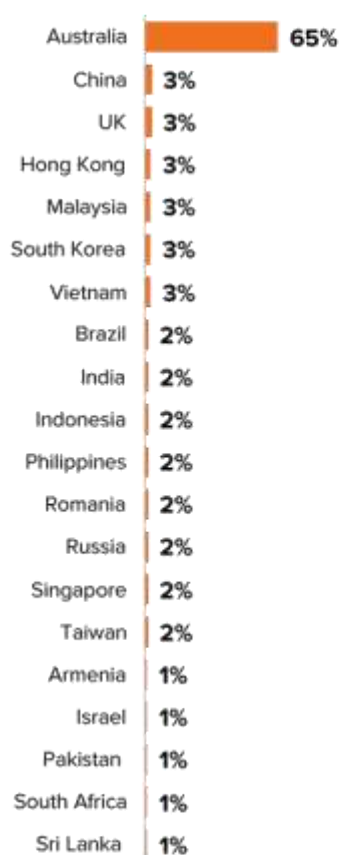
5. Are you of Aboriginal or Torres Strait Islander origin? (n=122)



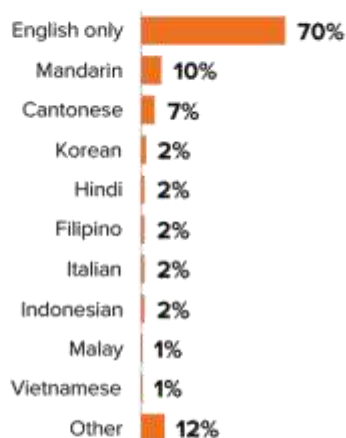
6. Please tell us your age. (n=123)



7. Which country were you born in? (n=116)

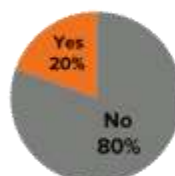


8. Please tell us what language(s) you speak at home, other than English. (n=121)



Note: Respondents could select multiple options, hence total does not add to 100%

9. Are you or anyone in your household living with disability? (n=123)



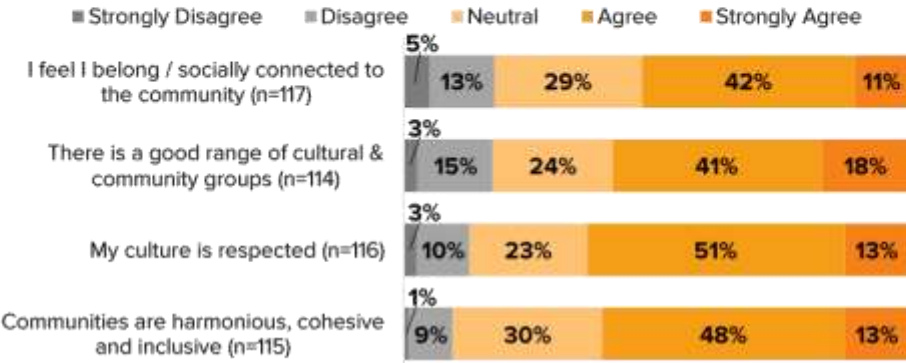
Note: Percentages may not total 100 due to rounding



ITEM 13 (continued)

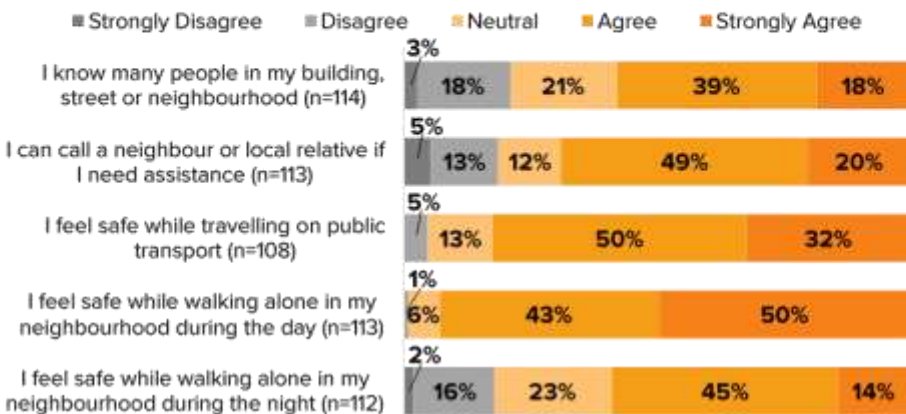
ATTACHMENT 2

10. Thinking of the community connections within the City of Ryde, to what extent do you agree or disagree with the following?



Note: Respondents who answered 'N/A' were not included in the total base

11. Thinking of safety within the City of Ryde, to what extent do you agree or disagree with the following?

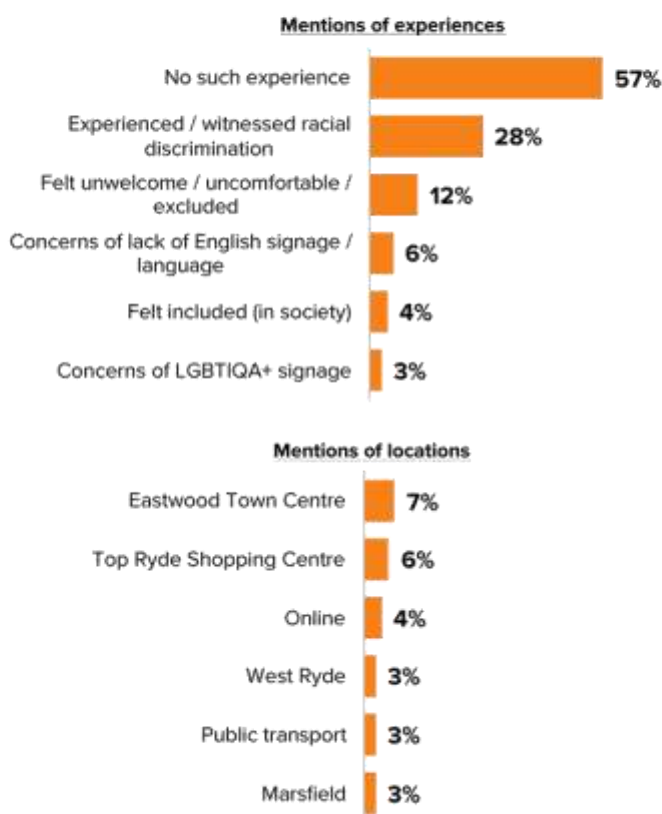


Note: Respondents who answered 'N/A' were not included in the total base

ITEM 13 (continued)

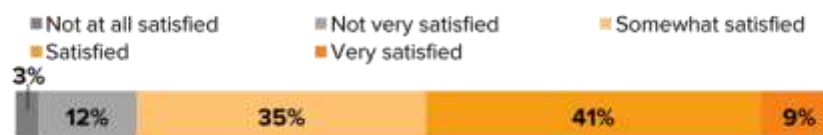
ATTACHMENT 2

12. In the past few years within the City of Ryde, have you seen or experienced any discriminatory attitudes or physical violence towards yourself or other people because of race, religion, gender, or age? Please tell us where (geographically) you experienced this behaviour and what the setting was. (Open ended, n=69)



Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted.

13. How satisfied are you with existing open spaces, public places and community facilities in the Ryde area in meeting your needs? (n=108)

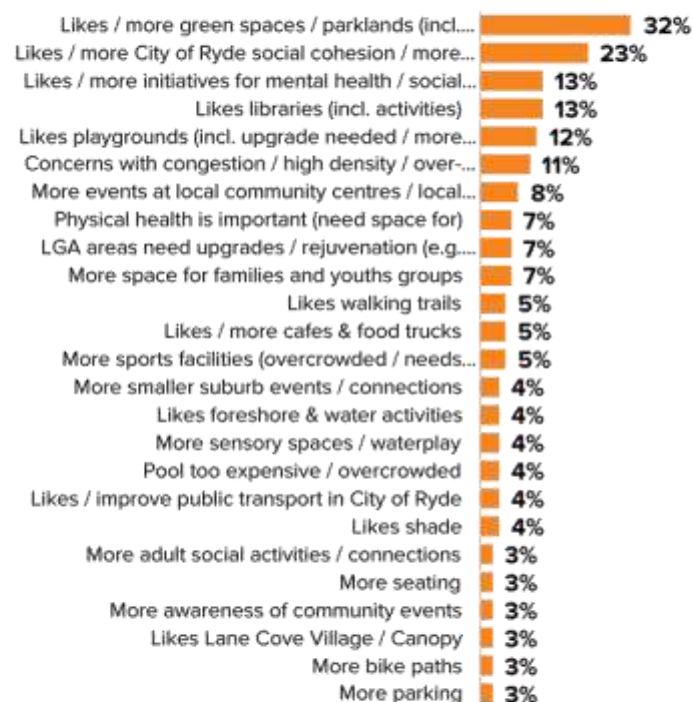


Note: Percentages may not total 100 due to rounding

ITEM 13 (continued)

ATTACHMENT 2

14. Please tell us how you see the existing spaces, places, and facilities across the City of Ryde, contributing to social inclusion, mental health, or providing a healthy environment for adults and children. (Open ended, n=75)



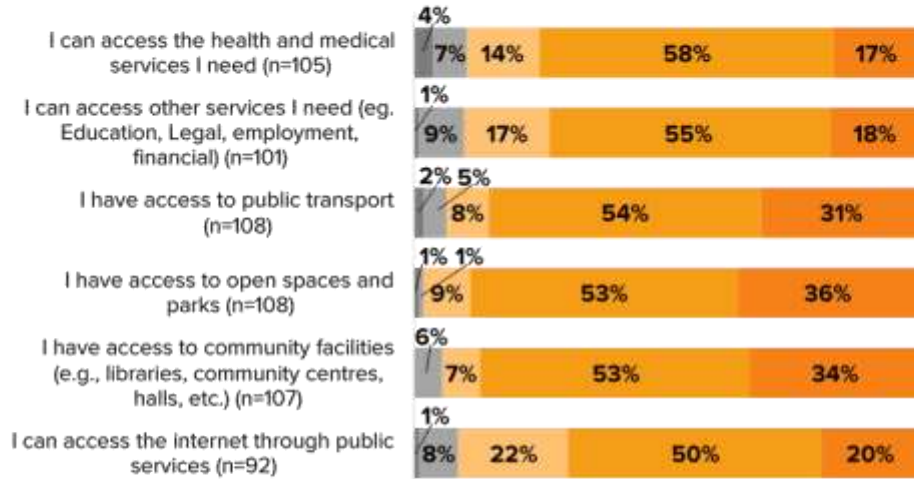
Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted.

ITEM 13 (continued)

ATTACHMENT 2

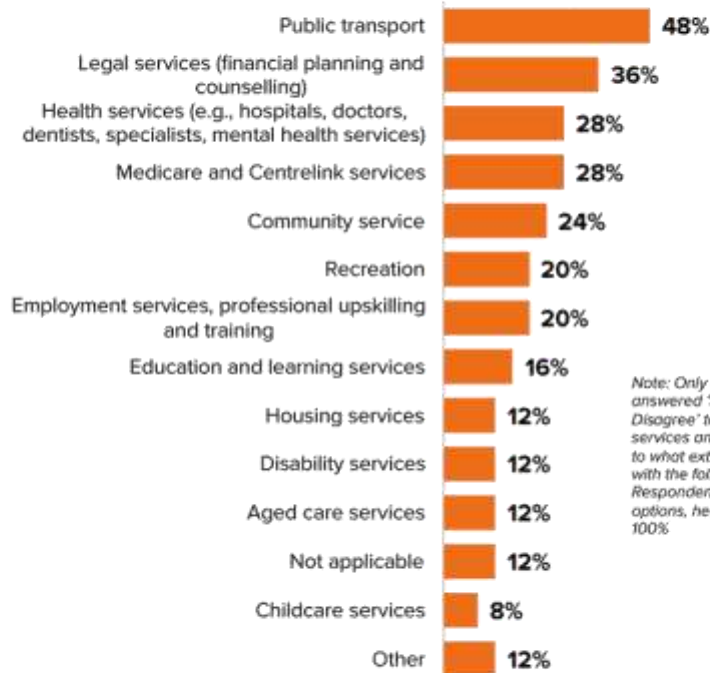
15. Thinking of accessing services and facilities in the City of Ryde, to what extent do you agree or disagree with the following?

Strongly Disagree Disagree Neutral Agree Strongly Agree



Note: Respondents who answered 'N/A' were not included in the total base

16. What services and/or facilities in your local area do you have problems accessing?
(n=25*) *Caution: Low sample size. Data to be used as indicative only.

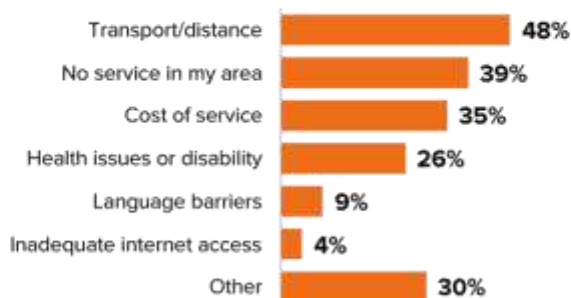


Note: Only asked to respondents who answered 'Disagree' or 'Strongly Disagree' to 'Thinking of accessing services and facilities in the City of Ryde, to what extent do you agree or disagree with the following?' Respondents could select multiple options, hence total does not add to 100%

ITEM 13 (continued)

ATTACHMENT 2

17. What are the main reasons for experiencing difficulty in accessing these services and/or facilities? (n=23*) *Caution: Low sample size. Data to be used as indicative only.

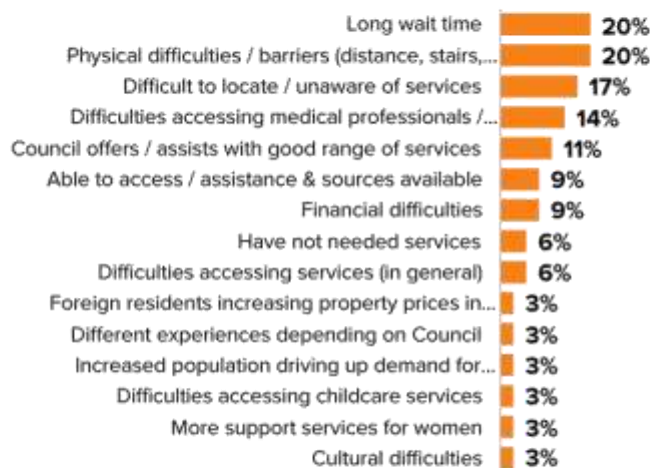


Note: Only asked to respondents who answered 'Disagree' or 'Strongly Disagree' to 'Thinking of accessing services and facilities in the City of Ryde, to what extent do you agree or disagree with the following?' Respondents could select multiple options, hence total does not add to 100%

18. If you or any of your family members need care and support services, how satisfied are you with the level of equitable access to those services across the City of Ryde? (n=53)



19. Reasons for ratings of satisfaction with level of equitable access to care and support services across the City of Ryde. (Open ended, n=35*)



*Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted. *Caution: Low sample size. Data to be used as indicative only.*

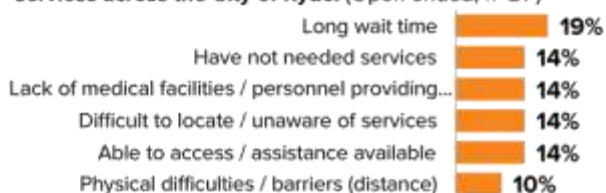
ITEM 13 (continued)

ATTACHMENT 2

20. If you or any of your family members need disability care and support services, how satisfied are you with the level of equitable access to disability support services in the City of Ryde? (n=32*) *Caution: Low sample size. Data to be used as indicative only.

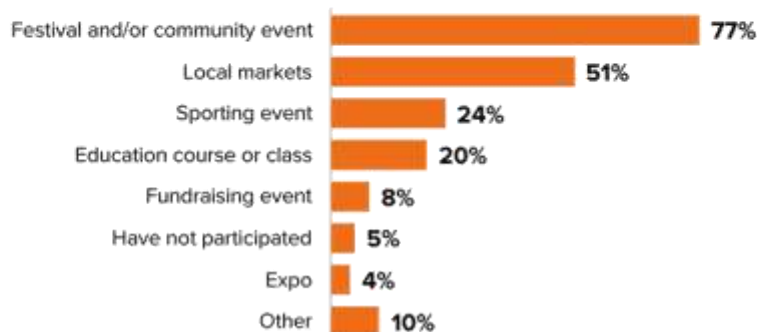


21. Reasons for ratings of satisfaction with level of equitable access to disability support services across the City of Ryde. (Open ended, n=21*)



*Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted.
Caution: Low sample size. Data to be used as indicative only.

22. In the past 12 months, which of the following events and social activities have you participated in within City of Ryde? (n=100)

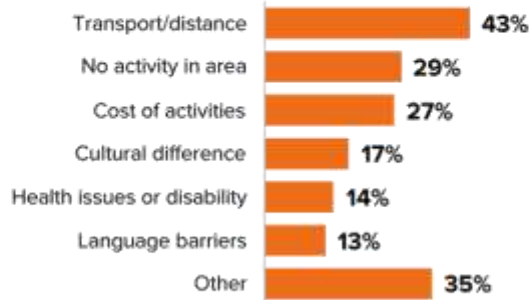


Note: Respondents could select multiple options, hence total does not add to 100%

ITEM 13 (continued)

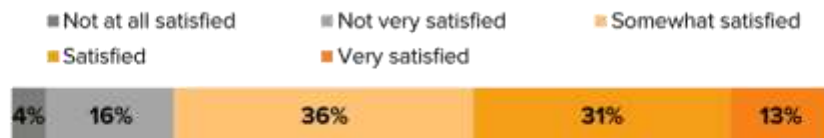
ATTACHMENT 2

23. What challenges / barriers have you faced in attending, participating and/or collaborating in social and cultural activities / events within the City of Ryde? (n=63)



Note: Respondents could select multiple options, hence total does not add to 100%

24. How satisfied are you with the frequency and quality of social and cultural activities within the City of Ryde? (n=96)



25. Did you participate in any events and social activities outside the City of Ryde? (Open ended, n=23*)



*Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted. *Caution: Low sample size. Data to be used as indicative only.*

26. Overall based on your connection to the City of Ryde, how would you rate the quality of life? (n=95)

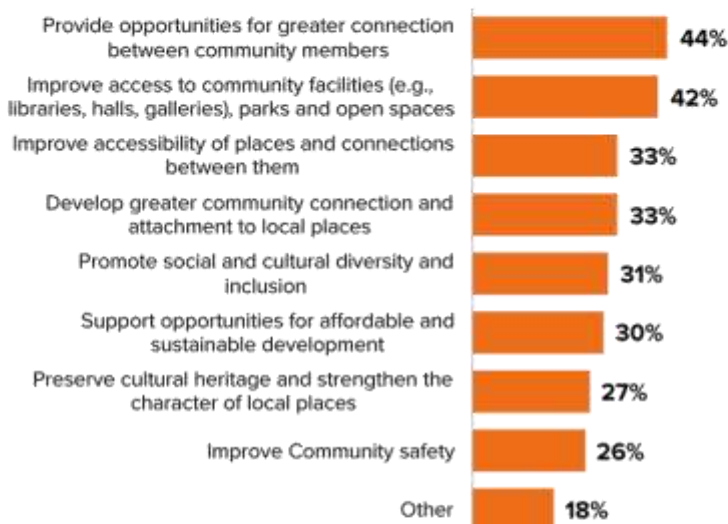


Note: Percentages may not total 100 due to rounding

ITEM 13 (continued)

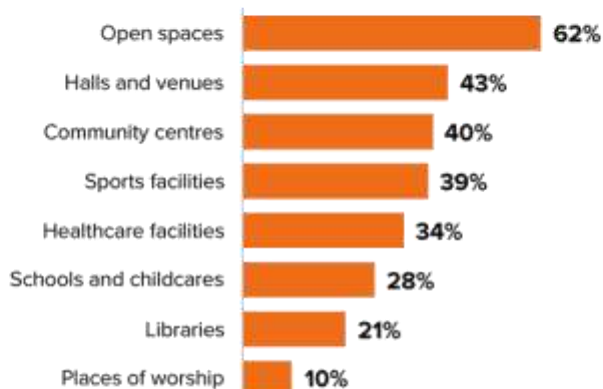
ATTACHMENT 2

27. Please select the top 3 actions that should be future priorities for the City of Ryde? (n=98)



Note: Respondents could select multiple options, hence total does not add to 100%

28. Please select the top 3 community facilities in greatest need of improvement in the City of Ryde. (n=98)



Note: Respondents could select multiple options, hence total does not add to 100%

ITEM 13 (continued)

ATTACHMENT 2



29. Finally, do you have any further feedback or suggestions regarding the City of Ryde Social Plan 2025-2030? (Open ended, n=43)



*Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted.
Caution: Low sample size. Data to be used as indicative only.

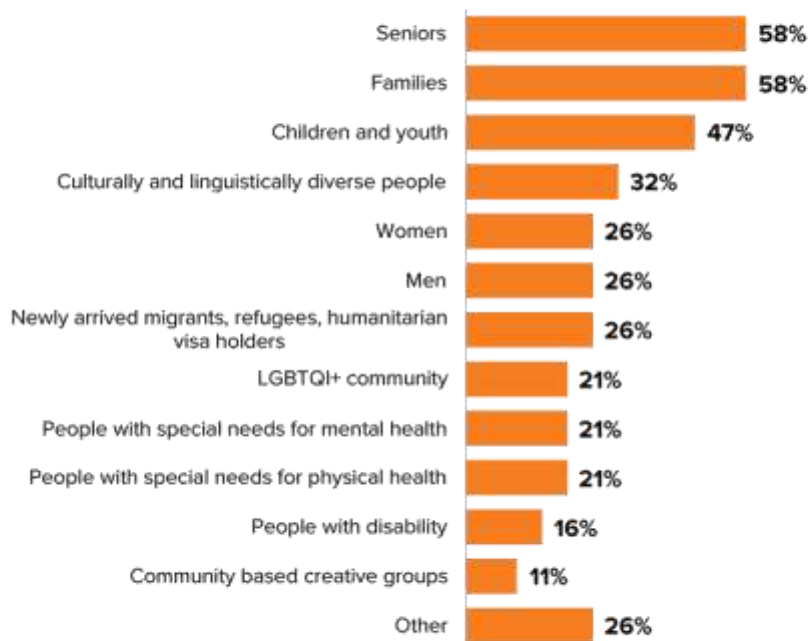


ITEM 13 (continued)

ATTACHMENT 2

Attachment E – Service provider survey analysis¹ (Consolidated
 service provider survey for both Social Plan 2025-2030 and Creativity Strategy 2025-2030)

5. Who are your organisation's main audience and/or customer(s)? (n=19*)



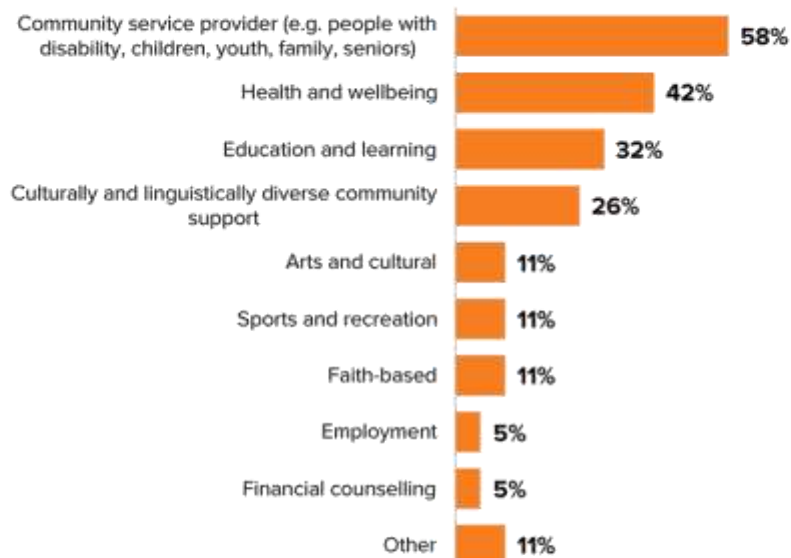
*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

¹ This section presents the quantitative analysis of responses to multiple-choice questions in the service providers survey. Due to the small number of responses to the open-ended questions, the findings from qualitative analysis of those questions, when demonstrated meaningful findings, have been directly added to the section of "What we have Heard".

ITEM 13 (continued)

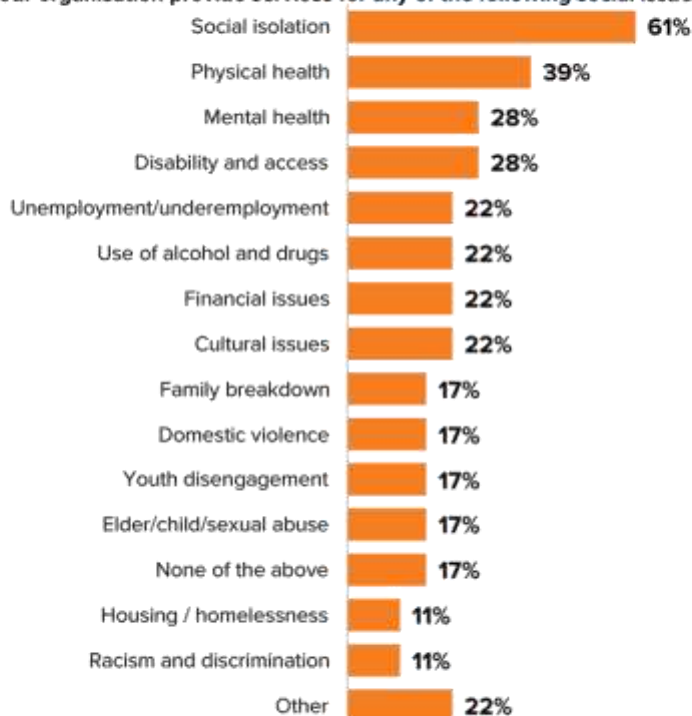
ATTACHMENT 2

6. Which of the following best describes the services provided by your organisation? (n=19*)



*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

7. Does your organisation provide services for any of the following social issues? (n=18*)

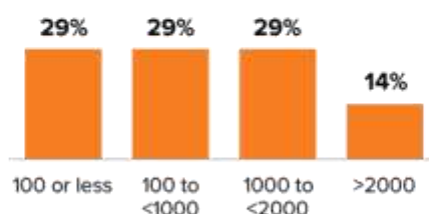


*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

ITEM 13 (continued)

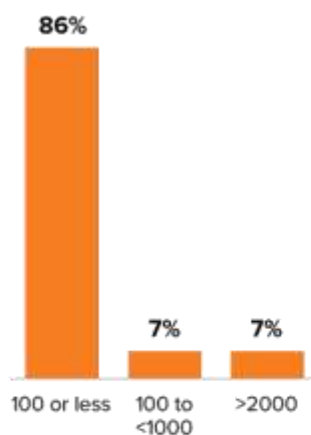
ATTACHMENT 2

9. Approximately, how many people did your organisation provide services to within the past year? (Open ended, n=14*)



*Note: *Grouped based on open-ended responses. Caution: Low sample size. Data to be used as indicative only. Percentages may not total 100 due to rounding.*

10. How many people work/volunteer in your organisation (including part time and casual staff)? (Open ended, n=14*)



*Note: *Grouped based on open-ended responses. Caution: Low sample size. Data to be used as indicative only. Percentages may not total 100 due to rounding.*

11. Which of the following best describes your organisation's gross annual turnover? (n=14*)

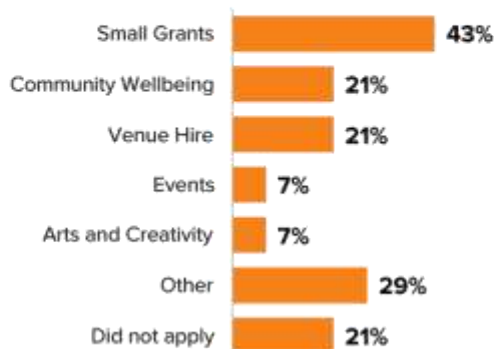


*Note: *Caution: Low sample size. Data to be used as indicative only. Percentages may not total 100 due to rounding.*

ITEM 13 (continued)

ATTACHMENT 2

15. What programs or grants has your organisation applied for and/or received from the City of Ryde? (n=14*)



*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

16. How satisfied are you with the variety and access to the above-mentioned programs and grants in the City of Ryde? (n=11*)



*Note: Percentages may not total 100 due to rounding. *Caution: Low sample size. Data to be used as indicative only.*

17. What business skills do you think would enhance your organisation's services? (n=14*)



*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

ITEM 13 (continued)

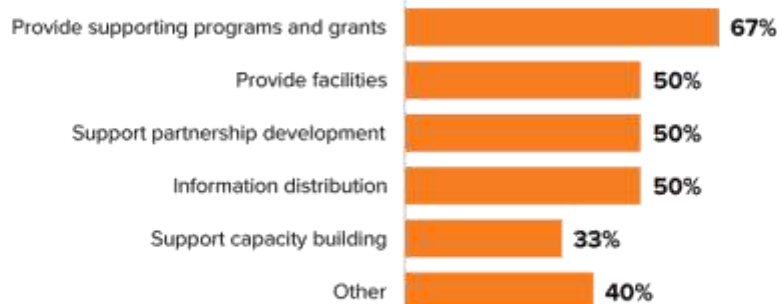
ATTACHMENT 2

20. What are the key barriers your customers are facing in accessing your services? (n=10*)



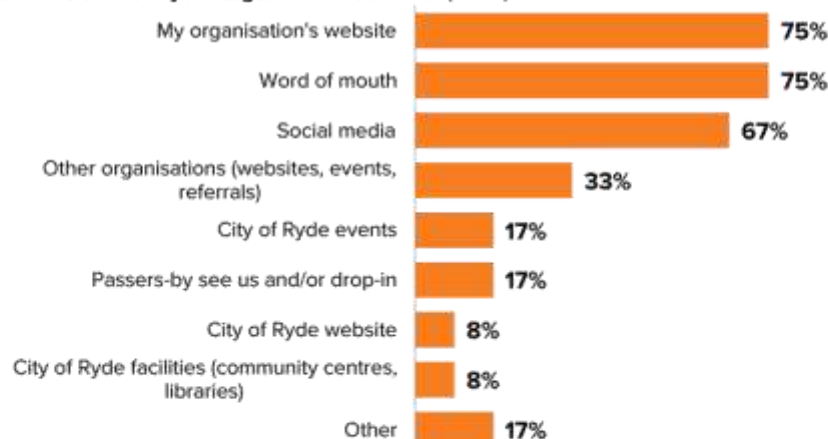
*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

24. How could Council better support your organisation in service provisions for the community? (n=12*)



*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

25. To the best of your knowledge, how do people typically find out about the activities, programs and services your organisation delivers? (n=12*)



*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

ITEM 13 (continued)

ATTACHMENT 2

Attachment F – Focus groups' discussion themes and questions

Discussion themes	Key questions
Planning for social and cultural outcomes	<ul style="list-style-type: none"> • How do you deliver social and cultural outcomes in your work? • What are some of the important trends you're seeing in your field? What does the future look like for social and cultural services? • How is your organisation responding to these trends?
Priorities for City of Ryde Local Government Area	<ul style="list-style-type: none"> • What do you think are some of the big opportunities for the City of Ryde community? • If the City of Ryde should focus on three priorities in the short term, what should they be?
Working with City of Ryde Council	<ul style="list-style-type: none"> • How can City of Ryde work with you to help achieve your organisation's top priorities for social and cultural outcomes?

ITEM 13 (continued)


ATTACHMENT 2

Attachment G – Engagement materials

Have Your Say Webpage

Social Plan 2025-2030 and Creativity Strategy 2025-2030

Developed February 2024, 11:00 PM



The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these two plans to help guide Council's work through to the year 2030.

Council is looking to capture insights on the current and future social and cultural environment in the City of Ryde. The review will explore the challenges and opportunities for improving community services and facilities as well as developing creativity through arts, culture, businesses and built environment. This will help inform Council's understanding of the community's specific needs to be considered into the future.

The community is invited to provide their feedback via the online survey, interactive map, email, post or by attending an in-person session.

[View the Project Timeline](#)

[Related Information](#)

HAVE YOUR SAY

You can Have Your Say on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways, including by completing the online survey, via the interactive map, email, post, or at an in-person session.

All submissions must be received by **Sunday 25 February 2024**.

Online Survey

Please complete the online surveys via the link below. Please note, there is a survey for the Social Plan and another for the Creativity Strategy. You are welcome to complete both Surveys or just choose one.

[Complete the Social Plan Online Survey](#)

[Complete the Creativity Strategy Online Survey](#)

If you are unable to fill in the surveys online, please contact Customer Service on (02) 9510 5222.

Prize Draw

By completing the Social Plan Online Survey, you can go in the draw to win one (1) of five (5) \$100 Anytime Gift Cards.

By completing the Creativity Strategy Online Survey, you can go in the draw to win one (1) of five (5) \$100 Anytime Gift Cards.

Please see the terms and conditions for more information.

- [Social Plan Online Survey Prize Draw Terms and Conditions](#) PDF icon
- [Creativity Strategy Online Survey Prize Draw Terms and Conditions](#) PDF icon

Interactive Map

Click the link below for the interactive map to help us identify special social, cultural or creative places in the City of Ryde.

[Provide feedback via the Interactive Map](#)

Written Submissions

Written submissions must be clearly marked as: Social Plan 2025-2030, Creativity Strategy 2025-2030, or both.

Email: info@cityofryde.nsw.gov.au
Post: City of Ryde, Locked Mail Bag 2245, North Ryde NSW 1585

In-person Sessions

Council is looking to host in-person sessions for the community to have in-depth discussions with Council's Project Team on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 and provide the opportunity to get your feedback.

If you would be interested in participating in an in-person session, please register your interest below to keep updated when they will be held. Alternatively, check back on this page soon for details.

Expression of Interest - In-person Sessions

Are you interested in attending any of our in-person sessions?

☐ Yes, I am interested in attending in-person sessions and would like to be kept updated via email and/or SMS.

☐ No, I am not interested in attending in-person sessions.

[Submit](#)

[Back](#)

Privacy Notice

Please read our privacy notice to understand how we collect, use, store, and disclose your personal information. This notice is available in English, Chinese, and Vietnamese. If you have any questions or concerns, please contact our Privacy Officer at (02) 9510 5222 or privacy@cityofryde.nsw.gov.au.

Contact Us

Want updates?

[Subscribe to this page](#)

ITEM 13 (continued)

ATTACHMENT 2

Events Webpage

Workshops - Social Plan 2025-2030 and Creativity Strategy 2025-2030

Published on 11 March 2024

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy to help guide Council's work through to the year 2030.

We're excited to invite you to give us your feedback through a series of our interactive workshops. These sessions will provide a forum for in-depth discussions where you can share your insights on the direction of City of Ryde's Social, Cultural and Creative landscape.



Further details regarding the workshops can be found below.

Light refreshments will be served and registrations are essential due to limited availability.

Registrations will close at 12pm the day before each workshop.

Social Plan Workshops

Social Plan Workshop 1

Open for the **general community**

When: Thursday, 21 March 2024

Time: 1.30pm - 3.30pm

Where: Marsfield Community Centre - [1A Trafalgar Place, Marsfield](#)

or

Social Plan Workshop 2

Open for the **general community**

When: Thursday, 21 March 2024

Time: 5pm - 7pm

Where: Lachlan's Line Auditorium - [Jacobs Circuit, North Ryde](#)

Service Providers Workshops

The following workshops are for **service providers only**. Service providers include organisations, not-for-profits, and government agencies that provide social or creativity services to the City of Ryde community.

If you are a general member of the community, please register for any of the Creativity Strategy or Social Plan workshops above.

Service Provider Workshop 1

Open for **service providers only**

When: Wednesday, 27 March 2024

Time: 10am - 12pm

Where: North Ryde School of Arts Community Hall - [201 Cox's Road, North Ryde](#)

or

Service Provider Workshop 2

Open for **service providers only**

When: Wednesday, 27 March 2024

Time: 2pm - 4pm

Where: Marsfield Community Centre - [1A Trafalgar Place, Marsfield](#)

ITEM 13 (continued)

ATTACHMENT 2

Social Pinpoint (Interactive Map)



ITEM 13 (continued)

ATTACHMENT 2

Flyers

City of Ryde
SOCIAL PLAN 2025 – 2030 AND
CREATIVITY STRATEGY 2025 – 2030

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these key plans to help guide Council's work through to the year 2030.

Council is looking to capture insights on the current and future social and cultural environment in the City of Ryde. This will help inform Council's understanding of the community's specific needs to be considered over the future.

This will help inform Council's understanding of the community's specific needs to be considered over the future.

The community is invited to provide their knowledge via the online survey, interactive map, email, post or by attending one of the in-person sessions.

By completing the Social Plan Online Survey, you can gain the chance to win one of five \$1000 Rydians 180 Cards.

By completing the Creativity Strategy Online Survey, you can go in the draw to win one of five \$1000 Rydians 180 Cards.

Terms and conditions apply. Visit www.ryde.nsw.gov.au/NTS/SocialCreativity for details.

Please see the back of this flyer for information on how you can Have Your Say.

HAVE YOUR SAY

How do I give my feedback?

You can Have Your Say on the Social Plan 2025 – 2030 and Creativity Strategy 2025 – 2030 in a number of ways, including by completing the online survey, the interactive map, a public panel, or at an in-person session.

Online Surveys:
Please complete the online survey available at www.ryde.nsw.gov.au/NTS/SocialCreativity or scan the QR code below.

Interactive Map:
Help us identify special social, cultural or creative places in the City of Ryde and how they can be improved via the interactive map available at www.ryde.nsw.gov.au/NTS/SocialCreativity or scan the QR code below.

Written Submissions:
Written submissions must be clearly marked as 'Social Plan 2025 – 2030' / 'Creativity Strategy 2025 – 2030' and can be sent to:

Email: community@ryde.nsw.gov.au
Post: City of Ryde, Locked Mail 2006, North Ryde NSW 1595

Submission of feedback to person sessions:
Council is looking to host in-person sessions for the community to have insight into the Social Plan 2025 – 2030 and Creativity Strategy 2025 – 2030 and provide the opportunity to get your feedback.

Please visit the Have Your Say page to register your interest in participating in an in-person session, and to learn for details.

All submissions must be received by 11.59pm Sunday 25 February 2024.

Scan to Have Your Say

Scan to Have Your Say

Translation Assistance 0-1800-0-1800

City of Ryde

For further information
Visit www.ryde.nsw.gov.au/NTS/SocialCreativity
Call Customer Service on 9152 0222
Email cityofryde@ryde.nsw.gov.au

City of Ryde
Social Plan 2025-2030 and
Creativity Strategy 2025-2030
Community Workshops

Join us in shaping the future of the City of Ryde through the Social Plan 2025-2030 and Creativity Strategy 2025-2030!

The City of Ryde is seeking its current five-year Social Plan and its Creativity Strategy to help guide Council's future work through to the year 2030.

We're excited to invite you to give us your feedback through a series of our interactive workshops. These sessions will provide a focus for in-depth discussions where you can contribute to the direction of City of Ryde's social, cultural and creative landscape.

Register now to reserve your spot in one of our workshops sessions and enjoy light refreshments as we work together to create a vibrant future.

Please see the back of this flyer for details on the workshops and how to register.

Registration for the workshops are essential due to limited availability.

LET'S TALK

How can I get involved?

Please join the discussions and share your views by registering for any of the workshops.

You can register by scanning the QR code below or by visiting www.ryde.nsw.gov.au/NTS/SocialCreativityWorkshops

Registrations close 12pm the day before each workshop.

Community Strategy Workshops

Creativity Strategy Workshop 1 - Open to the general community
When: Wednesday, 20 March 2024
Time: 10am - 12pm
Where: North Ryde School of Arts Community Hall - 207 Cox Road, North Ryde

Creativity Strategy Workshop 2 - Open for artists and creative community groups
When: Wednesday, 20 March 2024
Time: 4:30pm - 6:30pm
Where: Marshfield Community Centre - 85 Trubridge Place, Marshfield

Social Plan Workshops

Social Plan Workshop 1 - Open for the general community
When: Thursday, 21 March 2024
Time: 10:00am - 1:30pm
Where: Marshfield Community Centre - 85 Trubridge Place, Marshfield

Social Plan Workshop 2 - Open for the general community
When: Thursday, 21 March 2024
Time: 1pm - 3pm
Where: Leubarn's Lane Auditorium - Jarvis Creek, North Ryde

Scan to Register for a Workshop

Scan to Register for a Workshop

Translation Assistance 0-1800-0-1800

City of Ryde

For more information
Visit www.ryde.nsw.gov.au/NTS/SocialCreativityWorkshops
Call Customer Service on 9152 0222
Email cityofryde@ryde.nsw.gov.au

ITEM 13 (continued)

ATTACHMENT 2

Posters

Social Plan 2025-2030 and Creativity Strategy 2025-2030



How do I give my feedback?
You can have Your Say on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways, including by completing the online survey, by the interactive map, email, post, or at an in-person meeting.

Online Surveys and Interactive Map:
You can provide your feedback via the online surveys or having comments on the interactive map, which are available at www.ryde.nsw.gov.au/HYS/SocialCreativity or scan the QR code below.

Written Submissions:
Written submissions must be clearly marked as 'Social Plan 2025-2030', 'Creativity Strategy 2025-2030', or both, and can be sent to:
Email: cityofryde@ryde.nsw.gov.au
Post: City of Ryde, Locked Bag 2000, North Ryde NSW 1590

Expression of Interest - In-person Sessions:
Council is looking to find in-person sessions for the community to have in-depth discussions with Council's Project Team on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 and provide the opportunity to get your feedback. Please visit the [More Your Say](http://www.ryde.nsw.gov.au/HYS/SocialCreativity) page to register your interest in participating in an in-person session, and to check for updates.

All submissions must be received by 11.59pm Monday 28 February 2024.

By completing the Social Plan Online Survey, you can go at the chance to win one of five \$100 Anytime B&N Cards.
By completing the Creativity Strategy Online Survey, you can go at the chance to win one of five \$500 Anytime B&N Cards.

Terms and conditions apply.
<http://www.ryde.nsw.gov.au/HYS/SocialCreativity/for-domains>

For more information:
Visit: www.ryde.nsw.gov.au/HYS/SocialCreativity
Call: Customer Service on 0800 0222
Email: cityofryde@ryde.nsw.gov.au

Social Plan 2025-2030 and Creativity Strategy 2025-2030

Community Workshops



How can I get involved?
Provide your feedback and share your views by registering for any of the workshops.
You can register by scanning the QR code or by visiting www.ryde.nsw.gov.au/HYS/SocialCreativityWorkshops

Creativity Strategy Workshops

Creativity Strategy Workshop 1 - Open for the general community
When: Wednesday, 28 March 2024
Time: 6pm - 9pm
Where: North Ryde School of Arts Community Hub - 287 Cook Road, North Ryde
or

Creativity Strategy Workshop 2 - Open for artists and creative community groups
When: Wednesday, 20 March 2024
Time: 4.30pm - 8.30pm
Where: Maribond Community Centre - 18 Tullaghan Place, Maribond

Social Plan Workshops

Social Plan Workshop 1 - Open for the general community
When: Thursday, 21 March 2024
Time: 1.30pm - 3.30pm
Where: Maribond Community Centre - 18 Tullaghan Place, Maribond
or

Social Plan Workshop 2 - Open for the general community
When: Thursday, 21 March 2024
Time: 5pm - 7pm
Where: Lambeth Lane Auditorium - Jervis Street, North Ryde

For more information:
Visit: www.ryde.nsw.gov.au/HYS/SocialCreativityWorkshops
Call: Customer Service on 0800 0222
Email: cityofryde@ryde.nsw.gov.au

ITEM 13 (continued)

ATTACHMENT 2

Storyboards

Social Plan 2025-2030 and Creativity Strategy 2025-2030
Community Consultation
16 January - 25 February 2024

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy to help guide Council's work through to the year 2030.

Council is looking to capture insights on the current and future social and cultural environment in the City of Ryde. This review will explore the challenges and opportunities for improving community services and facilities as well as developing creativity through arts, culture, businesses, and built environment. This will help inform Council's understanding of the community's specific needs to be considered into the future.

The community is invited to provide their feedback via the online survey, interactive map, email, post or by attending one of the in-person sessions.

By completing the Social Plan Online Survey, you can go in the draw to win one of five \$100 Anywhere Gift Cards.

By completing the Creativity Strategy Online Survey, you can go in the draw to win one of five \$100 Anywhere Gift Cards.

Terms and conditions apply. Visit www.cityofryde.nsw.gov.au/PS-SocialCreativity for details.

HAVE YOUR SAY

How do I give my feedback?
You can Have Your Say on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways, including by completing the online survey, via the interactive map, e-mail, post, or at an in-person session.

Online Surveys:
Please complete the online surveys available at www.cityofryde.nsw.gov.au/PS-SocialCreativity or scan the QR code below.

Interactive Map:
Help us identify special social, cultural or creative places in the City of Ryde and how they can be improved via the interactive map available at www.cityofryde.nsw.gov.au/PS-SocialCreativity or scan the QR code below.

Written Submissions:
Written submissions must be clearly marked as 'Social Plan 2025-2030', 'Creativity Strategy 2025 - 2030', or both, and can be sent to:

Email: cityofryde@cityofryde.nsw.gov.au
Post: City of Ryde, Locked Bag 2069, North Ryde NSW 1590

Expression of Interest - In-person Sessions:
Council is looking to host in-person sessions for the community to have in-depth discussions with Council's Project Team on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 and provide the opportunity to get your feedback.

Please visit the Have Your Say page to register your interest in participating in an in-person session, and to check for updates.

All submissions must be received by 15:00pm Sunday 25 February 2024

Scan to Have Your Say

Translation Assistance
(中-英)
(英-中)

FOR MORE INFORMATION
Visit www.cityofryde.nsw.gov.au/PS-SocialCreativity
Call [0295932222](tel:0295932222)
Email cityofryde@cityofryde.nsw.gov.au

Social Plan 2025-2030 and Creativity Strategy 2025-2030
Community Workshops

Join us in shaping the future of the City of Ryde through the Social Plan 2025-2030 and Creativity Strategy 2025-2030!

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy to help guide Council's future work through to the year 2030.

We're excited to invite you as a service provider to give us your feedback through a series of our interactive workshops. These sessions will provide a forum for in-depth discussions where you can contribute to the direction of City of Ryde's social, cultural, and creative landscapes.

Register now to secure your spot in one of our workshop sessions and enjoy light refreshments as we work together to create a vibrant future.

LET'S TALK

How can I get involved?
Please join the discussions and share your views by registering for any of the workshops.
You can register by scanning the QR code below or by visiting www.cityofryde.nsw.gov.au/PS-SocialCreativityWorkshops.
Registrations close 12pm the day before each workshop.

Creativity Strategy Workshops
Creativity Strategy Workshop 1 - Open to the general community
When: Wednesday, 20 March 2024
Time: 10am - 12pm
Where: North Ryde School of Arts Community Hall - 201 Dover Road, North Ryde

Creativity Strategy Workshop 2 - Open for artists and creative community groups
When: Wednesday, 20 March 2024
Time: 4:00pm - 6:00pm
Where: Murrumbidgee Community Centre - 34 Tullaghan Place, Murrumbidgee

Social Plan Workshops
Social Plan Workshop 1 - Open to the general community
When: Thursday, 27 March 2024
Time: 1:00pm - 3:00pm
Where: Murrumbidgee Community Centre - 34 Tullaghan Place, Murrumbidgee

Social Plan Workshop 2 - Open to the general community
When: Thursday, 27 March 2024
Time: 5pm - 7pm
Where: Lachlan's Lane Auditorium - Jarvis Chubb, North Ryde

Service Provider Workshops
We will also be hosting two workshops open to service providers. Service providers include organisations, not-for-profits, and government agencies that provide social or creative services to the City of Ryde community. For more information on how to take part in these workshop opportunities, scan the QR code below or visit www.cityofryde.nsw.gov.au/PS-SocialCreativityWorkshops.

Scan to Register for a Workshop

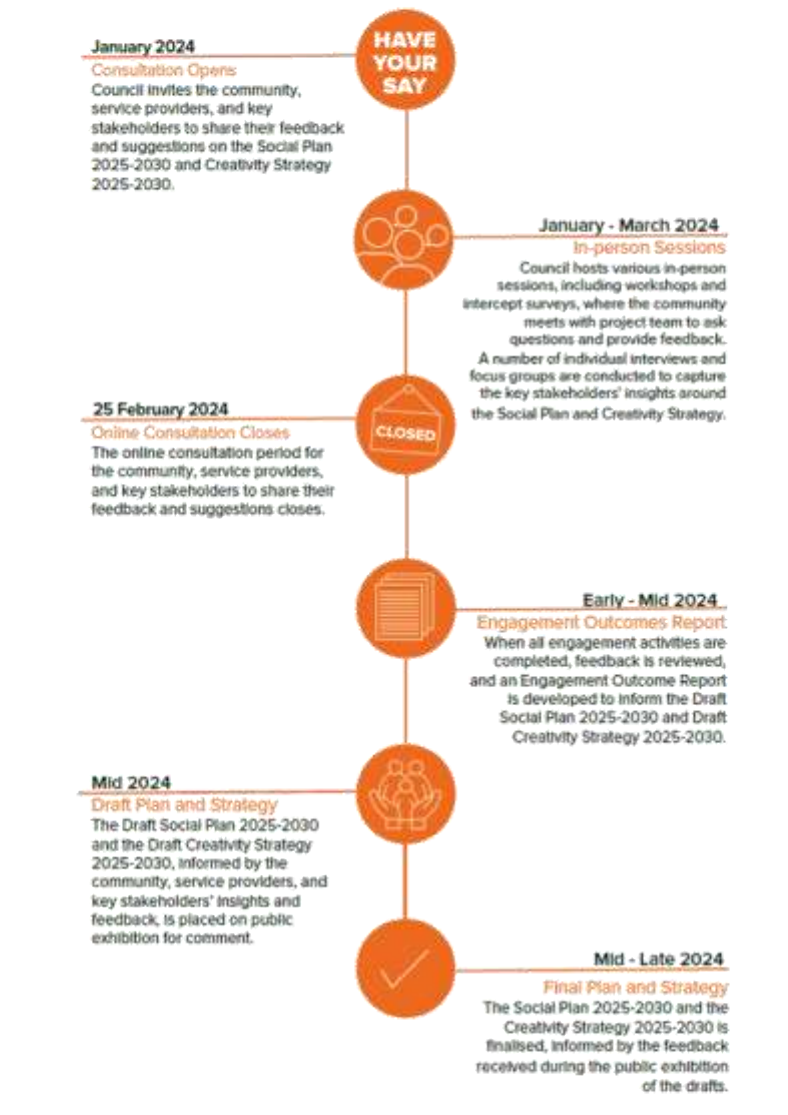
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FOR MORE INFORMATION
Visit www.cityofryde.nsw.gov.au/PS-SocialCreativityWorkshops
Call [0295932222](tel:0295932222)
Email cityofryde@cityofryde.nsw.gov.au

ITEM 13 (continued)

ATTACHMENT 2

Storyboards (Continued)



ITEM 13 (continued)

ATTACHMENT 2

Plasma Screen Display



 **City of Ryde**

**Social Plan 2025 - 2030 and
Creativity Strategy 2025 - 2030**

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these two plans to help guide Council's work through to the year 2030.

HAVE YOUR SAY

How do I give my feedback?
You can Have Your Say on the Social Plan 2025 – 2030 and Creativity Strategy 2025 – 2030 in a number of ways, including by completing the online survey, via the interactive map, e-mail, post, or at an in-person session.

By completing the **Social Plan Online Survey**, you can go in the draw to win one of five \$100 Anystore Gift Cards.

By completing the **Creativity Strategy Online Survey**, you can go in the draw to win one of five \$100 Anystore Gift Cards.

All submissions must be received by
11.59pm Sunday 25 February 2024.

Find out more
www.ryde.nsw.gov.au/HYS/SocialCreativity
or scan the QR code below.

For further information
Visit www.ryde.nsw.gov.au/HYS/SocialCreativity
Call Customer Service on 9952 8222
Email cityofryde@ryde.nsw.gov.au

 Scan to Have Your Say

 Translation Assistance
한국어 | 中文

ITEM 13 (continued)

ATTACHMENT 2

eNewsletter for community (during engagement phase 1)

City of Ryde

Social Plan 2025-2030 and Creativity Strategy 2025-2030

Dear Community Member,

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these two plans to help guide Council's work through to the year 2030.

Council is looking to capture insights on the current and future social and cultural environment in the City of Ryde. This review will explore the challenges and opportunities for improving community services and facilities as well as developing creativity through arts, culture, businesses, and just environment. This will help inform Council's understanding of the community's specific needs to be considered into the future.

Our community is invited to provide their feedback, please see below to find out how you can [Have Your Say](#).

Have Your Say

You can Have Your Say on the **Social Plan 2025-2030 and Creativity Strategy 2025-2030** in a number of ways, including by completing the online survey, via the interactive map, or mail, post, or at one of our in-person sessions.

All submissions must be received by **Sunday 25 February 2024**.

[Visit the Have Your Say page](#)

Online Survey

Please complete the online surveys via the links below. Please note, there is a survey for the Social Plan and another for the Creativity Strategy. You are welcome to complete both surveys or just choose one.

[Complete the Social Plan Online Survey](#)

[Complete the Creativity Strategy Online Survey](#)

Please Note: It is best to complete the survey on a computer on your desktop/laptop.

By completing the Social Plan Online Survey, you can go in the draw to win one (1) of five (5) \$100 Anywhere Gift Cards.

By completing the Creativity Strategy Online Survey, you can go in the draw to win one (1) of five (5) \$100 Anywhere Gift Cards.

*Terms and conditions apply. Visit [www.ryde.nsw.gov.au/1634849634](#) for details.

Interactive Map

Click the link below for the interactive map to help us identify special social, cultural or creative places in the City of Ryde.

[Provide feedback via the interactive map](#)

Written Submission

Written submissions must be clearly marked as 'Social Plan 2025-2030', 'Creativity Strategy 2025-2030' or both, and can be sent to:

Email: [CityofRyde@nsw.gov.au](#)
Post: City of Ryde, Locked Mail 2003, North Ryde, NSW 1590

In-person Sessions

Council is looking to hold in-person sessions for our community to have in-depth discussions with Council's Project Team on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 with the opportunity for you to provide your feedback.

Please visit the [Have Your Say](#) page to register your interest in participating in an in-person session, and to check for updates.

For more information:

If you require more information about the Social Plan 2025-2030 and Creativity Strategy 2025-2030 please visit the [Have Your Say](#) page, email [CityofRyde@nsw.gov.au](#) or call Customer Service on 02 9852 9222.

City of Ryde

ITEM 13 (continued)

ATTACHMENT 2

eNewsletter for community (during engagement phase 2)



ITEM 13 (continued)

ATTACHMENT 2

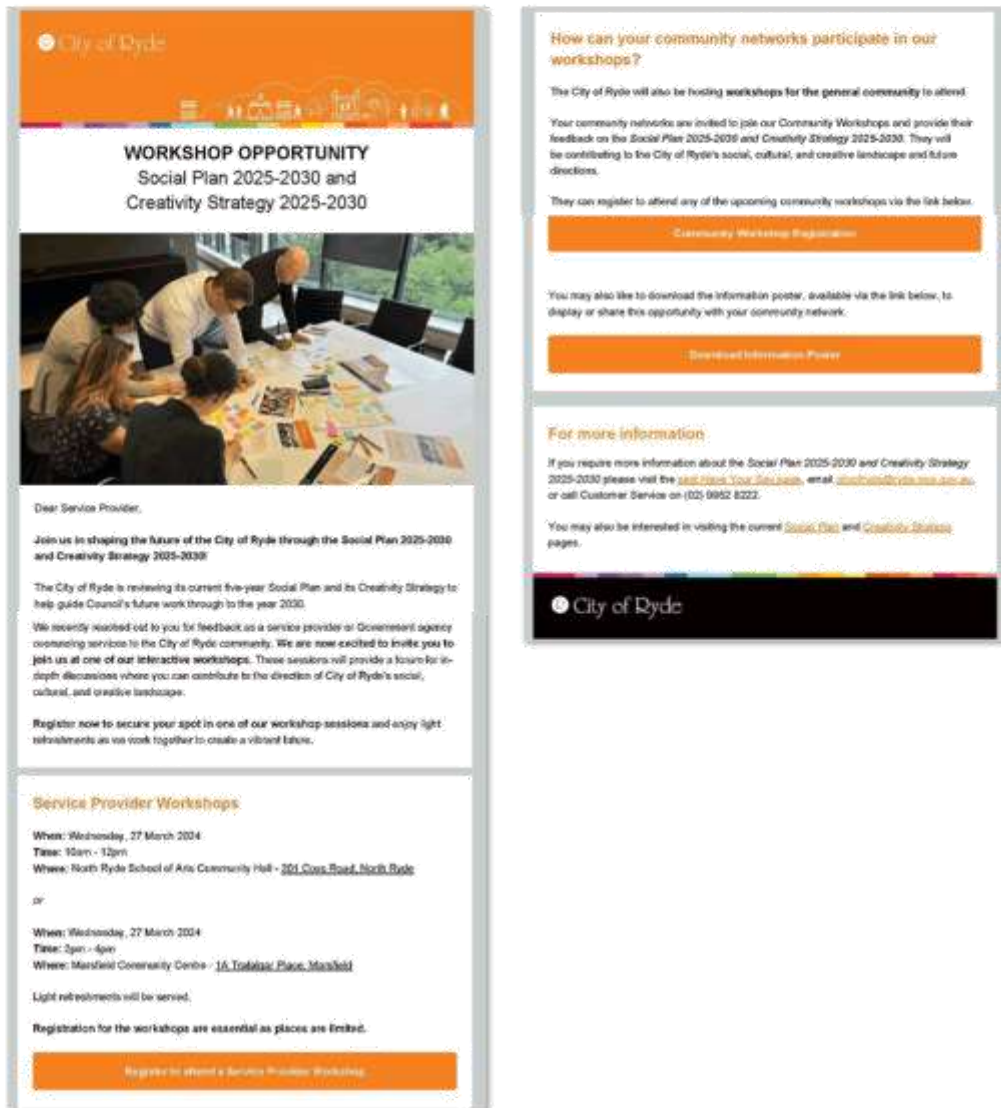
eNewsletter for service providers (during engagement phase 1)



ITEM 13 (continued)

ATTACHMENT 2

eNewsletter for service providers (during engagement phase 2)



City of Ryde

WORKSHOP OPPORTUNITY
Social Plan 2025-2030 and
Creativity Strategy 2025-2030

Join us in shaping the future of the City of Ryde through the Social Plan 2025-2030 and Creativity Strategy 2025-2030!

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy to help guide Council's future work through to the year 2030.

We recently reached out to you for feedback as a service provider or Government agency operating services to the City of Ryde community. We are now excited to invite you to join us at one of our interactive workshops. These sessions will provide a forum for in-depth discussions where you can contribute to the direction of City of Ryde's social, cultural, and creative landscape.

Register now to secure your spot in one of our workshop sessions and enjoy light refreshments as we work together to create a vibrant future.

Service Provider Workshops:

When: Wednesday, 27 March 2024
Time: 10am - 12pm
Where: North Ryde School of Arts Community Hall - 201 Cass Road, North Ryde

or

When: Wednesday, 27 March 2024
Time: 2pm - 4pm
Where: Mansfield Community Centre - 16 Totterdean Place, Mansfield

Light refreshments will be served.

Registration for the workshops are essential as places are limited.

[Register to attend a Service Provider Workshop](#)

How can your community networks participate in our workshops?

The City of Ryde will also be hosting workshops for the general community to attend.

Your community networks are invited to join our Community Workshops and provide their feedback on the Social Plan 2025-2030 and Creativity Strategy 2025-2030. They will be contributing to the City of Ryde's social, cultural, and creative landscape and future directions.

They can register to attend any of the upcoming community workshops via the link below.

[Community Workshop Registration](#)

You may also like to download the information poster, available via the link below, to display or share this opportunity with your community network.

[Download Information Poster](#)

For more information:

If you require more information about the Social Plan 2025-2030 and Creativity Strategy 2025-2030 please visit the [past, present & future page](#), email community@ryde.nsw.gov.au, or call Customer Service on (02) 9952 8222.

You may also be interested in visiting the current [Social Plan](#) and [Creativity Strategy](#) pages.


City of Ryde

ITEM 13 (continued)

ATTACHMENT 2

Your City News eNewsletter

Survey Time



Social Plan 2025-2030 & Creative Strategy 2025-2030

The City of Ryde is reviewing its current five-year Social Plan and its Creative Strategy in order to update these two plans to help guide Council's work through to 2030.

Social Plan 2025 - 2030

Council is looking to gain insights on the social and cultural landscape of the City of Ryde. The review will explore the challenges and opportunities for improving community services and facilities.

Creativity Strategy 2025 - 2030

Council is looking to capture insights on Creativity in the City of Ryde. The review will explore the challenges and opportunities for developing creativity through arts, culture, businesses, and the built environment.

Your feedback will inform Council's understanding of the community's social needs and interests relating to creativity including key considerations for the future.

We can have your say on both Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways including via the online surveys, interactive map, email, or post. Please click the button below for more information.

By completing our online surveys, you can go in the draw to win a \$100 Anywhere Gift Card. We have ten to giveaway. Terms and conditions apply.

HAVE YOUR SAY

Have Your Say

On Exhibition

You are invited to have your say about documents, policies and proposals that are currently on public exhibition, or provide feedback on services and concerns that affect the community.

[WEST RYDE - HEADQUARTERS RENEWAL STRATEGY \(CLOSES 18 FEB\)](#)

[SOCIAL PLAN 2025-2030 & CREATIVITY STRATEGY 2025-2030 \(CLOSES 25 FEB\)](#)

[DOG OFF-LEASH TRAILS 2023 \(CLOSES 20 MAR\)](#)

[DEVELOPMENT APPLICATIONS ON EXHIBITION](#)

ITEM 13 (continued)

ATTACHMENT 2



Open Community Consultations Listing – The Weekly Times

HAVE YOUR SAY

OPEN COMMUNITY CONSULTATIONS

You are invited to have your say about documents, projects and proposals that are currently on public exhibition, or provide feedback on services and concerns that affect the community.

- Macquarie Park Innovation District Rezoning (Closing 8 February 2024)
- West Ryde - Meadowbank Renewal Strategy (Closing 18 February 2024)
- New Park at 2 Thistle Street, Ryde (Closing 18 February 2024)
- Social Plan 2025-2030 and Creativity Strategy 2025-2030 (Closing 25 February 2024)
- Dog Off-Leash Trials 2023 (Closing 20 March 2024)

Want to find out more?

To find out more about one of the above projects or for information on how to provide feedback, please visit www.ryde.nsw.gov.au/haveyoursay or call Customer Service on 9952 8222.



ITEM 13 (continued)

ATTACHMENT 2

Social Media Posts

Facebook



ITEM 13 (continued)

ATTACHMENT 2

Social Media Posts (continued)

Instagram



ITEM 13 (continued)

ATTACHMENT 2

Social Media Posts (continued)

Linkedin



ITEM 13 (continued)

ATTACHMENT 2



Consultation Boards



ITEM 14 (continued)

ATTACHMENT 1



ITEM 14 (continued)

ATTACHMENT 1



Document Version Control

Document Name:	Creativity Strategy 2025-2030: Engagement Outcomes Report
CM Reference WORD:	
CM Reference PDF:	
Document Status:	
Version Number:	
Review Date:	Last review date 3/07/2024
Owner:	City of Ryde
Endorsed By:	Council on [Date]
Distribution:	Internal

Change History

Version	Review Date	Author	Reason for Change
	3/07/2024	Parisa Kalali	Feedback and comments from the ELT and Councillor Workshop

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:



ITEM 14 (continued)

ATTACHMENT 1

Acknowledgement

City of Ryde Council would like to acknowledge the Traditional Custodians of this land, the Wattamattagal (or Wallumedegal) clan of the Darug Nation. The City of Ryde would also like to pay respect to the Elders, past, present and emerging and extend that respect to all other Aboriginal and Torres Strait Islander people.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Table of Content

Executive summary	5
Overview	7
Purpose of the document	7
Creativity Strategy 2025-2030	7
What we achieved through the current Creativity Strategy	8
What we did	10
Engagement phases	10
Engagement strategy and principles	10
Communication pathways	12
Engagement activities	13
Surveys	13
Social Pinpoint (Interactive map)	14
Consultation boards	14
Workshops	15
Focus groups	16
Who we engaged with	17
Community survey participants	17
Service providers survey participants	18
Workshops participants	18
Focus groups participants	18
Social pinpoint and consultation boards participants	19
Engagement snapshot	20
What we heard	21
Accessibility to cultural and creative activities	23
Cultural diversity and inclusion in creative activities	23
Community connections and communication through creativity	23
Community-led creativity	23
Local identity and heritage-based creativity	24
Connecting with Country through creativity	24
Locals' contribution to creativity	24
Supporting creative service provisions	25
What is next	28

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Executive summary

In order to update our Creativity Strategy for the next five years, in early 2024, the City of Ryde adopted a strategic approach to engaging with community and stakeholders. Council sought to better understand current and future needs of our community and creative sector and map out future priorities and greater outcomes to inform the Creativity Strategy 2025-2030. The purpose was to ensure the Strategy is representative of community and creative sector's sentiment, strengthen cultural and creativity development, and developing a strategy that delivers the best outcomes for community and creative sector.

This document details the applied engagement methodology and principles, communications pathways, types of engagement activities, participant groups, and the feedback received from community and stakeholders through a series of engagements and consultations.

Over three phases of engagement, a wide range of activities were undertaken to capture community and stakeholders' feedback on the current and future cultural and creative landscape of the City of Ryde, including:

Phase 1 (between 16 January and 17 March 2024): Online community and service providers surveys, Social Pinpoint (interactive map)

Phase 2 (between 26 January and 27 March 2024): In-person community and stakeholder engagement (e.g., workshops, consultation boards)

Phase 3 (18 and 19 April 2024): Online focus groups with government agencies responsible for delivering cultural and creative outcomes and essential required infrastructure.

The key themes of engagement outcomes and highlights of what we heard from stakeholders are presented in the table below.

Table 1. Summary of engagement outcomes

Key theme 1	Accessibility to cultural and creative activities
Key challenges and concerns:	
<ul style="list-style-type: none"> Difficulties in attending cultural and creative activities within the LGA due to various reasons (e.g., lack of awareness, distance from activities, cost of activities, lack of diverse transport options or parking near activities) Difficulties for artists and creative sector in collaborating to creative activities 	
Key opportunities and priorities for future:	
<ul style="list-style-type: none"> Greater and more equitable access to community spaces, activities and services, ensuring inclusivity across all demographics Better distribution of activities and opportunities across the LGA More affordable spaces for producing and showcasing creative works Easier process to hire Council-owned spaces and facilities 	
Key theme 2	Cultural diversity and inclusion in creative activities
Key opportunities and priorities for future:	
<ul style="list-style-type: none"> More intergenerational and cross-cultural creative activities Greater celebration of cultural diversity and inclusion through cultural and creative events and activities 	
Key theme 3	Community connections and communication through creativity
Key opportunities and priorities for future:	
<ul style="list-style-type: none"> Greater community connection, social cohesion, and cultural exchange through cultural and creative activities Fostering partnerships across local government, creative businesses and service providers, artists and creatives community groups 	
Key theme 4	Community-led creativity
Key opportunities and priorities for future:	

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

- More community-led cultural and creative activities, leveraging local artists, creative community groups, and volunteers
- Council to develop a clear guideline for community-led events
- Greater awareness for volunteers and artists about local engagement and collaboration opportunities
- Council to provide facilities and support for community-led activities and events

Key theme 5 Local identity and heritage-based creativity

Key opportunities and priorities for future:

- Creating a unifying brand of a multicultural and artistic community for City of Ryde
- Establishing Ryde as a cultural destination and hub outside of the Sydney CBD

Key theme 6 Connecting with Country through creativity

Key opportunities and priorities for future:

- Greater understanding and acknowledgement of the indigenous arts and cultural values by the public
- Ensuring engagement with First Nations artists, creative groups and owned businesses when developing creative sector, running creative activities, or advocating for connecting with Country through creativity.

Key theme 7 Locals' contribution to creativity

Key challenges and concerns:

- Barrier for local artists and creative businesses to engage with local community events and spaces

Key opportunities and priorities for future:

- prioritising local artists in procurement for Council-lead events
- Creating platforms for showcasing local artists' work, offering more incentives, and facilitate networking opportunities
- Greater collaboration among artists, service providers and Council

Key theme 8 Supporting creative service provisions

Key challenges and concerns:

- Skill shortage of creative service providers
- Difficulties for artists and creative sector in accessing affordable spaces and infrastructure for producing and showcasing creative works
- Difficulties in booking Council-owned facilities and venues

Key opportunities and priorities for future:

- Promoting creativity and creative industries through Council-lead events and festivals
- Promoting creativity through activating night-time economy
- Provision of affordable community facilities and spaces (e.g., Council-owned spaces, creating multifunctional spaces, activating public areas and untapped potential, shared use of available spaces and facilities)
- A civic centre or entertainment hub serving functional creative purposes
- Partnering with major educational and artistic organisations interested in expanding their physical presence throughout Greater Sydney and across the City of Ryde
- Reviewing the booking application process for Council owned facilities to ensure a user-friendly experience
- Improving information sharing and public announcement through the City of Ryde website
- Supporting professional development of artists (e.g., upskilling and training)
- Provision of supporting programs and grants to creative service providers and community groups
- Developing and facilitating partnerships between Council, creative organisations and service providers as well as artists
- Greater consultation with artists, creative organisations and service providers

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Overview

Purpose of the document

In order to update our Creativity Strategy for the next five years, in early 2024, the City of Ryde adopted a strategic approach to engaging with community and stakeholders. Council sought to better understand current and future needs of our community and creative sector and map out future priorities and greater outcomes to inform the Creativity Strategy 2025-2030. The purpose was to ensure the Strategy is representative of community and creative sector's sentiment, strengthen cultural and creativity development, and developing a strategy that delivers the best outcomes for community and creative sector.

This document details the applied engagement methodology and principles, communications pathways, types of engagement activities, participant groups, and the feedback received from community and stakeholders through a series of engagements and consultations.

The outcomes of engagement, presented in this document, will inform future vision and priorities that help guide Council's work for creativity development through to the year 2030. The findings provided in this document will also inform objectives of the Creativity Strategy 2025-2030, targeted outcomes for community, and the actions that should be undertaken to deliver those outcomes over different time horizons (e.g., short, medium, long-term) within the next five years.

The Draft Creativity Strategy 2025-2030 will be developed based on this document and will be on public exhibition for final feedback and validation by community and stakeholders.

Creativity Strategy 2025-2030

Creativity is central to how we share our stories, connect with each other and celebrate our City. It can be expressed through music, dance, theatre, visual arts and crafts, writing, media arts, film, food and more.

The City of Ryde Creativity Strategy 2025-2030 will guide the strategic development of creativity through arts, culture, businesses, and built environment. It will provide a roadmap for embedding creativity into our communities' everyday life. The Strategy will consider existing and future challenges and opportunities in cultural and creative landscape of the City of Ryde and across creative sector and services. It will outline a shared vision for communities and places and pathways to deliver that vision. Developing robust and measurable objectives and outcomes is a part of the Strategy.

The Creativity Strategy 2025-2030 supports delivery of the Community Strategic Plan 2018-2028 and will be aligned with its key directions for future development, including:

- Vibrant and liveable city
- Active and healthy city
- Natural and sustainable city
- Smart and innovative city
- Connected and accessible city
- Diverse and inclusive city
- Open and progressive city



The Strategy will also be in line with Council's other relevant strategies, plans and policies as well as relevant state, national, and international level strategic documents to ensure contributing to higher-level targets and outcomes.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

What we achieved through the current Creativity Strategy

The City of Ryde's current Creativity Strategy has a vision for creativity development as follows:

Creativity is part of everyday life in the City of Ryde. It is central to how we share our stories, connect with each other and celebrate our City. We express creativity through music, dance, theatre, visual arts and crafts, writing, media arts, film, food and more. Our creative sector is supported, connected, and empowered.

Based on this vision, the Strategy sets out five strategic directions to provide a framework to guide activities, services and programs delivered by community and Council between 2019 and 2024.

The strategic directions include:

- Distinctive and diverse identities
- Participation and opportunities
- Connection and communication
- Developing our creative sector
- Spaces and places

In 2022, Council undertook a review and evaluation to assess and measure the progress made against strategic directions and objectives of the Creativity Strategy 2019-2024. It should be noted that COVID-19 and its associated restrictions had a significant impact on Council's ability to address its objectives. This impact is reflected in the evaluation outcome.

According to the 2022 review and recent evaluations, the implementation of current Creativity Strategy's objectives has resulted in a wide range of achievements by Council. The key achievements are listed in the table below.

Table 2. City of Ryde key achievements through the Creativity Strategy 2019-2024

Strategic direction 1	Distinctive and diverse identities
Key achievements:	
<ul style="list-style-type: none"> • Diverse range of creative activities and events • Hiring creative workers from culturally and linguistically diverse backgrounds • Celebrating Ryde's history through exhibitions 	
Strategic direction 2	Participation and opportunities
Key achievements:	
<ul style="list-style-type: none"> • Large number of attendees at creativity activities held by the Library Services • Local artists featured in Council's community services activities • Holding community activities in partnership with artists or creative organisations representing culturally and linguistically diverse communities and providing creative activities/events for diverse community groups • Partnering with local schools to encourage participation in creative activities 	
Strategic direction 3	Connection and communication
Key achievements:	
<ul style="list-style-type: none"> • Holding events to support networking and community connections • Large number of subscriptions to Council's Arts eNewsletter • Large number of local artists registered on Council's list of artists for networking and promotion 	
Strategic direction 4	Developing our creative sector
Key achievements:	
<ul style="list-style-type: none"> • Providing creativity grants to artists 	

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

- Funding cultural festivals and events via Council's Community Grants Program
- Supporting artists via Council's Professional Development Program
- Showcasing local artists from various artistic backgrounds through the Creative spotlight interview series and libraries programs
- Introducing the Artist in Residence Program including community sketching workshops and an open studio

Strategic direction 5 Spaces and places

Key achievements:

- Upgrading libraries and adding equipment to accommodate greater range of creative activities
- Working with local schools and Macquarie University to develop strategic partnerships to increase access to spaces and places for arts and cultural activities
- Large number of people attended creative activities in Council's community spaces
- Approved applications for street busking

The key engagement outcomes, presented in the section "What we heard from stakeholders" later in this report, reveal gaps in complete achievement of the current Creativity Strategy's objectives.

An interim assessment of the Council's achievements across the cultural and creative landscape of the LGA demonstrates an ongoing work and progress towards achieving objectives of the current Strategy. However, a Gap / Strategic Needs Analysis Study is required to evaluate and measure the progress in achieving these objectives and identify the existing gaps. This Study can inform objectives and actions plan of the Creativity Strategy 2025-2030.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

What we did

The City of Ryde sought to better understand current and future needs of its community and creative sector and map out future priorities and outcomes to inform the Creativity Strategy 2025-2030. The purpose was to strengthen planning for cultural and creativity development and ensure developing a strategy that delivers best outcomes for community and creative sector.

Engagement phases

The engagement and consultation were broken into three phases utilising different engagement methods to maximise the amount and depth of community and stakeholders' input and feedback.

The engagement phases included:

Phase 1. Online community and stakeholder engagement (between 16 January and 17 March 2024).

Phase 2. In-person community and stakeholder engagement (between 26 January and 27 March 2024).

Phase 3. Online focus groups with key stakeholders (18 and 19 April 2024).

Overall, engagement was undertaken over four months between January and April 2024.

Note. The engagement and consultation for the Creativity Strategy 2025-2030 was undertaken concurrently alongside the engagement process for the Social Plan 2025-2030 due to:

- similar timeframe for reviewing and updating both documents
- connected nature of the cultural and creativity development across community and businesses and the social cohesion, wellbeing and inclusion
- shared infrastructure for social, cultural, and creative activities
- shared contribution of both documents to the City of Ryde identity, and
- providing better connection and alignment between the two documents.

Engagement strategy and principles

The engagement activities were guided by Council's principles to:

- deliver timely, informative, engaging and transparent communication
- encourage open, transparent, and fit for purpose engagement
- ensure the inclusiveness of activities (inclusive of diverse community and stakeholder groups)
- ensure a facilitated participation for all
- ensure two-way conversations between Council and stakeholders, and
- ensure participants' identity privacy.

The applied engagement strategy considered possible risks to engagement activities and outlined strategies for managing and mitigating the risks. Table below presents foreseen risks and relevant management and mitigation strategies that were applied.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Table 3. Engagement risks and relevant management and mitigation strategies

Consideration/Risk	Management and mitigation strategy
Participants' identity privacy	<ul style="list-style-type: none"> • Capture community's insights anonymously through anonymous online surveys. • Face-to-face consultation with community groups without collecting personal/identity details.
Inclusiveness of consultation	<ul style="list-style-type: none"> • Identify diverse community and stakeholder groups for consultation. • Define a geographical spread across the LGA for consultation locations. • Facilitate diverse methods of participation (e.g., online surveys, intercept surveys, in-person workshops, online focus groups, interactive maps).
Participants' availability and/or willingness to participate	<ul style="list-style-type: none"> • Plan for public announcement and organise consultation dates in advance. • Provide clear objectives and purpose of engagement to encourage participation.
Language barriers for diverse community groups to participate	<ul style="list-style-type: none"> • Provide public announcements and consultation materials in diverse languages. • Provide translation/interpretation services for culturally and linguistically diverse participants.
Ambiguity around the scope and focus of consultation	<ul style="list-style-type: none"> • Provide clear objectives and purpose of engagement activities in public announcements and consultation materials. • Provide clear agenda for consultation sessions.
Ambiguity around the output of engagement activities for stakeholders	<ul style="list-style-type: none"> • Public announcement about development of 'Engagement Outcomes Report' as the output of engagement activities. • Public announcement about timeframe for public exhibition of the 'Draft Creativity Strategy 2025-2030'.
Gaps or errors in capturing stakeholders' input	<ul style="list-style-type: none"> • Develop the 'Engagement Outcomes Report' as the output of engagement activities and consult with Council's Executive Leadership Team and Councillors to workshop and validate what we have heard from stakeholders.
Consultation fatigue	<ul style="list-style-type: none"> • Provide transparency around the purpose and objectives of engagement activities, value and significance of public consultation and how the feedback and insights will be considered for future development. • Acknowledge the achievements and works underway for developing cultural and creative landscape of the City of Ryde and highlight new works and updated information.

Translating assistance

According to the applied risk management and mitigation strategy discussed above, translating assistance was provided along with engagement materials to support board participation in consultation.

The Have Your Say page, community survey, flyers and signs were translated in Chinese Traditional, Chinese Simplified, and Korean languages. These languages were identified through the most recent Census as the largest community groups in Ryde LGA where English proficiency is low.

The community activation via consultation board at Lunar New Year Festival was facilitated by interpreters in the above-mentioned languages. The provision of translation services was also a part of the planning and preparation for face-to-face community workshops. However, there was no requirement by workshop attendees for translating assistance.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Communication pathways

Diverse communications pathways were utilised to promote the new Creativity Strategy, raise general awareness of engagement phases and activities, and how to contribute to the process and provide feedback. These pathways included:

- **Have Your Say:** A 'Have Your Say' page was generated on Council's website to provide background information about the Strategy, project timeline and updates. It also provided the links to engagement opportunities (e.g., online survey, Social Pinpoint, written submissions and in-person sessions and workshops).
- **Events webpage:** An event webpage was created on Council's website which included links to four in-person sessions for public registration.
- **Customer Service Centre:** The City of Ryde main phone line and email address was provided for further information and assistance in providing feedback.
- **eNewsletters:** eNewsletters included the links to engagement opportunities (e.g., online survey, social pinpoint, written submissions and in-person sessions and workshops). Several eNewsletters were emailed to targeted service providers, previous Have Your Say submitters, Council-registered local artists and businesses, previously engaged community groups, community representatives participating in Council's working groups¹ and all subscribers to Council's eNewsletters.
- **City of Ryde's The Weekly Times:** The Creativity Strategy 2025-2030 was listed in open community consultation newspaper advertisement to promote consultation opportunities for all stakeholders.
- **Flyer:** Two flyers presenting key information on engagement phases 1 and 2, and opportunities for providing feedback were distributed at City of Ryde community facilities, events, and festivals (e.g., libraries, Ryde's Backyard BBQ event, Lunar New Year Festival, International Women's Day Forum, Seniors Safety and Resilience Expo, Volunteers Expo).
- **Sign/poster:** Two downloadable posters presenting key information on engagement phases 1 and 2 were shared with service providers to display and promote to their customers/clients. The printed posters were also displayed at City of Ryde libraries.
- **Story board:** Two story boards were used at in-person engagement sessions during phases 1 and 2 to display information on the project including QR codes to Have Your Say page links. A digital story board was also displayed on libraries' plasma screens.
- **City of Ryde social media:** Several posts were regularly uploaded on City of Ryde social media (Facebook, LinkedIn, Instagram).
- **Direct email:** A series of emails were sent to Council's targeted network of stakeholders for promoting both online and in-person engagement opportunities.
- **Phone call:** Phone calls were made to service providers at different stages of engagement as a reminder for promoting the online surveys and in-person workshops.

¹ The relevant City of Ryde working groups included:

- Festival and Arts Working Group
- Youth Working Group
- Heritage Working Group
- Reconciliation Action Working Group
- Multicultural Working Group
- Status of Women Working Group
- Inclusion and Access Working Group, and
- Sports and Recreation Working Group.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Engagement activities

To involve all stakeholders in engagement and consultation and initiate opportunities for providing feedback, the City of Ryde undertook a comprehensive engagement approach. The engagement and consultation was open to the City of Ryde's community – residents, workers, visitors, students, property owners and businesses as well as the creative sector and service providers - through a wide range of communications pathways and activities.

The engagement program included online and face to face opportunities for community and stakeholders to have their say.

A detailed engagement methodology is presented in Attachment A. The created and used engagement materials are presented in Attachment G.



Figure 1. Engagement phases and activities

Surveys

Two online surveys, including a community survey and a service provider survey were structured for the first phase of engagement to:

- sought feedback on existing challenges and concerns about the cultural and creative landscape and services across the LGA
- understand current and future cultural and creative opportunities
- explore ideas and insights for future improvements and priorities, and
- discuss visions and possible strategic directions for future developments.

The community survey was open between 16 January and 25 February 2024 and available online via Council's Have Your Say page. The survey link was also distributed to service providers, registered artists, and previously engaged community groups with Council via Council's eNewsletters to promote it within their community and creative networks. The service provider survey was open between 16 January and 17 March 2024. The survey link was distributed to service providers via Council's eNewsletters.

Both the community survey (featuring 20 questions) and the service provider survey (including 26 questions) were structured in a series of multiple choice and open-ended questions. The questions of community and service provider surveys for Creativity Strategy 2025-2030 are provided in Attachment B and C.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

The surveys outcomes were analysed to help inform understanding of the community and creative sector's specific needs that should be considered into the future Creativity Strategy. The detailed analysis and visualisation of surveys questions are presented in Attachment D and E.

Social Pinpoint (Interactive map)

A Social Pinpoint was designed as an interactive map for asking community to identify:

- cultural and creative places in the City of Ryde that are special to them, and
- cultural and creative places that could be improved and suggestions on how to improve them.

The social Pinpoint was available on Council's Have Your Say page between 16 January and 25 February 2024. Its link was also distributed to service providers, registered artists, and previously engaged community groups with Council via Council's eNewsletters to promote it within their community networks.

The social Pinpoint was used as an intercept survey at events and festivals during the first phase of engagement (at library events, Ryde's Backyard BBQ event, and Lunar New Year Festival). The received comments on the map were analysed to inform better understanding of place-based challenges and improvement opportunities.



Figure 2. Social Pinpoint (interactive map)

Consultation boards

Consultation boards were created to capture community feedback at events and festival such as Lunar New Year Festival, International Women's Day Forum, Seniors Safety and Resilience Expo, and Seniors Volunteer Expo. The aim was to capture feedback from target groups including women, seniors, and culturally and linguistically diverse communities and those who may not otherwise participate in online engagement.

The engagement was guided by following questions:

- What is best about the City of Ryde?
- What could be better in the City of Ryde?
- City of Ryde in 2030?

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1



Figure 3. Consultation Board at City of Ryde Lunar New Year Festival 2024

Workshops

A face-to-face workshop with general community and a separate workshop with artists and creative community groups were both held on 20 March 2024. Two face-to-face service providers workshops were held on 27 March 2024 to provide stakeholders with several date/time options to participate. All these workshops were facilitated by external facilitators during the second engagement phase.

The workshops were publicly promoted via Council's Have Your Say and Events pages as well as Council's eNewsletters, facilities (e.g., libraries) and also along with other in-person engagement (e.g., consultation board). The details of workshops time, location, number of attendees are provided in Attachment A.

The objectives of conducted workshops were to:

- provide the opportunity for community and service providers to contribute to the Creativity Strategy 2025-2030
- capture insights and suggestions from creative sector
- establish a shared vision that advocates for future creativity development as well as ongoing improvements in cultural and creative landscape of City of Ryde and creative service provisions
- provide the City of Ryde with useful short, medium and long-term goals, and
- discuss the required resources and stakeholders' roles and contribution.

Each workshop consisted of following activities:

- Activity 1.** A presentation of objectives of the renewed City of Ryde Creativity Strategy.
- Activity 2.** A quick discussion on the cultural and creative landscape of the City of Ryde as an icebreaker (using a chatterbox presenting a couple of questions about participants' experiences in the LGA).
- Activity 3.** A comprehensive discussion on the cultural and creative landscape of the City of Ryde, identifying foundational challenges and opportunities.
- Activity 4.** An exploration of community, artists and service providers' vision and priorities for the City of Ryde for the next five years (using group worksheets presenting questions about priorities, suggested timeframes, required resources, roles and responsibilities).
- Activity 5.** A mapping activity to identify special cultural and creative places and asset as well as the places or facilities in need of improvement on a printed map.

A number of themes were commonly discussed across the workshops. While the means of addressing each priority and the identified delivery partners varied according to participant's area of expertise or lived

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

experience, each of these themes were explored in depth and commonly identified by the majority of participants.



Figure 4. Received feedback from community and service providers through workshops

A workshop was held with Council's Business and Operations team during the second phase of engagement (on 14 March 2024) to capture their views and insights about the current state of cultural and creative landscape of City of Ryde and to validate the feedback we heard from community, artists, and service providers. This workshop was followed by another engagement activity at the manager level in May 2024 to consult what should be the priority and vision for the City of Ryde in developing creativity. A part of the discussions in this engagement was focused on the City of Ryde achievements in developing creativity over the past 5 years².

Another workshop was held with the City of Ryde Councillors on 2 July 2024 to present and validate the outcomes of stakeholders' engagement with Councillors.

Focus groups

The third phase of engagement was focused on engagement with key government agencies and peak bodies. Two online focus groups were conducted by Council and facilitated by external facilitators on 18 and 19 April 2024.

The key stakeholders were identified and mapped out based on their area of focus and were invited via email. The stakeholders were clustered in two groups, including:

Focus group 1: Agencies providing social and cultural infrastructure

Focus group 2: Creative sector

The objectives of these focus groups were to understand:

- the agencies' planning for cultural and creative outcomes and implementation challenges and opportunities within the City of Ryde
- suggested priorities for Council to act upon
- opportunities for partnership and collaboration between Council and relevant agencies

The questions of focus groups are provided in Attachment F.

² The highlights of discussed cultural and creativity-related achievements are presented in 'Overview' section of this report.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Who we engaged with

Stakeholder mapping was undertaken to identify relevant stakeholders and categorise them into levels of benefit, interest and influence. It helped to select a representative sample of stakeholders with various scales and levels of responsibilities and diverse contribution to planning and developing creativity across the City of Ryde and its broader geographical context.

Over the engagement phases, Council reached out to various stakeholder groups and sought for their input and feedback, including:

- general community
- artists and creative community groups
- service providers, such as:
 - Arts and cultural services
 - Education services
 - Recreation services
 - Culturally and linguistically diverse community services
 - First Nations community services
 - Children, youth, family, and seniors services
 - Employment services
 - Local creative businesses
- NSW Government agencies responsible for delivering cultural and creative outcomes
- not-for-profit organisations (supported by the Australian Government)
- peak bodies delivering cultural and creative outcomes
- Council's Working Groups³
- City of Ryde Councillors, and
- Council's internal stakeholders and executive leadership team.

The overview of engagement participants is presented below.

Community survey participants

A total of 63 responses were provided to the community survey, mainly by residents and workers across the LGA. The majority of respondents were involved in creative activities as audience /attendees or community members, however, 27% of participants were artists or performers. The other main groups of respondents were professionals working in creative industries (e.g., visual arts and design, music, film, performing arts, technology, digital media) or cultural sector, or patrons/art collectors.

While most of respondents (38%) were connected with the City of Ryde for more than 20 years, the second largest respondent group (30%) were those being connected with the LGA for less than 5 years.

³ The relevant City of Ryde working groups included:

- Festival and Arts Working Group
- Youth Working Group
- Heritage Working Group
- Reconciliation Action Working Group
- Multicultural Working Group
- Status of Women Working Group
- Inclusion and Access Working Group, and
- Sports and Recreation Working Group.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Out of all respondents, 71% were female and 25% were male. There was a small percentage of respondents identifying their gender as intersex or preferred not to clarify it. The number of respondents at the age range of 30-39 and 40-49 was more than other age groups.

Most of survey participants were born in Australia (60%). The second largest group of respondents were born in China, Hong Kong, and UK with similar percentage (5%) of total survey respondents. While 62% of respondents only speak English, the other 38% could speak in another language as well. Furthermore, 2% of survey respondents mentioned being of Aboriginal origin and 2% had both Aboriginal and Torres Strait Islander origin.

Service providers survey participants

A total of 19 responses to the online survey were received from service providers, mainly from organisations offering creativity-related services to community-based creative groups such as:

- collaboration on holding arts and culture related events
- providing venue for creativity-related activities (e.g., halls and theatre spaces, galleries)
- arts and creativity-related training services
- collaboration with creative industries (e.g., film, music), and
- marketing and communications for promoting arts and culture.

These are small service providers with less than 30 staff (full-time and part-time), provided service to less than 100 clients during the past 12 months.

Workshops participants

The workshops attendees included:

- general community
- artists and creative community groups
- social and cultural service providers
- Council's Business and Operations team, and
- City of Ryde Councillors.

Overall, 10 people attended two community and artists workshops, and 10 representatives of social, cultural and creative services attended two service providers' workshops. The participants were from diverse genders and age groups and connected to different suburbs of Ryde LGA.

Over 40 staff of Council's Business and Operations team participated in the Council's internal workshop from diverse groups, including:

- Libraries and Customer Service
- Community Services
- Recreation and Leisure Centre, and
- Circular Economy.

The City of Ryde Councillors attended the Councillor Workshop on 2 July 2024.

Focus groups participants

Each focus group had a targeted cluster of government agencies and peak bodies. The first focus group was attended by representatives of agencies providing social and cultural infrastructure including Office of 24-Hour Economy Commissioner, and School Infrastructure NSW.

The second focus group was attended by creative sector such as:

- Create NSW
- Destination NSW

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

- The National Institute of Dramatic Art, and
- Creative Plus Business.

Social Pinpoint and consultation boards participants

The participants of social Pinpoint and consultation boards were general community as well as some target groups such as seniors, women, and culturally and linguistically diverse communities attending Council's Seniors Safety and Resilience Expo, Seniors Volunteer Expo, International Women's Day Forum, and Lunar New Year Festival. These participants were from diverse genders and age groups and connected to different suburbs of Ryde LGA.

Secondary data

To widen the scope of engagement and leverage stakeholders' feedback captured through Council's other engagement and consultation, the most recent and relevant engagement outcomes were reviewed (e.g., engagement outcomes for Live Music Plan 2024-28, Events Plan 2024-28, and Reconciliation Action Plan 2024-26). The review of other engagement outcomes also helped to validate findings from undertaken engagement and consultation for the Creativity Strategy 2025-2030.

Accordingly, this document includes outcomes of most recent engagement with First Nations communities undertaken for co-designing and co-developing the City of Ryde Innovate Reconciliation Action Plan 2024-2026. These outcomes have been captured through interviews and workshops with community members and partners, including:

- First Nations Elders and Individuals
- Ryde Women's Gathering Group
- Koori Kids
- Sydney North First Nations Collaborative
- Northern Sydney Reconciliation Network
- Bennelong Reconciliation Group
- Macquarie University- Walanga Muru, and
- Aboriginal Educational Consultative Group – Wattamattagal Ryde.

Creativity Strategy 2025-2030: Engagement Outcomes Report

Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Engagement snapshot



- 2 online surveys
- 63 responses to online community survey
- 19 responses to online service providers survey



- 2 community workshops
- 2 service providers' workshops
- 2 Council's internal workshop
- 10 attendees at community workshops
- 10 attendees at service providers' workshops
- Over 40 attendees at Council Business and Operations team workshop



- 2 online focus groups with government agencies
- 6 agencies attended focus groups



- 237 comments on Social Pinpoint (Interactive Map)
- Over 150 comments on consultation board/worksheet



- Public announcement on Council's Have Your Say webpage and Events webpage
- Public announcement via flyers, posters, and storyboards



- Translated engagement materials (e.g., survey, flyer, Have Your Say page) in 3 languages, including Chinese Traditional, Chinese Simplified, and Korean
- 2 received survey responses in languages other than English



- Advertisements on Facebook, LinkedIn, and Instagram
- Advertisements placed in Council's eNewsletters

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

What we heard

The numerous amounts of received feedback through a diverse method of engagement and consultation with community and stakeholders is analysed to demonstrate the emerged common themes, and recurring insights. The analysed feedback includes current challenges and opportunities, as well as future priorities and visions for improving the cultural and creative landscape of the City of Ryde. This section presents the highlights of feedback identified by community and stakeholders.

"Creativity comes from the bottom-up."

– Community workshop participant

"Ryde needs a heartbeat."

– Community workshop participant

"Ryde is a melting pot of multiculturalism."

– Community workshop participant

"We're part of the Ryde community – we want to be able to work here."

– Service providers workshop participant

"Community and creativity are grassroots."

– Community workshop participant

"There is so much untapped potential in Ryde."

– Community workshop participant

"There are two things that bring community together – art and music. They are warm ways to connect with each other."

– Community workshop participant

"Keen to make Ryde considered a destination."

– Community workshop participant

"Champions need resourcing from Council and currently they are not given the opportunity to thrive."

– An agency participated in focus group

"Collaboration and partnership are key to support our services and clients."

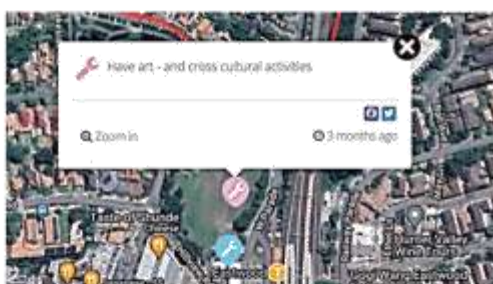
– An agency participated in focus group

Creativity Strategy 2025-2030: Engagement Outcomes Report

Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1



"There is a large multicultural group within Ryde that can be represented through the arts, there is plenty of room for new activations and opportunities especially among younger people."

~ Community survey respondent

"There are some artists at the professional level residing at the City of Ryde, but the LGA has yet to seize such a fantastic opportunity to get them involved in art programs and events."

~ Community survey respondent

"The main challenge is finding adult volunteers ..."

~ Service provider survey respondent

"We were able to attend community meetings that the council organised, and we were able to connect with more local multicultural group leaders."

~ Service provider survey respondent

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Accessibility to cultural and creative activities

The feedback identified top participated creative activities by general community in the past 12 months and within the City of Ryde were library events and programs, and performance arts (e.g., dance, theatre, comedy, music concert, movie).

Some participants noted their attendance in creative activities outside the Ryde area. These activities or places mainly included arts, design and technology events, museums, galleries, exhibitions, theatres, and music events. Main challenges in attending, participating or collaborating in creative activities within the City of Ryde were discussed as:

- lack of awareness about available activities across the LGA
- distance from activities due to lack of activities in some areas across the LGA
- cost of activities, and
- lack of supporting transport options and required accessibility (including parking areas near events and activities)

Stakeholders wished to see greater and more equitable access to community spaces and services, ensuring inclusivity across all demographics, and reducing barriers that prevent full community participation. Their feedback encompasses the need for a better distribution of activities and opportunities across the LGA, a civic centre, and affordable spaces for producing and showcasing creative works. Reducing the number of steps and documentation needed to hire Council-owned spaces and making these spaces more affordable were also discussed.

Enabling easier access to underutilised facilities like community halls for community use and leveraging vacant spaces like the Macquarie Park Forum were suggested by community.

Cultural diversity and inclusion in creative activities

Stakeholders believed that inclusivity and diversity can be better showcased through cultural and creative events and activities. While the majority of them acknowledged that arts and creative activities are socially inclusive in the City of Ryde, a desire for greater intergenerational and cross-cultural activities was expressed.

Community connections and communication through creativity

The significant impact of cultural and creative activities on connecting community and fostering social cohesion was highlighted in discussions with stakeholders. Providing further opportunities for collaboration, communication, knowledge and cultural exchange through creative activities was suggested.

The feedback identified a focus should be placed on fostering partnerships across local government, creative businesses and service providers, and community groups.

Community-led creativity

The impact of informal and unstructured events on fostering neighbourly relationships and building social connection and belonging was highlighted. Stakeholders wished to see more community-led cultural and creative activities, leveraging local artists, creative groups, and volunteers. Thus, more awareness for volunteers and artists about how to engage and collaborate on local opportunities and events was discussed.

A core role was suggested for Council in liaising with creative groups and businesses, volunteers, and local artists as well as providing facilities for community-led activities and events.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

As discussed during focus groups, Council needs to take a deep dive on understanding how planning controls are hindering cultural activity and social interactions in town centres. Clear guideline for community-led events was suggested to be prepared by Council.

Local identity and heritage-based creativity

The cultural diversity and heritage were highlighted as main community strengths in the City of Ryde. Stakeholders recognised that existing strengths and potential opportunities in Ryde area are often not accessible or promoted to the wider community, and beyond the LGA borders.

Participants wished to see Ryde further embrace and promote cultural and creative diversity to create a unifying brand of a multicultural and artistic community, that all community members can identify with, and visitors can see as a core value of the City of Ryde. Embracing and promoting such local identity would establish Ryde as a cultural destination and hub outside of the Sydney CBD.

Stakeholders discussed that Ryde is a unique place between major cultural centres of City of Sydney and Parramatta. Therefore, a cultural identity and point of difference within the cultural landscape of Greater Sydney is desired for Ryde which should be based on its local potential.

Connecting with Country through creativity⁴

City of Ryde acts based on a Reconciliation Action Plan and has a specific focus on indigenous arts and culture. The engagement with First Nations communities identified further improvements are required:

- to foster greater understanding and acknowledgement of the indigenous arts and cultural values by the public, and
- to ensure Council supports or engages with First Nations artists, creative groups and owned businesses when developing creative sector, running creative activities, or advocating for connecting with Country through creativity.

Locals' contribution to creativity

The feedback revealed that local creative sector in Ryde is diverse but is not currently connected and supported. The need for artists to be better connected to one another, to service providers and to Council was identified as a barrier for artists to engaging with community events and spaces.

Creative sector stakeholders believed that greater collaboration across the creative sector and being better connected to community opportunities will help to grow Ryde's identity as a creative LGA. Notably, stakeholders wished to see the local creative and cultural sector better connected with business parks and multinational corporates with headquarters inside the Ryde LGA, as it was understood these organisations are often engaging cultural practitioners from outside of the City of Ryde.

To support local artists and creative groups, it was recommended that Council should value and priorities local artists in procurement for Council-lead events and also create platforms showcasing local artists' work, offer more incentives, and facilitate networking opportunities. By fostering collaboration and investing in the creative sector, Council can cultivate a vibrant artistic community that enriches Ryde's cultural landscape.

⁴ This section includes the outcomes of most recent engagement with First Nations communities undertaken for co-designing and co-developing the City of Ryde Innovate Reconciliation Action Plan 2024-2026. These outcomes have been captured through interviews and workshops with community members and partners listed in section of "Who we engaged with".

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

The creative sector highlighted that professional artists across Sydney are looking for Councils that enable them to pursue their craft and provide such an opportunity within Ryde would result in a self-sustaining and thriving cultural and creative sector.

Supporting creative service provisions

Promoting creativity and creative industries through events and festivals

As highlighted in previous sections, stakeholders expected Council to host a wide range creative events and activities suitable for diverse community groups and at varied dates/times to accommodate different schedules. Such events were discussed as opportunities for Council to collaborate with culturally and linguistically diverse local artists and creative businesses to increase their visibility.

Supporting infrastructure

The feedback revealed the need for greater access to performance venues and rehearsal spaces, however, lack of affordable spaces and infrastructure for producing and showcasing creative works was highlighted by stakeholders. A recurring theme was the need for better utilisation and optimisation of existing spaces, as well as the development of new facilities to meet the creative sector's needs in addition to the needs and interests of culturally and demographically diverse audience. This included leveraging Council-owned spaces and creating multifunctional spaces that can accommodate a variety of activities and group sizes. It was noted that an audit of available spaces and facilities is required to ensure they are fit-for-purpose. Upgrading and maintenance of halls and facilities was also recommended.

Both service providers and community members argued challenges and barriers in booking Council-owned facilities and venues. It was recommended to facilitate access to these available venues through a user-friendly booking system that also promotes events, activities, and opportunities in a more inclusive and effective manner.

Comments on the City of Ryde's interactive map showed the significance of parks and green spaces for holding creative events and activities. Activating public areas and untapped potential for developing and promoting creativity was suggested. A shared use of local schools' spaces (when are not in use, e.g., weekends) was also discussed as an opportunity for Council, by School Infrastructure NSW in a focus group.

The need for a central "heart" in Ryde through a civic centre or entertainment hub, which would provide spaces that not only serve functional creative purposes but also act as central points for community life and cultural exchange was also highlighted.

Government agencies discussed the need for Council to outline its cultural and creative infrastructure within the context of the Greater Sydney creative ecosystem, aiming to leverage existing market gaps. A specific opportunity identified involves partnering with major educational and artistic organisations interested in expanding their physical presence and establishing "satellite" campuses or locations throughout the Greater Sydney.

Night-time Economy

Opportunities to promote creativity through activating night-time economy was discussed by Office of 24-Hour Economy Commissioner. The growing night-time economy across the Greater Sydney, and the concurrent trend of decentralised entertainment habits were identified. It was widely acknowledged that significant investment in neighbourhood centres was needed to respond to community's growing desire to partake in night-time activities within their local neighbourhoods. The representative of Office of 24-Hour Economy Commissioner wished to see Council develops a Night-time Economy Strategy that focussed on unlocking after dark spending in local centres.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1

Community participants discussed night-time economy can support creativity development by attracting visitors, providing opportunities for creative sector to collaborate with local businesses, and promoting local artists. On the other hand, the impact of creativity on boosting night-time economy and activation of local places was identified.

Fund and grants

Service providers referred to service expansion and programs development during the past two years and post COVID pandemic. Some of Council's grants and programs (e.g., Small Grants, Venue Hire Grants⁵, Events Grants⁶, and Arts and Creativity Grants⁷) were mentioned as additional support provided to them for better service delivery.

To better support the organisations in service provisions, it was suggested for Council to continuously provide supporting programs and grants to service providers and community groups for professional development of those contributing to creativity.

Business skills

Creative service providers discussed the growing need for technical professionals within the creative sector. To improve outcomes of art and creative activities for artists, creative groups and industries, stakeholders suggested Council to advocate for:

- supporting professional development of artists
- providing artists and creative groups with training and upskilling opportunities (for instance, by attracting creativity-related education providers to the LGA) to enrich the local talent with necessary skills and trainings, and positioning Ryde as a hub for creativity, and
- creating new employment opportunities within creative sector through creativity development and facilitating connections between local artists or creative groups and creative businesses.

Stakeholders also discussed the main required business skills for enhancing services are grant writing to get further financial support for service delivery.

Communications and public awareness

The feedback from service providers demonstrated that Council's website, events, and programs are potential pathways through which creative organisations or artists can connect with community, promote their services, and engage with other stakeholders.

According to service providers, the current top four pathways for public awareness about activities, programs, and services that organisations deliver are:

- organisations' website
- word of mouth
- social media
- other organisations' website, events, referrals

This showed the necessity of improving information sharing and public announcement through the City of Ryde events, website, social media or facilities (e.g., community centres, libraries) for greater public awareness about local artists, local opportunities, activities, events, and services. This can also include establishing multiple touchpoints across various channels to ensure stakeholders are well-informed about policy updates and developments and be involved with organisational-led celebrations, events and activities.

⁵ Venue Hire Grants are designed to facilitate community groups and service providers' access to Council-owned venues for running community events and activities.

⁶ Event grants support not-for-profit organisations to deliver community-based events and festivals which showcase the diversity and rich culture of the City of Ryde.

⁷ The Arts and Creativity Grants are designed to support community-led programs and projects, to stimulate creative and cultural expression within the City of Ryde. The grants support individual artists, artistic collectives and not-for-profit organisations in creative outcomes that benefit the community.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 1



According to stakeholders, communication improvements should include resolution of language barriers through providing translated announcements and materials and a facilitated access to events and activities for culturally and linguistically diverse communities.

Collaboration and partnership

The feedback identified that most of participated service providers collaborate and partner with state government agencies, education services and community groups to develop service provisions and deliver services.

Service providers expected Council to play a significant role in developing and facilitating partnerships and accessing network of creative sector. This included not only fostering partnership between Council and creative organisations but also facilitating collaboration between service providers and helping them to find a business partner across the LGA.

A greater consultation with service providers was also suggested in identifying both community and service providers' needs and opportunities that deliver greater outcomes.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:



ITEM 14 (continued)

ATTACHMENT 1

What is next

This Engagement Outcomes Report acknowledges the significance and value of community, artists and stakeholders' feedback and insights in informing the Creativity Strategy 2025-2030. The key findings detailed in this report will guide how to set out a vision for creativity development over the next five years and what should be prioritised. The engagement outcomes also inform a range of actions that should be undertaken to fulfil the vision and deliver greater outcomes.

According to findings, the Creativity Strategy 2025-2030 will advocate for community and creative sector's benefits, including:

- Creative sector's development and capacity building
- Place activation and unlocking potential (facilities, spaces and infrastructure)
- Greater supporting economy
- Support for creative service provisions
- Greater local creative sector's contribution to creativity development
- Better outcomes of art and creative activities for artists, creative groups and industries
- Better accessibility to cultural and creative activities
- Cultural diversity and inclusion in creative activities
- Community connections and communication through creativity
- Community-led creativity
- Promoting local identity and heritage-based creativity
- Connecting with Country through creativity
- Greater collaboration and partnership for creative service provisions, and
- Greater communication among government, creative sector, and community.

Creativity Strategy 2025-2030: Engagement Outcomes Report		
Owner: City Shaping	Accountability:	Endorsed:
CM Reference:	Last review date: 3/07/2024	Next review date:

ITEM 14 (continued)

ATTACHMENT 2



ITEM 14 (continued)

ATTACHMENT 2

Table of Contents

Attachment A – Engagement methodology
Attachment B – Community survey
Attachment C – Service providers survey
Attachment D – Community survey analysis
Attachment E – Service provider survey analysis
Attachment F – Focus groups' discussion themes and questions
Attachment G – Engagement materials

ITEM 14 (continued)

ATTACHMENT 2

Attachment A – Engagement methodology

Date	Tool	Stakeholders	Overview	Engagement
Tue 16 Jan 2024 – Sun 25 Feb 2024	Have your Say Website	Website users	A project webpage with background information, online surveys, interactive map, and project updates. The webpage was updated in March 2024 to include the details of in-person sessions (community and service providers workshops).	1,418 page views 331 users engaged
Tue 16 Jan 2024 – Sun 25 Feb 2024	Online Survey	General community	Online survey where general community could provide feedback on the Creativity Strategy 2025-2030. This was accessed through Council's Have Your Say webpage.	63 responses to Creativity Strategy community survey received
Tue 16 Jan 2024 – Sun 17 March 2024	Online Survey	Service providers	Online survey where service providers could provide feedback on the Creativity Strategy 2025-2030. This was promoted through Council's e-Newsletters.	19 responses to Creativity Strategy service providers survey received
Tue 16 Jan 2024 – Sun 25 Feb 2024	Social Pinpoint Map	Website users	Online Social Pinpoint (interactive map) where stakeholders could provide feedback on the Creativity Strategy 2025-2030. This was accessed through Council's Have Your Say webpage.	237 comments received
Tue 16 Jan 2024 – Sun 25 Feb 2024	Information phone line and email	All stakeholders	The City of Ryde main phone line and email address was provided for further information and open for feedback from the community.	No email or postal submissions received but option was available to community
Tue 16 Jan 2024 – Sun 25 Feb 2024 and Thu 14 March 2024 -Thu 28 March 2024	A4 flyer	Residents and community members	Two double sided A4 flyers (one for engagement phase 1 and one for engagement phase 2) were distributed at City of Ryde libraries and at various events to promote the consultation and feedback opportunities.	1200 approx. flyers printed

ITEM 14 (continued)

ATTACHMENT 2

Date	Tool	Stakeholders	Overview	Engagement
Tue 16 Jan 2024 – Sun 25 Feb 2024 and Thu 14 March 2024 – Thu 28 March 2024	A3 poster	Service providers and community members	Two A3 posters (one for engagement phase 1 and one for engagement phase 2) were shared with service providers to display and promote to their customers/clients. Posters were also displayed at five local libraries.	A3 poster
Tue 16 Jan 2024	Have Your Say eNewsletter	Service providers	eNewsletter emailed to service providers to promote the consultation and feedback opportunities. Several reminders were also sent following the first email. Additional eNewsletter emailed to service providers during March 2024 to promote the in-person sessions (service providers workshops).	112 eNewsletters distributed
Tue 16 Jan 2024	Have Your Say eNewsletter	Previous HYS submitters	eNewsletter emailed to stakeholders to promote the consultation and feedback opportunities. Several reminders were also sent following the first email. Additional eNewsletter emailed to stakeholders during March 2024 to promote the in-person sessions (Community workshops).	57 eNewsletters distributed
Each Wed between Tue 16 Jan 2024 – Sun 25 Feb 2024	Open community consultations advertisement in The Weekly Times	Newspaper readership	Listed in open community consultation newspaper advertisement to promote the consultation opportunities for all stakeholders.	38,000 total print readership

ITEM 14 (continued)

ATTACHMENT 2

Date	Tool	Stakeholders	Overview	Engagement
Fri 19 Jan 2024 – Sun 28 Jan 2024	Social Media – organic and paid	Facebook, Instagram and LinkedIn users	Social media to promote the consultation and feedback opportunities for all stakeholders. Additional social media updates were provided during March 2024 to promote in-person sessions (community and service providers workshops).	Facebook (organic and paid): 4,626 users reached Instagram (organic): 576 users reached LinkedIn (organic): 601 users reached
Tue 30 Jan 2023	Open community consultations listing in Your City News eNewsletter	Your City News subscribers	Listed in City News eNewsletter to promote the consultation and feedback opportunities.	3,522 eNewsletters distributed
Tue 30 Jan 2024 – Sun 25 Feb 2024	Plasma Screens Display	City of Ryde libraries visitors	Plasma screens to promote the consultation and feedback opportunities.	Plasma screens across City of Ryde libraries
Fri 9 Feb 2024	Have Your Say eNewsletter	Local artists	eNewsletter emailed to stakeholders to promote the consultation and feedback opportunities.	43 eNewsletters distributed
Thu 22 Feb 2024	Arts in Ryde eNewsletter	Arts in Ryde subscribers	Listed in Arts in Ryde eNewsletter to promote the consultation and feedback opportunities.	1,579 eNewsletters distributed
Tue 23 Jan Fri 26 Jan Thu 8 Feb Mon 12 Feb Wed 14 Feb Sat 17 Feb Sat 9 March Tue 12 March Thu 14 March 2024	Storyboard	Attendees of in-person engagement sessions	Used at in-person engagement sessions to display information on the project including QR codes to Have Your Say page links.	Used at each in-person engagement session

ITEM 14 (continued)

ATTACHMENT 2

Date	Tool	Stakeholders	Overview	Engagement
Tue 23 Jan 2024	In-person session at Meadowbank Park	Attendees at the School Holidays Bike Skills event	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	2 attendees provided feedback.
Fri 26 Jan 2024	In-person session at Ryde's Backyard BBQ	Attendees at Ryde's Backyard BBQ	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	201 comments received via social pinpoint
Thu 8 Feb 2024	In-person session at Ryde Library	Attendees at Authors Platform event	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	5 comments received via social pinpoint
Mon 12 Feb 2024	In-person session at Ryde Library	Attendees at Musical Morning Tea: SydneySiders Chorus	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	10 comments received via social pinpoint
Wed 14 Feb 2024	In-person session at West Ryde Library	Library Lovers Day Crafternoon + Mocktails	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person via the social pinpoint.	13 comments received via social pinpoint
Sat 17 Feb 2024	In-person session at Lunar New Year Festival	Attendees at Lunar New year Festival	An opportunity for interested stakeholders to speak with Council staff about the consultation and provide comment in-person.	6 comments received via social pinpoint

ITEM 14 (continued)

ATTACHMENT 2

Date	Tool	Stakeholders	Overview	Engagement
Sat 17 Feb 2024	Consultation Board	Attendees at Lunar New year Festival	An opportunity for interested stakeholders to speak with Council staff about the consultation and shares ideas in-person on a range of questions.	122 comments received on consultation board
Sat 9 March	Consultation Board/paper	Attendees at International Women's Day Forum	An opportunity for interested stakeholders to speak with Council staff about the consultation and shares ideas in-person.	7 comments received on consultation paper
Tue 12 March	Consultation Board/paper	Attendees at Seniors Safety and Resilience Expo	An opportunity for interested stakeholders to speak with Council staff about the consultation and shares ideas in-person.	10 comments received on consultation paper
Thu 14 March 2024	Consultation Board/paper	Attendees at Seniors Volunteer Expo	An opportunity for interested stakeholders to speak with Council staff about the consultation and shares ideas in-person.	8 comments received on consultation paper
Thu 14 March 2024	Consultation worksheet	City of Ryde Business and Operations team (City Life) at Ryde Library	An opportunity to capture the City Life team's feedback and validate the key findings from community and service providers surveys.	Over 40 staff of Council's Business and Operations team participated
March 2024	Event webpage	Website users	An event webpage was created on Council's website including links to four in-person sessions for public registration.	20 people participated in four in-person sessions
Wed 20 March 2024	Creativity Strategy-Workshop 1 at North Ryde School of Arts Community Hall	General community	The outcomes of engagement phase 1 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the cultural and creativity related challenges, opportunities, vision and priorities for future.	6 attendees provided feedback
Wed 20 March 2024	Creativity Strategy-Workshop 2 at Marsfield Community Centre	Artists, creative community groups and general community	The outcomes of engagement phase 1 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the cultural and creativity related challenges, opportunities, vision and priorities for future.	4 attendees provided feedback
Wed 27 March 2024	Service Providers Workshop 1 at North Ryde School of Arts Community Hall	Social service providers	The outcomes of engagement phase 1 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the cultural and creativity related challenges, opportunities, vision and priorities for future.	6 attendees provided feedback
Wed 27 March 2024	Service Providers Workshop 2 at Marsfield Community Centre	Social service providers	The outcomes of engagement phase 1 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the cultural and creativity related challenges, opportunities, vision and priorities for future.	4 attendees provided feedback

ITEM 14 (continued)

ATTACHMENT 2


Date	Tool	Stakeholders	Overview	Engagement
Thu 18 April 2024	Online Focus Group	Agencies working on social infrastructure, housing, and economy	The outcomes of engagement phases 1 & 2 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the social and cultural challenges, opportunities, vision and priorities for future.	<ul style="list-style-type: none"> School Infrastructure NSW Office of 24-Hour Economy Commissioner
Fri 19 April 2024	Online Focus Group	Agencies delivering cultural and creative outcomes	The outcomes of engagement phases 1 & 2 were shared with attendees. Their feedback was captured, and a deeper discussion was conducted about the cultural and creativity related challenges, opportunities, vision and priorities for future.	<ul style="list-style-type: none"> Create NSW Destination NSW The National Institute of Dramatic Art Creative Plus Business
Tue 2 July 2024	Councillor Workshop	City of Ryde Councillors	The outcomes of stakeholders' engagement were presented and validated with Councillors for their feedback.	

ITEM 14 (continued)

ATTACHMENT 2

Attachment B – Community survey

Creativity Strategy 2025-2030



City of Ryde Creativity Strategy 2025-2030

About this survey

City of Ryde is reviewing and updating its five-year Creativity Strategy to help guide Council's work through to the year 2030.

As a member of the City of Ryde community, we would like to hear your thoughts about the creativity development in the City of Ryde through this survey. Your input will assist Council to capture valuable insights about the current state of creativity development through arts, culture, businesses, and built environment and how it can be improved, to help inform its understanding of the community's specific needs that should be considered into the future.

By completing this survey, you will go into a draw to win one (1) of five (5) Anystore Gift Cards valued at \$100. Please see our [terms and conditions](#) for more information.


This survey will take **approximately 12 minutes to complete** and will be **available until Sunday 25 February 2024**.

Please note: Information and/or feedback provided to Council in correspondence (including responses to forms and surveys) may be made publicly available, in accordance with the Government Information Public Access Act (GIPA Act) 2009. Any written feedback provided may also be made publicly available as is (verbatim comments) in the reporting process. Your feedback may be passed onto relevant external consultants for the purpose of reporting on the engagement outcomes, however, your name and other contact information won't be made available.

ITEM 14 (continued)

ATTACHMENT 2

Creativity Strategy 2025-2030



City of Ryde Creativity Strategy 2025-2030

Tell us about yourself

Your responses to this survey will remain anonymous and will greatly assist our understanding in servicing the needs of the City of Ryde community.

* 1. Which of the following best describes your relationship and/or connection to the City of Ryde. Please select all that apply.

<input type="checkbox"/> Resident	<input type="checkbox"/> Student
<input type="checkbox"/> Worker	<input type="checkbox"/> Non-resident property owner
<input type="checkbox"/> Visitor	<input type="checkbox"/> Business owner
<input type="checkbox"/> Other (please specify)	

2. Please tell us the suburb you are connected to the most.

<input type="radio"/> Chatswood West	<input type="radio"/> Gladesville	<input type="radio"/> Putney
<input type="radio"/> Denistone	<input type="radio"/> Marsfield	<input type="radio"/> Ryde
<input type="radio"/> Denistone East	<input type="radio"/> Macquarie Park	<input type="radio"/> West Ryde
<input type="radio"/> Denistone West	<input type="radio"/> Meadowbank	<input type="radio"/> Tennyson Point
<input type="radio"/> East Ryde	<input type="radio"/> Melrose Park	
<input type="radio"/> Eastwood	<input type="radio"/> North Ryde	
<input type="radio"/> Other (please specify)		

3. How long have you been connected with the City of Ryde?

☐ Under 5 years

☐ 5 to 10 years

☐ 10 to 20 years

☐ More than 20 years

ITEM 14 (continued)

ATTACHMENT 2

4. Please tell us your gender.

☐ Female

☐ Intersex

☐ Male

☐ Non-Binary

☐ Transgender

☐ Prefer not to say

☐ Prefer to self-describe my gender

5. Are you of Aboriginal or Torres Strait Islander origin?

☐ Yes, Aboriginal

☐ Yes, Torres Strait Islander

☐ Yes, both

☐ Neither

☐ Prefer not to answer

6. Please tell us your age.

☐ 18 to
29

☐ 60 to 69

☐ 30 to
39

☐ 70 to 79

☐ 40 to
49

☐ 80 and over

☐ 50 to 59

7. Which country were you born in?

8. Please tell us what language(s) you speak at home, other than English. Please select all that apply.

☐ English only

☐ Arabic

☐ Mandarin

☐ Italian

☐ Cantonese

☐ Indonesian

☐ Korean

☐ Malay

☐ Hindi

☐ Vietnamese


☐ Filipino

☐ Other (please specify)

ITEM 14 (continued)

ATTACHMENT 2

Creativity Strategy 2025-2030



City of Ryde Creativity Strategy 2025-2030

Cultural and creative activities

* 9. How are you involved in creative activities through arts, culture, businesses or built environment within the City of Ryde? Please select all that apply.

<input type="checkbox"/> Community member	<input type="checkbox"/> Member of community-based arts groups
<input type="checkbox"/> Audience / attendee	<input type="checkbox"/> Educator teaching creative or cultural subjects
<input type="checkbox"/> Artists or performer	<input type="checkbox"/> Student studying creative or cultural subjects
<input type="checkbox"/> Professional working in creative industries or cultural sector	<input type="checkbox"/> Patron / art collector
<input type="checkbox"/> Volunteer in creative industries or cultural sector	
<input type="checkbox"/> Other (please specify)	

* 10. In the past 12 months, within the City of Ryde, which of the following have you participated in and/or visited? Please select all that apply.

<input type="checkbox"/> Drawing / painting	<input type="checkbox"/> Performance arts (e.g., dance, theatre, comedy, music concert, movie)
<input type="checkbox"/> Photography	<input type="checkbox"/> Digital media/art (radio, film, editing, photography, social gaming)
<input type="checkbox"/> Art gallery, exhibition, or museum	<input type="checkbox"/> Writing (fiction, poetry, blogs, etc.)
<input type="checkbox"/> Library	<input type="checkbox"/> Crafts (mosaic, scrapbooking, sewing, etc.)
<input type="checkbox"/> Religious or spiritual activities	<input type="checkbox"/> None of these
<input type="checkbox"/> Other (please specify)	

ITEM 14 (continued)

ATTACHMENT 2

11. What challenges / barriers have you faced in attending, participating and/or collaborating in creative activities / events within the City of Ryde? Please select all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Cost of activities | <input type="checkbox"/> Language barriers |
| <input type="checkbox"/> Transport / distance | <input type="checkbox"/> No activity in area |
| <input type="checkbox"/> Health issues or disability | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> Cultural difference | |
| <input type="checkbox"/> Other (please specify) | |


12. Did you participate in any of the above creative activities outside of the City of Ryde? If

so, please describe or provide further details.

ITEM 14 (continued)

ATTACHMENT 2

Creativity Strategy 2025-2030



City of Ryde Creativity Strategy 2025-2030

Cultural and creative activities

* 13. To what extent do you agree with the following statements about arts and creative activities in City of Ryde?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Are community led	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are socially inclusive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Celebrate stories and expresses identity and heritage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connect people from different backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide an opportunity to collaborate and learn from others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ITEM 14 (continued)

ATTACHMENT 2


* 14. To what extent do you agree with the following statements about the outcomes of art and creative activities in the City of Ryde?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Provide support to the professional development of artists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create new employment opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present opportunities to learn about new topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present opportunities to learn new skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attract customers and visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ITEM 14 (continued)

ATTACHMENT 2

Creativity Strategy 2025-2030



City of Ryde Creativity Strategy 2025-2030

Cultural and creative representation


* 15. To what extent do you agree with the following statements about art and cultural representation in the City of Ryde?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Indigenous art is well represented	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Art from diverse cultural groups is <input type="radio"/> represented		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a range of creative expression in public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is enough good quality arts and <input type="radio"/> cultural events		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spaces that support and develop creativity are available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ITEM 14 (continued)

ATTACHMENT 2

Creativity Strategy 2025-2030



City of Ryde Creativity Strategy 2025-2030

Strengths and opportunities


16. What do you think are the main strengths of the City of Ryde relating to arts and creativity?

17. What does the City of Ryde Council do well to support creativity development through arts, culture, businesses or built environment?

ITEM 14 (continued)

ATTACHMENT 2

Creativity Strategy 2025-2030



City of Ryde Creativity Strategy 2025-2030

Barriers and challenges


18. What do you think are the main challenges for developing / promoting creativity across the City of Ryde?

* 19. What activities would you like to see the Council undertake to support creativity in City of Ryde? Please select all that apply.

<input type="checkbox"/> Build and maintain cultural infrastructure (e.g., and galleries, museum, performance venues, studios)	<input type="checkbox"/> Scholarships to support access to art creativity related education
<input type="checkbox"/> Run events and festivals promoting creativity and creative industries (e.g., visual arts and design, music, film, performing arts, technology, digital media, etc.)	<input type="checkbox"/> Funding of art and creativity related organisations
<input type="checkbox"/> Grants program to support professional development for those contributing to creativity	<input type="checkbox"/> Advocate to support and grow local creative industries
<input type="checkbox"/> Create pathways and opportunities for local artists/organisations/businesses to collaborate with others	<input type="checkbox"/> Purchase and commission public art
<input type="checkbox"/> Other (please specify)	

ITEM 14 (continued)


ATTACHMENT 2


City of Ryde Creativity Strategy 2025-2030
Overall feedback and recommendations
<p>20. Finally, do you have any further feedback or suggestions regarding the City of Ryde Creativity Strategy 2025-2030?</p> <div data-bbox="360 864 1206 987" style="border: 1px solid black; height: 55px;"></div>

ITEM 14 (continued)

ATTACHMENT 2

Creativity Strategy 2025-2030



City of Ryde Creativity Strategy 2025-2030

Prize Draw and further engagement

To enter the prize draw to win one (1) of five (5) Anystore Gift Cards valued at \$100, please tick the box below to indicate you are 18 years or over, agree to the [terms and conditions](#) and provide your contact details.

21. Would you like to enter the prize draw mentioned above?

☐ Yes, I would like to enter the prize draw. I am 18 years of age or over and agree to the [terms and conditions](#)

22. Would you like the opportunity to participate in any future focus groups / workshops relating to the Creativity Strategy?

☐ Yes, I would like the opportunity to participate in any future focus groups / workshops relating to the Creativity Strategy and be contacted using the email address provided below

23. Would you like to receive any potential updates from the City of Ryde regarding this project and/or similar projects in the future?

☐ Yes, I would like to receive potential updates regarding this project and/or similar projects in the future using the email address provided below

24. Please provide your contact details below if you have answered Yes to any of the above questions.

Name:

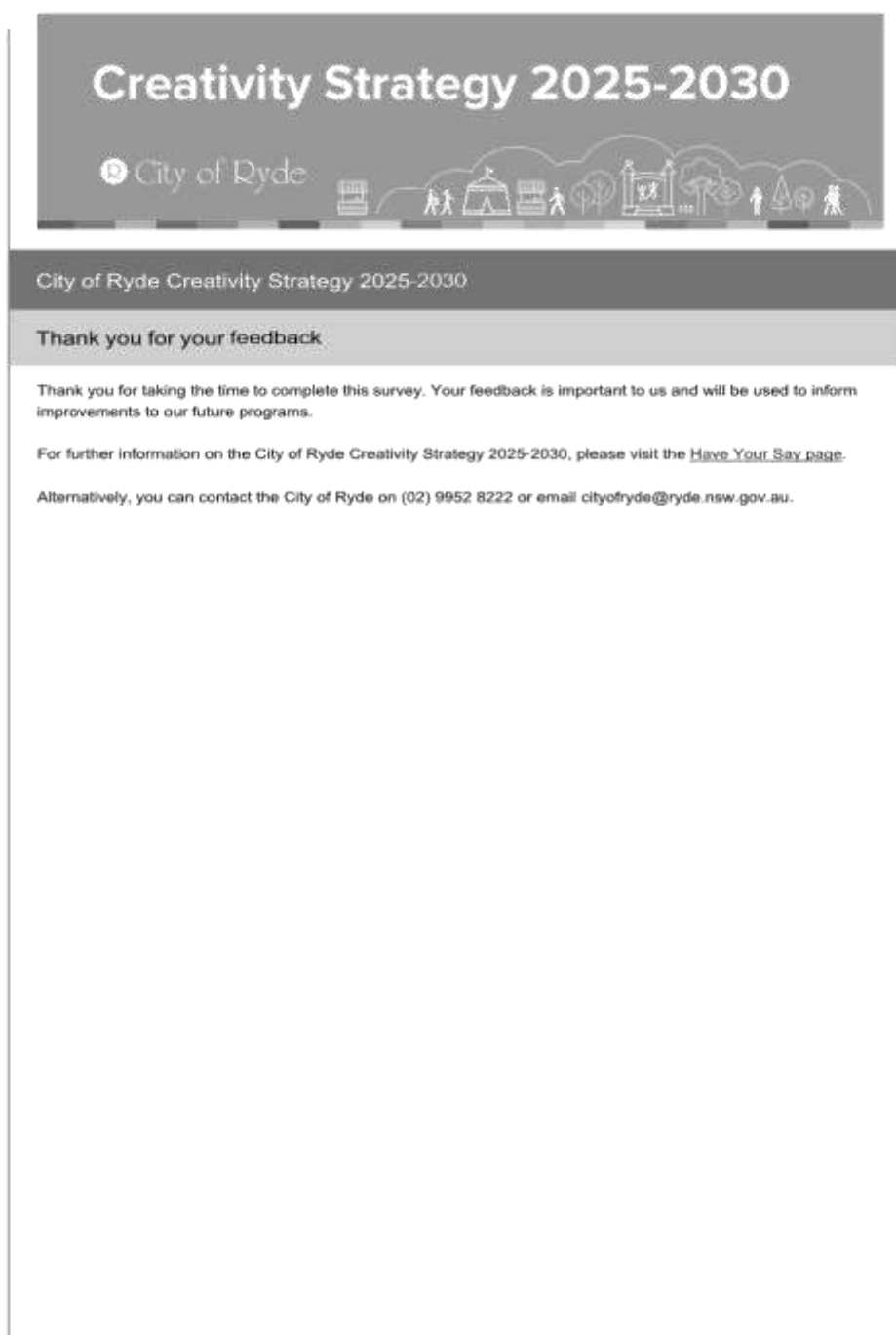
Email Address:

Phone Number:

Please be assured that your details will only be used in regards to the preferences you have indicated above and under no circumstances will your details be provided to a third party or linked to your survey responses. Your responses will remain anonymous and under no circumstances will you be personally identifiable in the reporting process.

ITEM 14 (continued)

ATTACHMENT 2



ITEM 14 (continued)

ATTACHMENT 2

Attachment C – Service providers survey (Consolidated service provider survey for both Social Plan 2025-2030 and Creativity Strategy 2025-2030)



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

About this survey

City of Ryde is reviewing and updating its five-year **Social Plan** and **Creativity Strategy** to help guide Council's work through to the year 2030.

As a local community service or creativity-based service provider, we would like to hear your thoughts about social wellbeing and creativity in the City of Ryde through this survey.

Your input will assist Council to capture valuable insights about the current and future social and cultural environment in the City of Ryde, and the challenges and opportunities for improving the community services and facilities to help inform its understanding of the community's specific needs that should be considered into the future.


This survey will take **approximately 10 minutes to complete** and will be **available until Sunday 25 February 2024**.

Please note: Information and/or feedback provided to Council in correspondence (including responses to forms and surveys) may be made publicly available, in accordance with the Government Information Public Access Act (GIPA Act) 2009. Any written feedback provided may also be made publicly available as is (verbatim comments) in the reporting process. Your feedback may be passed onto relevant external consultants for the purpose of reporting on the engagement outcomes, however, your name and other contact information won't be made available.

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Organisation and contact details

1. Please tell us about your organisation:

Organisation name:

Department: (If relevant)

2. Please tell us about yourself:

Your name:

Your position:

Your email address:

Your phone number:

3. Would you like to receive any potential updates from the City of Ryde regarding this project and/or similar projects in the future?

☐ Yes, I would like to receive potential updates regarding this project and/or similar projects in the future using the email address provided above

4. Would you like the opportunity to participate in any future focus groups / workshops relating to the Social Plan 2025-2030 and Creativity Strategy 2025-2030?


☐ Yes, I would like the opportunity to participate in any future focus groups / workshops relating to the Social Plan and Creativity Strategy and be contacted using the email address provided above


Your contact can be used to verify your submission, to receive updates on the project, and for statistical purposes. In the reporting process, please be assured your feedback will remain anonymous and under no circumstances will you be personally identifiable. If you do not provide your contact details and/or they cannot be verified then your response may not be considered as part of the final results.

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

About your organisation and service provisions

5. Who are your organisation's main audience and/or customer(s)? Please select all that apply.

<input type="checkbox"/> Children and youth	<input type="checkbox"/> Emerging artists
<input type="checkbox"/> Seniors	<input type="checkbox"/> People with disability
<input type="checkbox"/> Families	<input type="checkbox"/> People with special needs for mental health
<input type="checkbox"/> Women	<input type="checkbox"/> People with special needs for physical health
<input type="checkbox"/> Men	<input type="checkbox"/> Culturally and linguistically diverse people
<input type="checkbox"/> LGBTQI+ community	<input type="checkbox"/> Newly arrived migrants, refugees, humanitarian visa holders
<input type="checkbox"/> Community based creative groups	
<input type="checkbox"/> Other (please specify)	


6. Which of the following best describes the services provided by your organisation? Please select all that apply.


<input type="checkbox"/> Health and wellbeing	<input type="checkbox"/> Sports and recreation
<input type="checkbox"/> Community service provider (e.g. people with disability, children, youth, family, seniors)	<input type="checkbox"/> Employment
<input type="checkbox"/> Culturally and linguistically diverse community support	<input type="checkbox"/> Financial counselling
<input type="checkbox"/> Education and learning	<input type="checkbox"/> Legal/justice
<input type="checkbox"/> Arts and cultural	<input type="checkbox"/> Faith-based
<input type="checkbox"/> Community facilities (e.g. libraries, galleries, halls)	
<input type="checkbox"/> Other (please specify)	

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

About your organisation and service provisions

7. Does your organisation provide services for any of the following social issues? Please select all that apply.

<input type="checkbox"/> Mental health	<input type="checkbox"/> Use of alcohol and drugs
<input type="checkbox"/> Physical health	<input type="checkbox"/> Financial issues
<input type="checkbox"/> Disability and access	<input type="checkbox"/> Cultural issues
<input type="checkbox"/> Family breakdown	<input type="checkbox"/> Social isolation
<input type="checkbox"/> Domestic violence	<input type="checkbox"/> Racism and discrimination
<input type="checkbox"/> Housing / homelessness	<input type="checkbox"/> Elder/child/sexual abuse
<input type="checkbox"/> Unemployment/underemployment	<input type="checkbox"/> None of the above
<input type="checkbox"/> Youth disengagement	
<input type="checkbox"/> Other (please specify)	


8. Which of the following creativity-related services does your organisation provide within the City of Ryde? Please select all that apply.


<input type="checkbox"/> Arts and creativity-related training services	<input type="checkbox"/> Collaboration on holding arts and culture related events
<input type="checkbox"/> Artists professional development services	<input type="checkbox"/> Providing venue for creativity-related activities (e.g., halls and theatre spaces, galleries)
<input type="checkbox"/> Collaboration with creative industries (film, music, etc)	<input type="checkbox"/> None of the above
<input type="checkbox"/> Marketing and communications for promoting arts and culture	
<input type="checkbox"/> Other (please specify)	

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

About your organisation and service provisions

9. Approximately, how many people did your organisation provide services to within the past year?

Please answer in whole numbers only.

10. How many people work/volunteer in your organisation (including part time and casual staff)? Please answer in whole numbers only.

* 11. Which of the following best describes your organisation's gross annual turnover?

<input type="radio"/> Under \$50,000	<input type="radio"/> \$750,000 to under \$1 million
<input type="radio"/> \$50,000 to less than \$150,000	<input type="radio"/> \$1 million to less than \$5 million
<input type="radio"/> \$150,000 to under \$500,000	<input type="radio"/> \$5 million or more
<input type="radio"/> \$500,000 to under \$750,000	<input type="radio"/> Prefer not to say


12. Does your organisation collaborate and partner with other organisations (i.e. government organisations, not-for-profit organisations)? If yes, please provide some details.


13. Has there been any change to your organisation's service provision over the past 2 years? If yes, please specify the change and reasons for that change.

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 **City of Ryde**



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Opportunities

14. What opportunities have been made available to your organisation when providing services within the City of Ryde?

* 15. What programs or grants has your organisation applied for and/or received from the City of Ryde? Please select all that apply.

<input type="checkbox"/> Community Wellbeing	<input type="checkbox"/> Professional Skills for Creatives
<input type="checkbox"/> Events	<input type="checkbox"/> Creative Spotlight
<input type="checkbox"/> Arts and Creativity	<input type="checkbox"/> Get Gig Ready
<input type="checkbox"/> Community Facilities and Equipment	<input type="checkbox"/> Tech Savvy Seniors
<input type="checkbox"/> Venue Hire	<input type="checkbox"/> Storytime and Rhymetime
<input type="checkbox"/> Sports and Recreation	<input type="checkbox"/> Did not apply
<input type="checkbox"/> Small Grants	<input type="checkbox"/> Applied but did not receive any grants
<input type="checkbox"/> Other (please specify)	

16. How satisfied are you with the variety and access to the above-mentioned programs and grants in the City of Ryde?

☐ Not at all satisfied
 ☐ Not very satisfied
 ☐ Somewhat satisfied
 ☐ Satisfied
 ☐ Very satisfied

ITEM 14 (continued)

ATTACHMENT 2


* 17. What business skills do you think would enhance your organisation's services? Please select all that apply.


- | | |
|---|--|
| <input type="checkbox"/> Financial management | <input type="checkbox"/> Governance (including skills to run a small business) |
| <input type="checkbox"/> Strategic planning | <input type="checkbox"/> Risk management |
| <input type="checkbox"/> Marketing and communications | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Grant writing | |
| <input type="checkbox"/> Other (please specify) | |

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Challenges

18. What are the main challenges faced by your organisation when providing services within the City of Ryde?

* 19. In the past 12 months has your organisation experienced any of the following issues when delivering creativity focused services or programs? Please select all that apply.

<input type="checkbox"/> Limited number of affordable creative spaces for producing and showcasing work	<input type="checkbox"/> Difficulties in accessing training and skill development support for promoting creativity
<input type="checkbox"/> Lack of a range of programs and initiatives provided by the government for promoting creativity	<input type="checkbox"/> Regulatory challenges
<input type="checkbox"/> Lack of investment and funding opportunities for developing creativity through arts, culture, businesses or built environment	<input type="checkbox"/> None of the above
<input type="checkbox"/> Difficulties in accessing networks and collaborating for promoting creativity	
<input type="checkbox"/> Other (please specify)	

ITEM 14 (continued)

ATTACHMENT 2


20. What are the key barriers your customers are facing in accessing your services? Please select all that apply.


- | | |
|---|---|
| <input type="checkbox"/> Cost of service | <input type="checkbox"/> Service not available in area |
| <input type="checkbox"/> Transport/distance | <input type="checkbox"/> Inadequate internet access |
| <input type="checkbox"/> Health issues/ disability | <input type="checkbox"/> Lack of trust in services |
| <input type="checkbox"/> Language barriers | <input type="checkbox"/> Service at capacity, waitlist only |
| <input type="checkbox"/> Appointment not available at required time | |
| <input type="checkbox"/> Other (please specify) | |

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Organisational vision


21 . What is your organisation's vision for social wellbeing (access to services, diversity, inclusion and equity) in the City of Ryde?


22. What is your organisation's vision for developing creativity through arts, culture, businesses or built environment in the City of Ryde?

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Role of Council

23. What does the City of Ryde do well to support social wellbeing and creativity?


* 24. How could Council better support your organisation in service provisions for the community? Please select all that apply.


<input type="checkbox"/> Provide facilities	<input type="checkbox"/> Support capacity building
<input type="checkbox"/> Provide supporting programs and grants	<input type="checkbox"/> Information distribution
<input type="checkbox"/> Support partnership development	
<input type="checkbox"/> Other (please specify)	

ITEM 14 (continued)

ATTACHMENT 2

Social Plan 2025-2030 and Creativity Strategy 2025-2030

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Awareness and further feedback

25. To the best of your knowledge, how do people typically find out about the activities, programs and services your organisation delivers? Please select all that apply.

<input type="checkbox"/> My organisation's website	<input type="checkbox"/> Other organisations (websites, events, referrals)
<input type="checkbox"/> City of Ryde events	<input type="checkbox"/> Social media
<input type="checkbox"/> City of Ryde website	<input type="checkbox"/> Word of mouth
<input type="checkbox"/> City of Ryde facilities (community centres, libraries)	<input type="checkbox"/> Passers-by see us and/or drop-in
<input type="checkbox"/> Other (please specify)	

26. Do you have any further comments regarding social wellbeing and creativity in the City of Ryde?

ITEM 14 (continued)

ATTACHMENT 2

**Social Plan 2025-2030 and
Creativity Strategy 2025-2030**

 City of Ryde



City of Ryde Social Plan 2025-2030 and Creativity Strategy 2025-2030: Service Providers Survey

Thank you for your feedback

Thank you for taking the time to complete this survey.

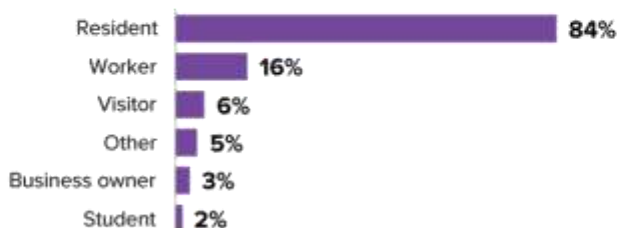
For further information on the City of Ryde Social Plan 2025-2030 or Creativity Strategy 2025-2030, you can contact the City of Ryde on (02) 9952 8222 or email cityofryde@ryde.nsw.gov.au.

ITEM 14 (continued)

ATTACHMENT 2

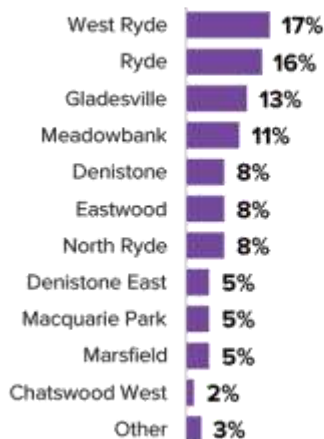
Attachment D – Community survey analysis

1. Which of the following best describes your relationship and/or connection to the City of Ryde? (n=63)



Note: Respondents could select multiple options, hence total does not add to 100%

2. Please tell us the suburb you are connected to the most. (n=63)



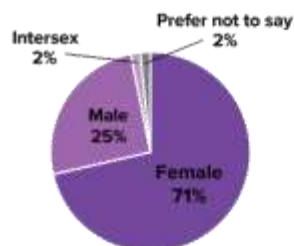
Note: Percentages may not total 100 due to rounding

3. How long have you been connected with the City of Ryde? (n=63)



Note: Percentages may not total 100 due to rounding

4. Please tell us your gender. (n=63)

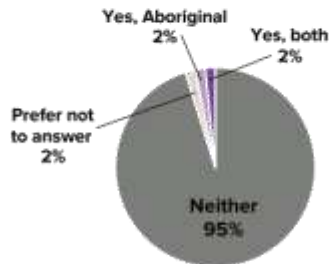


Note: Percentages may not total 100 due to rounding

ITEM 14 (continued)

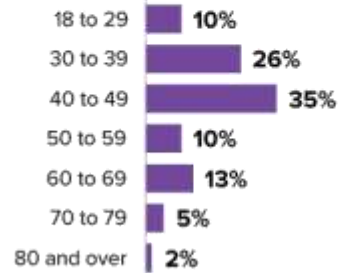
ATTACHMENT 2

5. Are you of Aboriginal or Torres Strait Islander origin? (n=62)



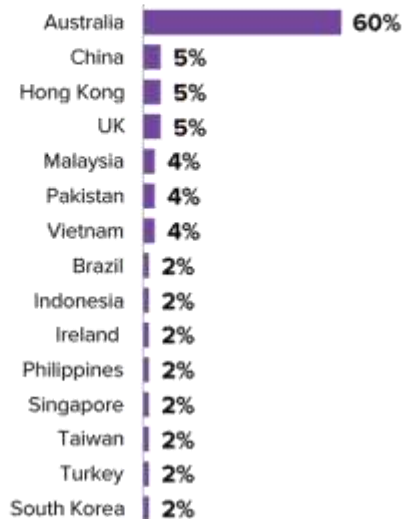
Note: Percentages may not total 100 due to rounding

6. Please tell us your age (n=62)



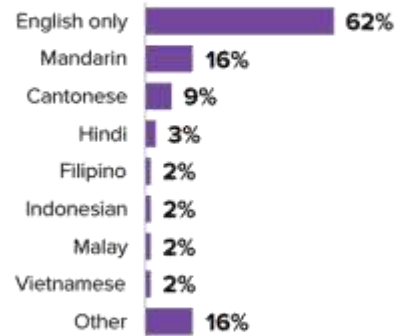
Note: Percentages may not total 100 due to rounding

7. Which country were you born in? (n=57)



Note: Percentages may not total 100 due to rounding

8. Please tell us what language(s) you speak at home, other than English. (n=58)

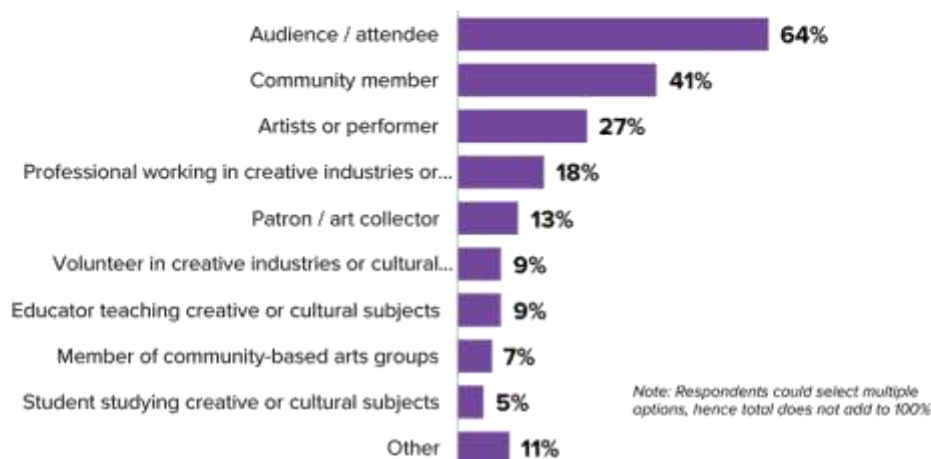


Note: Respondents could select multiple options, hence total does not add to 100%

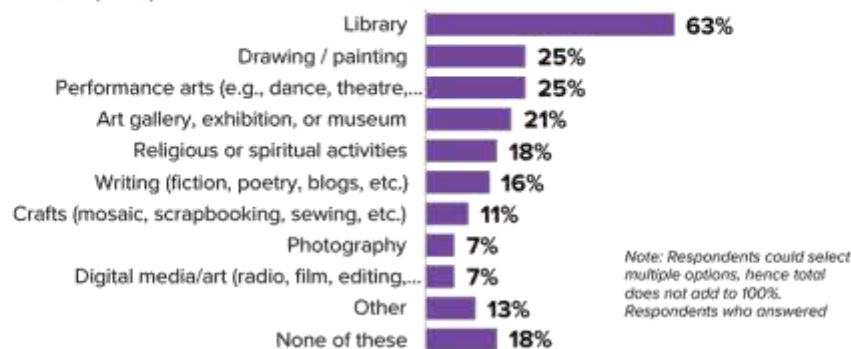
ITEM 14 (continued)

ATTACHMENT 2

9. How are you involved in creative activities through arts, culture, businesses or built environment within the City of Ryde? (n=56)



10. In the past 12 months, within the City of Ryde, which of the following have you participated in and/or visited? (n=56)

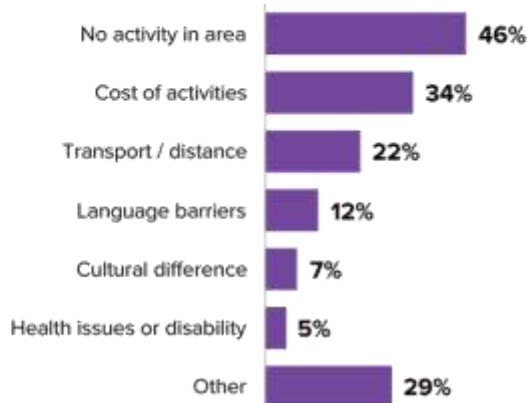


ITEM 14 (continued)

ATTACHMENT 2

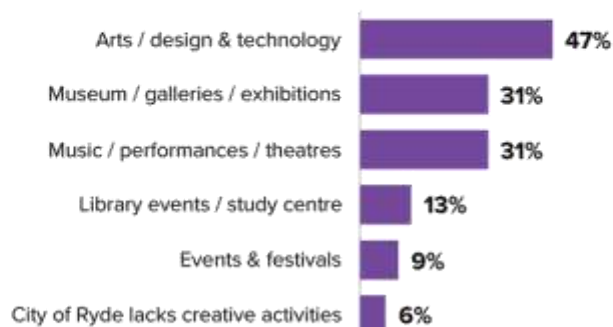


11. What challenges / barriers have you faced in attending, participating and/or collaborating in creative activities / events within the City of Ryde? (n=41)



Note: Respondents could select multiple options, hence total does not add to 100%. Respondents who answered 'Not applicable' were not included in the total base.

12. Did you participate in any of the above creative activities outside of the City of Ryde? (Open ended, n=32*)

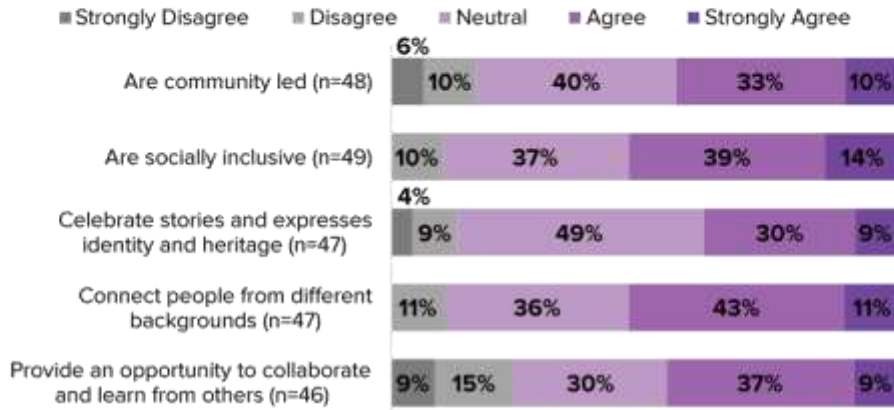


ITEM 14 (continued)

ATTACHMENT 2

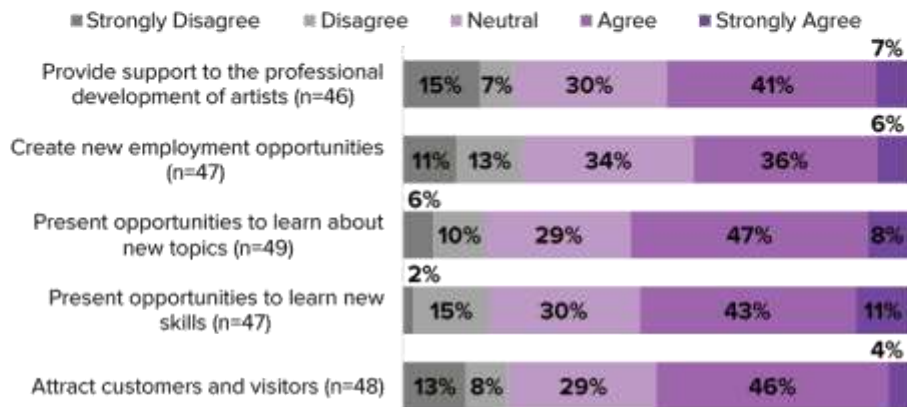


13. To what extent do you agree with the following statements about arts and creative activities in City of Ryde?



Note: Respondents who answered 'N/A' were not included in the total base. Percentages may not total 100 due to rounding

14. To what extent do you agree with the following statements about the outcomes of art and creative activities in the City of Ryde?



Note: Respondents who answered 'N/A' were not included in the total base. Percentages may not total 100 due to rounding

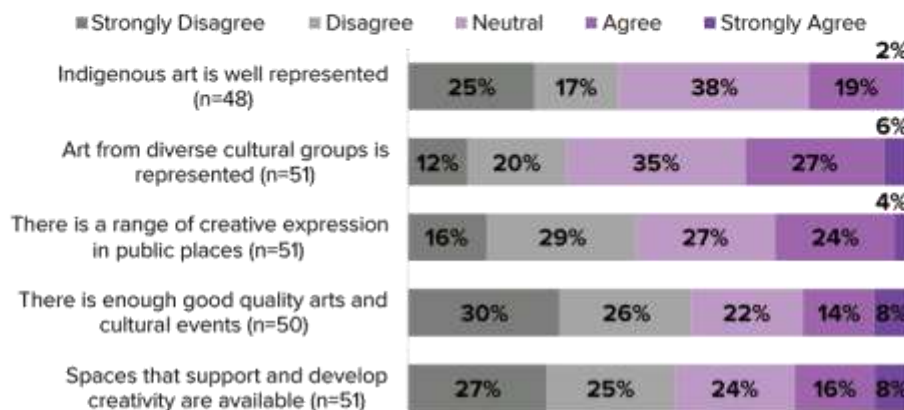


ITEM 14 (continued)

ATTACHMENT 2

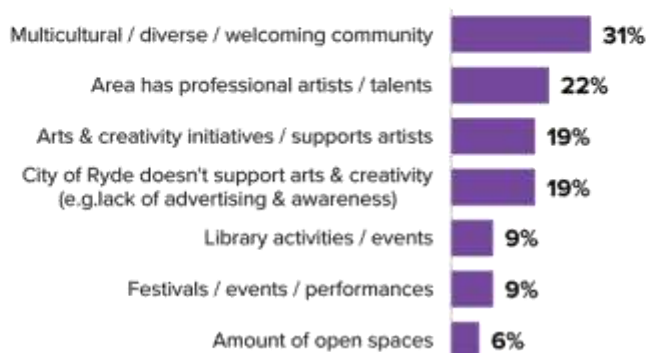


15. To what extent do you agree with the following statements about art and cultural representation in the City of Ryde?



Note: Respondents who answered 'N/A' were not included in the total base. Percentages may not total 100 due to rounding

16. What do you think are the main strengths of the City of Ryde relating to arts and creativity? (Open ended, n=32*)



Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted.
*Caution: Low sample size. Data to be used as indicative only.



ITEM 14 (continued)

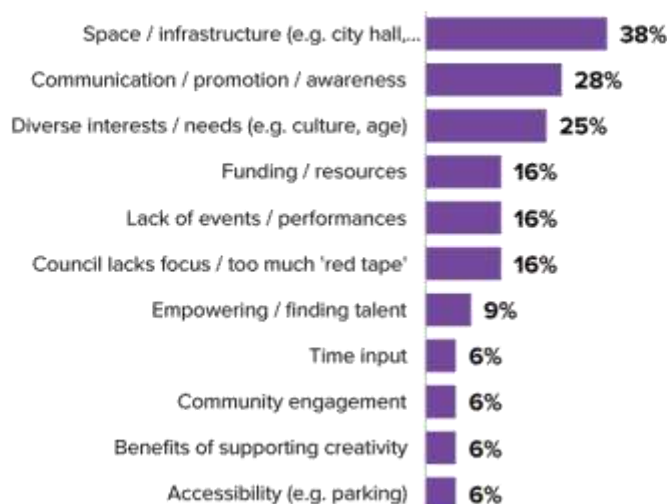
ATTACHMENT 2



17. What does the City of Ryde Council do well to support creativity development through arts, culture, businesses or built environment? (Open ended, n=29*)



18. What do you think are the main challenges for developing / promoting creativity across the City of Ryde? (Open ended, n=32*)



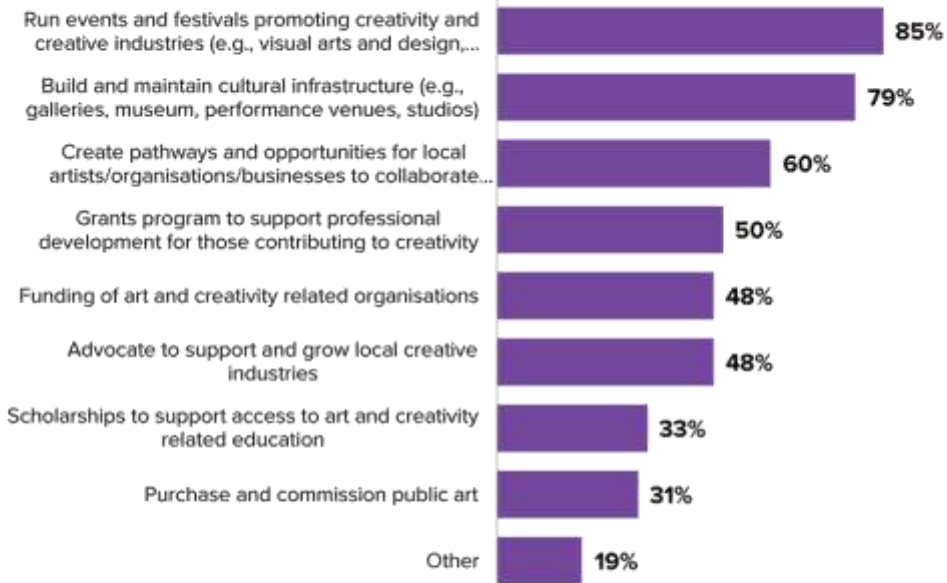
Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted.
*Caution: Low sample size. Data to be used as indicative only.



ITEM 14 (continued)

ATTACHMENT 2

19. What activities would you like to see the Council undertake to support creativity in City of Ryde? (n=48)



Note: Respondents could select multiple options, hence total does not add to 100%

20. Finally, do you have any further feedback or suggestions regarding the City of Ryde Creativity Strategy 2025-2030? (Open ended, n=23*)



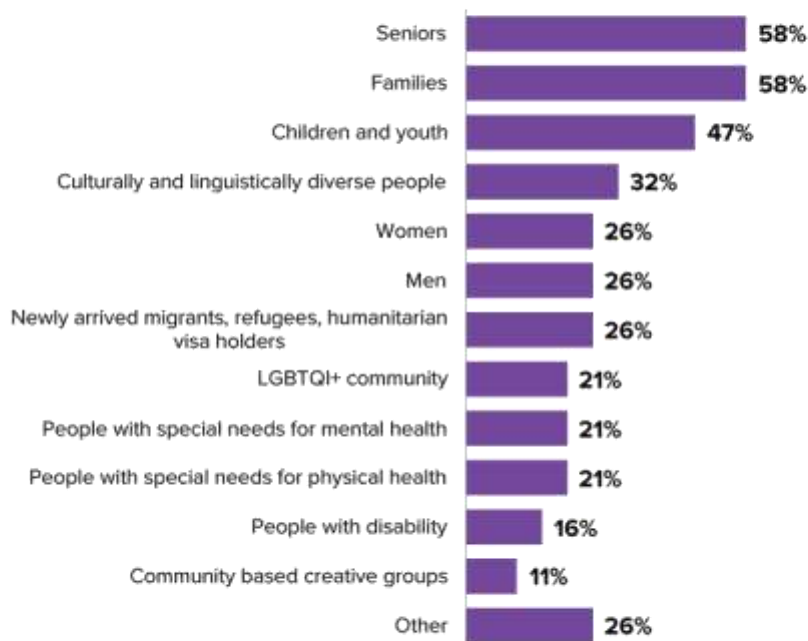
*Note: Respondents could select multiple options, hence total does not add to 100%. Only themes mentioned by >1 respondents are charted.
Caution: Low sample size. Data to be used as indicative only.

ITEM 14 (continued)

ATTACHMENT 2

Attachment E – Service provider survey analysis¹ (Consolidated service provider survey for both Social Plan 2025-2030 and Creativity Strategy 2025-2030)

5. Who are your organisation's main audience and/or customer(s)? (n=19*)



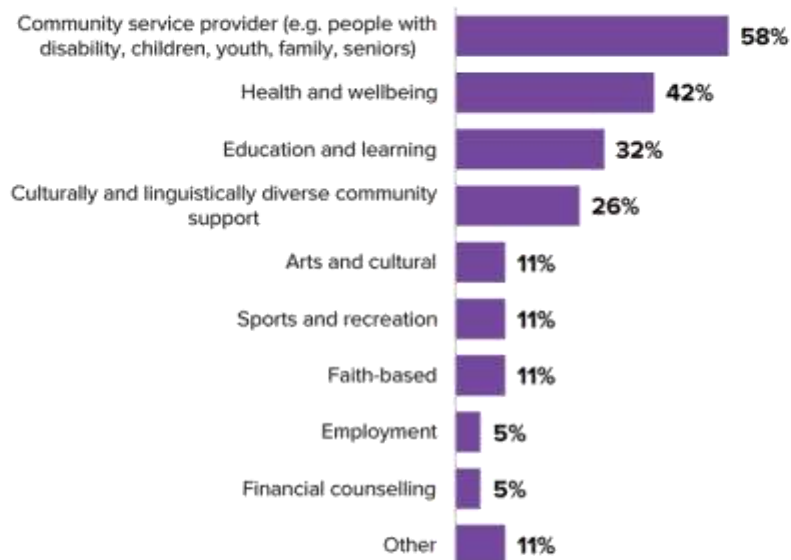
*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

¹ This section presents the quantitative analysis of responses to multiple-choice questions in the service providers survey. Due to the small number of responses to the open-ended questions, the findings from qualitative analysis of those questions, when demonstrated meaningful findings, have been directly added to the section of "What we have Heard".

ITEM 14 (continued)

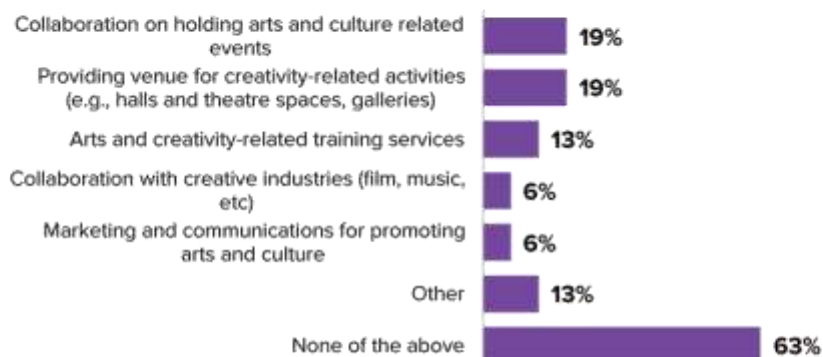
ATTACHMENT 2

6. Which of the following best describes the services provided by your organisation? (n=19*)



*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

8. Which of the following creativity-related services does your organisation provide within the City of Ryde? (n=16*)

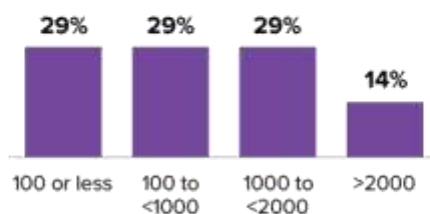


*Note: Respondents could select multiple options, hence total does not add to 100%. Only asked of certain service providers. *Caution: Low sample size. Data to be used as indicative only.*

ITEM 14 (continued)

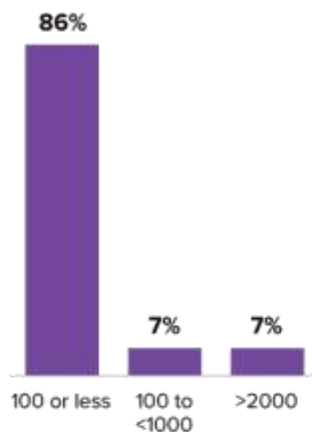
ATTACHMENT 2

9. Approximately, how many people did your organisation provide services to within the past year? (Open ended, n=14*)



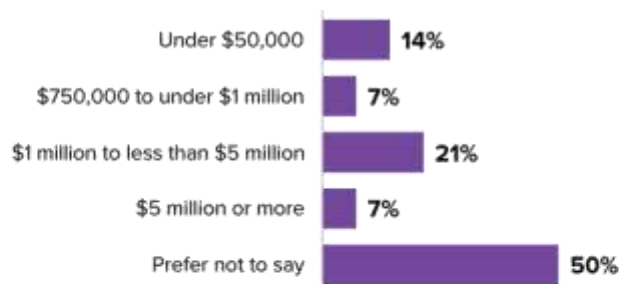
*Note: *Grouped based on open-ended responses. Caution: Low sample size. Data to be used as indicative only. Percentages may not total 100 due to rounding.*

10. How many people work/volunteer in your organisation (including part time and casual staff)? (Open ended, n=14*)



*Note: *Grouped based on open-ended responses. Caution: Low sample size. Data to be used as indicative only. Percentages may not total 100 due to rounding.*

11. Which of the following best describes your organisation's gross annual turnover? (n=14*)

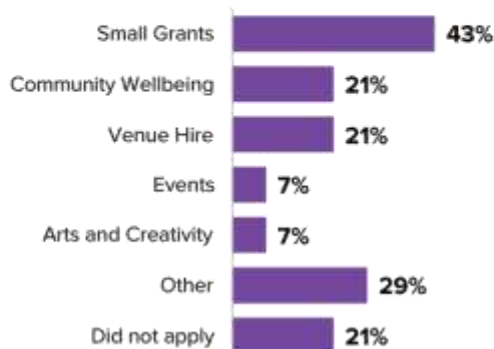


*Note: *Caution: Low sample size. Data to be used as indicative only. Percentages may not total 100 due to rounding.*

ITEM 14 (continued)

ATTACHMENT 2

15. What programs or grants has your organisation applied for and/or received from the City of Ryde? (n=14*)



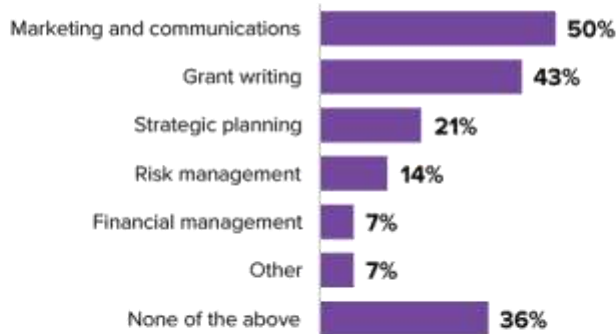
*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

16. How satisfied are you with the variety and access to the above-mentioned programs and grants in the City of Ryde? (n=11*)



*Note: Percentages may not total 100 due to rounding. *Caution: Low sample size. Data to be used as indicative only.*

17. What business skills do you think would enhance your organisation's services? (n=14*)

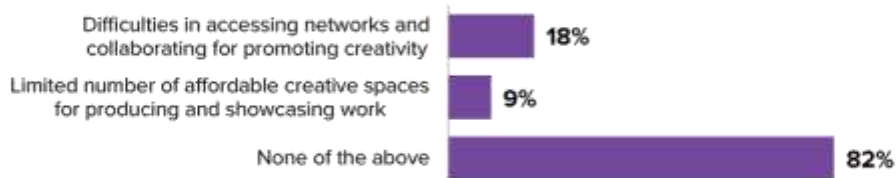


*Note: Respondents could select multiple options, hence total does not add to 100%. *Caution: Low sample size. Data to be used as indicative only.*

ITEM 14 (continued)

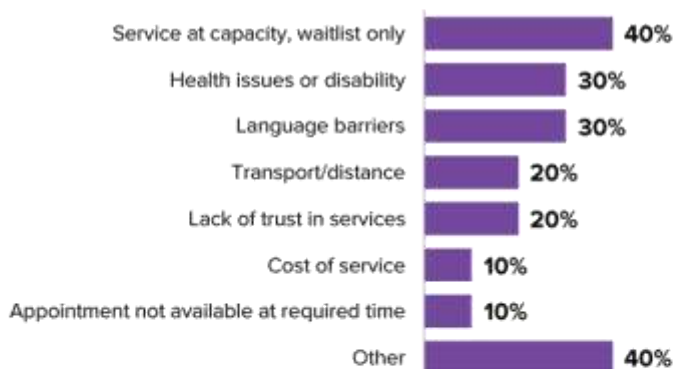
ATTACHMENT 2

19. In the past 12 months has your organisation experienced any of the following issues when delivering creativity focused services or programs? (n=11*)



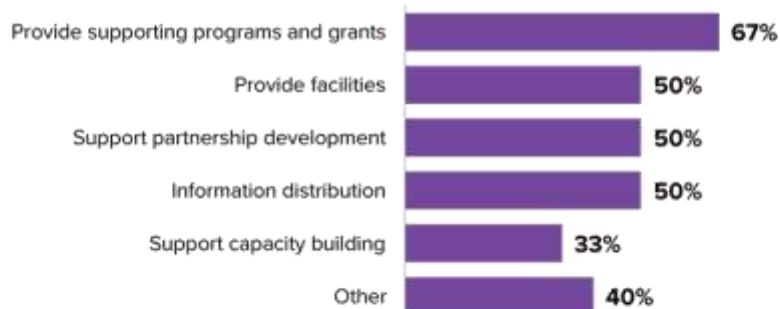
*Note: Respondents could select multiple options, hence total does not add to 100%. Only asked of certain service providers.
Caution: Low sample size. Data to be used as indicative only.

20. What are the key barriers your customers are facing in accessing your services? (n=10*)



*Note: Respondents could select multiple options, hence total does not add to 100%.
Caution: Low sample size. Data to be used as indicative only.

24. How could Council better support your organisation in service provisions for the community? (n=12*)



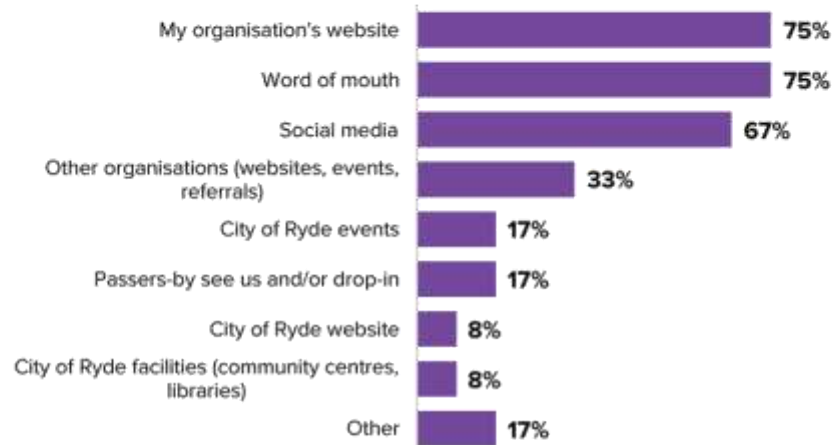
*Note: Respondents could select multiple options, hence total does not add to 100%.
Caution: Low sample size. Data to be used as indicative only.

ITEM 14 (continued)

ATTACHMENT 2



25. To the best of your knowledge, how do people typically find out about the activities, programs and services your organisation delivers? (n=12*)



Note: Respondents could select multiple options, hence total does not add to 100%.
*Caution: Low sample size. Data to be used as indicative only.



ITEM 14 (continued)

ATTACHMENT 2

Attachment F – Focus groups' discussion themes and questions

Discussion themes	Key questions
Planning for cultural and creative outcomes	<ul style="list-style-type: none"> • How do you deliver cultural and creative outcomes in your work? • What are some of the important trends you're seeing in your field? What does the future look like for cultural and creative services? • How is your organisation responding to these trends?
Priorities for City of Ryde Local Government Area	<ul style="list-style-type: none"> • What do you think are some of the big opportunities for the City of Ryde community and creativity development? • If the City of Ryde should focus on three priorities in the short term, what should they be?
Working with City of Ryde Council	<ul style="list-style-type: none"> • How can City of Ryde work with you to help achieve your organisation's top priorities for cultural and creative outcomes?

ITEM 14 (continued)


ATTACHMENT 2

Attachment G – Engagement materials

Have Your Say Webpage

Social Plan 2025-2030 and Creativity Strategy 2025-2030

Developed by the City of Ryde



The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these two plans to help guide Council's work through to the year 2030.

Council is looking to capture insights on the current and future social and cultural environment in the City of Ryde. The review will explore the challenges and opportunities for improving community services and facilities as well as developing creativity through arts, culture, businesses and built environment. This will help inform Council's understanding of the community's specific needs to be considered into the future.

The community is invited to provide their feedback via the online survey, interactive map, email, post or by attending an in-person session.

[View the Project Timeline](#)

[Related Information](#)

HAVE YOUR SAY

You can Have Your Say on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways, including by completing the online survey, via the interactive map, email, post, or at an in-person session.

All submissions must be received by **Sunday 25 February 2024**.

Online Surveys

Please complete the online surveys via the link below. Please note there is a survey for the Social Plan and another for the Creativity Strategy. You are welcome to complete both surveys or just choose one.

[Complete the Social Plan Online Survey](#)

[Complete the Creativity Strategy Online Survey](#)

If you are unable to fill in the surveys online, please contact Customer Service on (02) 9512 5222.

Prize Draw

By completing the Social Plan Online Survey, you can go in the draw to win one (1) of five (5) \$100 Anytime Gift Cards.

By completing the Creativity Strategy Online Survey, you can go in the draw to win one (1) of five (5) \$100 Anytime Gift Cards.

Please see the terms and conditions for more information.

- [Social Plan Online Survey Prize Draw - Terms and Conditions](#) (new window)
- [Creativity Strategy Online Survey Prize Draw - Terms and Conditions](#) (new window)

Interactive Map

Click the link below for the interactive map to help us identify special social, cultural or creative places in the City of Ryde.

[Provide feedback via the Interactive Map](#)

Written Submissions

Written submissions must be clearly marked as: Social Plan 2025-2030, Creativity Strategy 2025-2030, or both.

Email: community@cityofryde.nsw.gov.au
Post: City of Ryde, Locked Mail Bag 2245, North Ryde NSW 1585

In-person Sessions

Council is looking to host in-person sessions for the community to have in-depth discussions with Council's Project Team on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 and provide the opportunity to get your feedback.

If you would be interested in participating in an in-person session, please register your interest below to keep updated when they will be held. Alternatively, check back on this page soon for details.

Expression of Interest - In-person Sessions

Are you interested in attending any of our in-person sessions?

☐ Yes, I am interested in attending in-person sessions and would like to be kept updated by email and/or phone.

☐ No, I am not interested in attending in-person sessions.

[Submit](#)

[Back](#)

© 2023 City of Ryde

Privacy Notice

Please read our privacy notice to understand how we collect, use, store, and share your personal information. You can also find out how to access, correct, or delete your personal information. If you have any questions or concerns, please contact our Privacy Officer. The information collected through the online survey, interactive map, email, post, or at an in-person session is used to inform Council's understanding of the community's specific needs to be considered into the future. The information collected through the online survey, interactive map, email, post, or at an in-person session is used to inform Council's understanding of the community's specific needs to be considered into the future. The information collected through the online survey, interactive map, email, post, or at an in-person session is used to inform Council's understanding of the community's specific needs to be considered into the future.

Contact Us

[Contact Us](#)

Want updates?

[Subscribe to this page](#)

ITEM 14 (continued)

ATTACHMENT 2


Events Webpage

Workshops - Social Plan 2025-2030 and Creativity Strategy 2025-2030

Published on 11 March 2024

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy to help guide Council's work through to the year 2030.

We're excited to invite you to give us your feedback through a series of our interactive workshops. These sessions will provide a forum for in-depth discussions where you can share your insights on the direction of City of Ryde's Social, Cultural and Creative landscape.



Further details regarding the workshops can be found below.

Light refreshments will be served and registrations are essential due to limited availability.

Registrations will close at 12pm the day before each workshop.

Creativity Strategy Workshops

Creativity Strategy Workshop 1
Open for the **general community**
When: Wednesday, 20 March 2024
Time: 10am - 12pm
Where: North Ryde School of Arts Community Hall - [201 Coxs Road, North Ryde](#)

or

Creativity Strategy Workshop 2
Open for **artists and creative community groups**
When: Wednesday, 20 March 2024
Time: 4.30pm - 6.30pm
Where: Marsfield Community Centre - [1A Trafalgar Place, Marsfield](#)

Service Providers Workshops

The following workshops are for **service providers only**. Service providers include organisations, not-for-profits, and government agencies that provide social or creativity services to the City of Ryde community.

If you are a general member of the community, please register for any of the Creativity Strategy or Social Plan workshops above.

Service Provider Workshop 1
Open for **service providers only**
When: Wednesday, 27 March 2024
Time: 10am - 12pm
Where: North Ryde School of Arts Community Hall - [201 Coxs Road, North Ryde](#)

or

Service Provider Workshop 2
Open for **service providers only**
When: Wednesday, 27 March 2024
Time: 2pm - 4pm
Where: Marsfield Community Centre - [1A Trafalgar Place, Marsfield](#)

ITEM 14 (continued)

ATTACHMENT 2

Social Pinpoint (Interactive Map)



ITEM 14 (continued)

ATTACHMENT 2

Flyers

City of Ryde
SOCIAL PLAN 2025 – 2030 AND
CREATIVITY STRATEGY 2025 – 2030

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these key plans to help guide Council's work through to the year 2030.

Council is looking to capture insights on the current and future social and cultural environment for the City of Ryde. This will help us explore the challenges and opportunities for improving community services and facilities as well as developing creativity through arts, culture, businesses, and built environment. This will help inform Council's understanding of the community's specific needs to be considered over the future.

The community is invited to provide their knowledge via the online survey, interactive map, email, post or by attending one of the in-person sessions.

By completing the Social Plan Online Survey, you can be in the draw to win one of five \$1000 Rydians Gift Cards.

By completing the Creativity Strategy Online Survey, you can be in the draw to win one of five \$1000 Rydians Gift Cards.

Terms and conditions apply. Visit www.ryde.nsw.gov.au/NTS/SocialCreativity for details.

Please see the back of this flyer for information on how you can Have Your Say.

HAVE YOUR SAY

How do I give my feedback?

You can Have Your Say on the Social Plan 2025 – 2030 and Creativity Strategy 2025 – 2030 by a number of ways, including by completing the online survey, via the interactive map, a mobile app, or at an in-person session.

Online Surveys:
Please complete the online surveys available at www.ryde.nsw.gov.au/NTS/SocialCreativity or scan the QR code below.

Interactive Map:
Help us identify specific social, cultural or creative places in the City of Ryde and how they can be improved via the interactive map available at www.ryde.nsw.gov.au/NTS/SocialCreativity or scan the QR code below.

Written Submissions:
Written submissions must be clearly marked as 'Social Plan 2025 – 2030' / 'Creativity Strategy 2025 – 2030' and can be sent to:

Email: community@ryde.nsw.gov.au
Post: City of Ryde, Locked Mail Bag 9555, North Ryde NSW 1595

Submission of Interest – In-person Sessions:
Council is looking to host in-person sessions for the community to have ongoing discussions with Council's Project Team on the Social Plan 2025 – 2030 and Creativity Strategy 2025 – 2030 and provide the opportunity to get your feedback.

Please visit the Have Your Say page to register your interest in participating in an in-person session, and to check for updates.

All submissions must be received by 11.59pm Sunday 25 February 2024.

Scan to Have Your Say

Translation Assistance 0-1800-0-1800

City of Ryde

For further information
Visit www.ryde.nsw.gov.au/NTS/SocialCreativity
Call Customer Service on 9552 6222
Email cityofryde@ryde.nsw.gov.au

City of Ryde
Social Plan 2025-2030 and
Creativity Strategy 2025-2030
Community Workshops

Join us in shaping the future of the City of Ryde through the Social Plan 2025-2030 and Creativity Strategy 2025-2030!

The City of Ryde is seeking its current five-year Social Plan and its Creativity Strategy to help guide Council's future work through to the year 2030.

We're excited to invite you to give us your feedback through a series of our interactive workshops. These sessions will provide a forum for in-depth discussions where you can contribute to the direction of City of Ryde's social, cultural and creative landscape.

Register now to reserve your spot in one of our workshops sessions and enjoy light refreshments as we work together to create a vibrant future.

Please see the back of this flyer for details on the workshops and how to register.

Registration for the workshops are essential due to limited availability.

LET'S TALK

How can I get involved?

Please join the discussions and share your views by registering for any of the workshops.

You can register by scanning the QR code below or by visiting www.ryde.nsw.gov.au/NTS/SocialCreativityWorkshops

Registrations close 12pm the day before each workshop.

Community Sessions Workshops

Creativity Strategy Workshop 1 - Open for the general community
When: Wednesday, 20 March 2024
Time: 10am - 12pm
Where: North Ryde School of Arts Community Hall - 207 Cox Road, North Ryde

Creativity Strategy Workshop 2 - Open for artists and creative community groups
When: Wednesday, 20 March 2024
Time: 4:30pm - 6:30pm
Where: Maribell Community Centre - 85 Trafalgar Place, Maribell

Social Plan Workshops

Social Plan Workshop 1 - Open for the general community
When: Thursday, 21 March 2024
Time: 10:00am - 3:30pm
Where: Maribell Community Centre - 85 Trafalgar Place, Maribell

Social Plan Workshop 2 - Open for the general community
When: Thursday, 21 March 2024
Time: 5pm - 7pm
Where: Lockhart's Lane Auditorium - Jarvis Street, North Ryde

Scan to Register for a Workshop

Translation Assistance 0-1800-0-1800

City of Ryde

For more information
Visit www.ryde.nsw.gov.au/NTS/SocialCreativityWorkshops
Call Customer Service on 9552 6222
Email cityofryde@ryde.nsw.gov.au

ITEM 14 (continued)

ATTACHMENT 2

Posters

Social Plan 2025-2030 and Creativity Strategy 2025-2030

HAVE YOUR SAY

How do I give my feedback?
You can Have Your Say on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways, including by completing the online survey, via the interactive map, email, post, or at an in-person session.

Online Surveys and Interactive Map:
You can provide your feedback via the online survey or having comments on the interactive map, which are available at www.ryde.nsw.gov.au/HYS/SocialCreativity or scan the QR code below.

Written Submissions:
Written submissions must be clearly marked as 'Social Plan 2025-2030, Creativity Strategy 2025-2030', in both, and can be sent to:
Email: shcity@ryde.nsw.gov.au
Post: City of Ryde, Locked Bag 2080, North Ryde NSW 1590

Expression of Interest - In-person Sessions:
Council is looking to hold in-person sessions for the community to have in-depth discussions with Council's Project Team on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 and provide the opportunity to get your feedback. Please visit the Have Your Say page to register your interest in participating in an in-person session, and to check for updates.

All submissions must be received by 11.59pm Sunday 23 February 2025.

By completing the Social Plan Online Survey, you can go in the draw to win one of five \$100 Anytime B&B Cards.
By completing the Creativity Strategy Online Survey, you can go in the draw to win one of five \$100 Anytime B&B Cards.

Terms and conditions apply.
www.ryde.nsw.gov.au/HYS/SocialCreativity for details.

City of Ryde

For more information:
Web: www.ryde.nsw.gov.au/HYS/SocialCreativity
Call: Customer Service on 0800 0222
Email: cityinfo@ryde.nsw.gov.au

Social Plan 2025-2030 and Creativity Strategy 2025-2030 Community Workshops

LET'S TALK

How can I get involved?
Please join the discussion and share your views by registering for any of the workshops.
You can register by scanning the QR code or by visiting www.ryde.nsw.gov.au/HYS/SocialCreativityWorkshops

Creativity Strategy Workshops

Creativity Strategy Workshop 1 - Open for the general community
When: Wednesday, 23 March 2024
Time: 6pm - 8pm
Where: North Ryde School of Arts Community Hub - 287 Cook Road, North Ryde
or
Creativity Strategy Workshop 2 - Open for artists and creative community groups
When: Wednesday, 20 March 2024
Time: 4.30pm - 8.30pm
Where: Maribold Community Centre - 18 Tullaghan Place, Maribold

Social Plan Workshops

Social Plan Workshop 1 - Open for the general community
When: Thursday, 21 March 2024
Time: 1.30pm - 3.30pm
Where: Maribold Community Centre - 18 Tullaghan Place, Maribold
or
Social Plan Workshop 2 - Open for the general community
When: Thursday, 21 March 2024
Time: 8pm - 10pm
Where: Larches Lane Auditorium - Jarvis Creek, North Ryde

Scan to Register for a Workshop **Registration Assistance** 01 819 0735

City of Ryde

For more information:
Web: www.ryde.nsw.gov.au/HYS/SocialCreativityWorkshops
Call: Customer Service on 0800 0222
Email: cityinfo@ryde.nsw.gov.au

ITEM 14 (continued)

ATTACHMENT 2

Storyboards

Social Plan 2025-2030 and Creativity Strategy 2025-2030
Community Consultation
16 January - 25 February 2024

How do I give my feedback?
You can Have Your Say on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways, including by completing the online survey, via the interactive map, e-mail, post, or at an in-person session.

Online Surveys:
Please complete the online surveys available at www.ryde.nsw.gov.au/NTS/SocialCreativity or scan the QR code below.

Interactive Map:
Help us identify special social, cultural or creative places in the City of Ryde and how they can be improved via the interactive map available at www.ryde.nsw.gov.au/NTS/SocialCreativity or scan the QR code below.

Written Submissions:
Written submissions must be clearly marked as 'Social Plan 2025-2030', 'Creativity Strategy 2025 - 2030', or both, and can be sent to:

Email: cityofryde@ryde.nsw.gov.au
Post: City of Ryde, Locked Bag 2069, North Ryde NSW 1590

Expression of Interest - In-person Sessions:
Council is looking to host in-person sessions for the community to have in-depth discussions with Council's Project Team on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 and provide the opportunity to get your feedback.

Please visit the Have Your Say page to register your interest in participating in an in-person session, and to check for updates.

All submissions must be received by 15:00pm Sunday 25 February 2024

By completing the Social Plan Online Survey, you can go in the draw to win one of five \$100 Anywhere Gift Cards.

By completing the Creativity Strategy Online Survey, you can go in the draw to win one of five \$100 Anywhere Gift Cards.

Terms and conditions apply. Visit www.ryde.nsw.gov.au/NTS/SocialCreativity for details.

Social Plan 2025-2030 and Creativity Strategy 2025-2030
Community Workshops

How can I get involved?
Please join the discussions and share your views for registering for any of the workshops.
You can register by scanning the QR code below or by visiting www.ryde.nsw.gov.au/NTS/SocialCreativityWorkshops.
Registrations close 12pm the day before each workshop.

Creativity Strategy Workshops
Creativity Strategy Workshop 1 - Open to the general community
When: Wednesday, 20 March 2024
Time: 10am - 12pm
Where: North Ryde Branch of Arts Community Hall - 201 Dover Road, North Ryde

Creativity Strategy Workshop 2 - Open for artists and creative community groups
When: Wednesday, 20 March 2024
Time: 4:00pm - 6:30pm
Where: Meribeth Community Centre - 94 Trafalgar Place, Meribeth

Social Plan Workshops
Social Plan Workshop 1 - Open to the general community
When: Thursday, 27 March 2024
Time: 1:00pm - 3:00pm
Where: Meribeth Community Centre - 94 Trafalgar Place, Meribeth

Social Plan Workshop 2 - Open to the general community
When: Thursday, 27 March 2024
Time: 10am - 12pm
Where: Lachlan Live Auditorium - Jarvis Chubb, North Ryde

Service Provider Workshops
We will also be hosting two workshops open to service providers. Service providers include organisations, not-for-profits, and government agencies that provide social or creative services to the City of Ryde community. For more information on how to take part in these workshops opportunities, scan the QR code below or visit www.ryde.nsw.gov.au/NTS/SocialCreativityWorkshops.

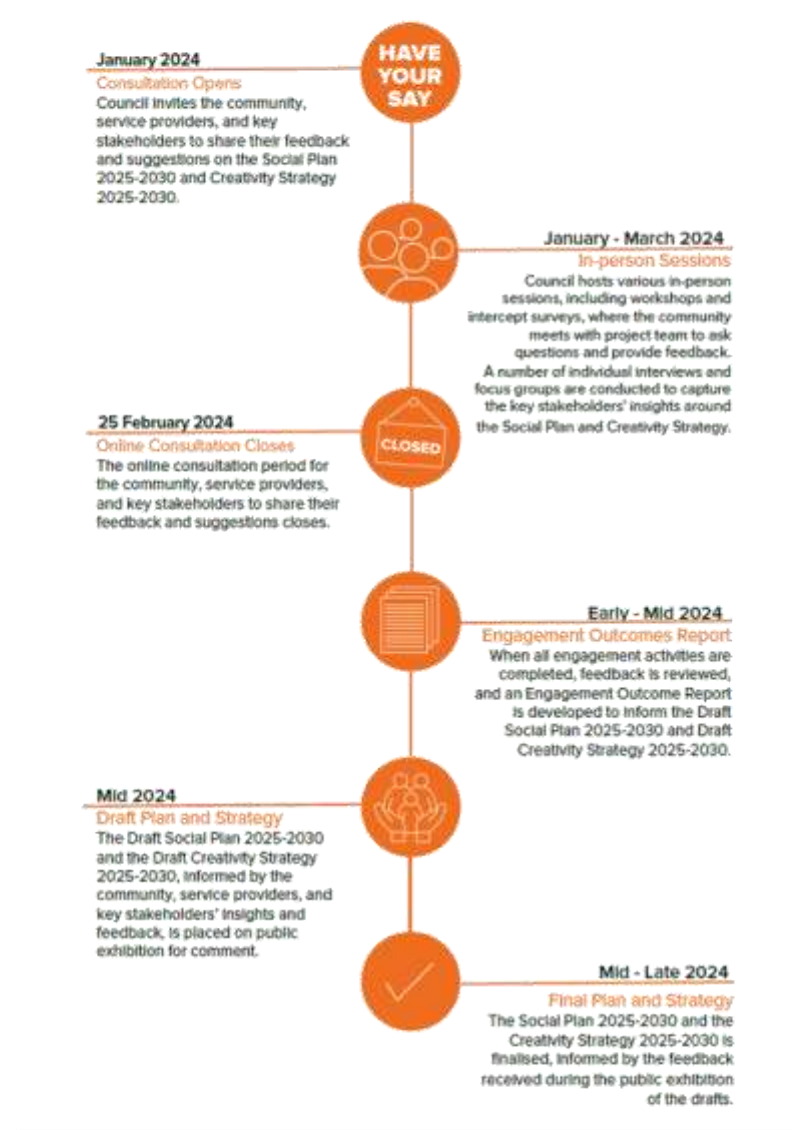
Scan to Register for a Workshop

Translation Assistance 中文

ITEM 14 (continued)

ATTACHMENT 2

Storyboards (Continued)



ITEM 14 (continued)

ATTACHMENT 2

Plasma Screen Display



 City of Ryde

**Social Plan 2025 - 2030 and
Creativity Strategy 2025 - 2030**

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these two plans to help guide Council's work through to the year 2030.

HAVE YOUR SAY

How do I give my feedback?
You can Have Your Say on the Social Plan 2025 – 2030 and Creativity Strategy 2025 – 2030 in a number of ways, including by completing the online survey, via the interactive map, e-mail, post, or at an in-person session.

By completing the **Social Plan Online Survey**, you can go in the draw to win one of five \$100 Anystore Gift Cards.

By completing the **Creativity Strategy Online Survey**, you can go in the draw to win one of five \$100 Anystore Gift Cards.

All submissions must be received by
11.59pm Sunday 25 February 2024.

Find out more
www.ryde.nsw.gov.au/HYS/SocialCreativity
or scan the QR code below.

For further information
Visit www.ryde.nsw.gov.au/HYS/SocialCreativity
Call Customer Service on 9952 8222
Email cityofryde@ryde.nsw.gov.au

 Scan to Have Your Say

 Translation Assistance
한국어 | 中文

ITEM 14 (continued)

ATTACHMENT 2

eNewsletter for community (during engagement phase 1)

City of Ryde

Social Plan 2025-2030 and Creativity Strategy 2025-2030

Dear Community Member,

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these two plans to help guide Council's work through to the year 2030.

Council is looking to capture insights on the current and future social and cultural environment in the City of Ryde. This review will explore the challenges and opportunities for improving community services and facilities as well as developing creativity through arts, culture, businesses, and built environment. This will help inform Council's understanding of the community's specific needs to be considered into the future.

Our community is invited to provide their feedback, please see below to find out how you can [Have Your Say](#).

Have Your Say

You can Have Your Say on the **Social Plan 2025-2030 and Creativity Strategy 2025-2030** in a number of ways, including by completing the online survey, via the interactive map, or mail, post, or at one of our in-person sessions.

All submissions must be received by **Sunday 25 February 2024**.

[Visit the Have Your Say page](#)

Online Survey

Please complete the online surveys via the links below. Please note, there is a survey for the Social Plan and another for the Creativity Strategy. You are welcome to complete both surveys or just choose one.

[Complete the Social Plan Online Survey](#)

[Complete the Creativity Strategy Online Survey](#)

Please Note: It is best to complete the survey on a desktop or your laptop.

By completing the Social Plan Online Survey, you can go in the draw to win one (1) of five (5) \$100 Anywhere Gift Cards.

By completing the Creativity Strategy Online Survey, you can go in the draw to win one (1) of five (5) \$100 Anywhere Gift Cards.

*Terms and conditions apply. Visit [www.ryde.nsw.gov.au/2024/02/20/HaveYourSay/](#) for details.

Interactive Map

Click the link below for the interactive map to help us identify special social, cultural or creative places in the City of Ryde.

[Provide feedback via the Interactive Map](#)

Written Submission

Written submissions must be clearly marked as 'Social Plan 2025-2030', 'Creativity Strategy 2025-2030', or both, and can be sent to:

Email: community@ryde.nsw.gov.au
Post: City of Ryde, Locked Mail Bag 2000, North Ryde, NSW 1590

In-person Sessions

Council is looking to hold in-person sessions for our community to have in-depth discussions with Council's Project Team on the Social Plan 2025-2030 and Creativity Strategy 2025-2030 with the opportunity for you to provide your feedback.

Please visit the [Have Your Say](#) page to register your interest in participating in an in-person session, and to check for updates.

For more information:

If you require more information about the Social Plan 2025-2030 and Creativity Strategy 2025-2030 please visit the [Have Your Say](#) page, email community@ryde.nsw.gov.au or call Customer Service on 02 9852 6222.

City of Ryde

ITEM 14 (continued)

ATTACHMENT 2

eNewsletter for community (during engagement phase 2)



Community Workshops
Social Plan 2025-2030 and
Creativity Strategy 2025-2030

Dear Community Member,

Join us in shaping the future of the City of Ryde's Social Plan 2025-2030 and Creativity Strategy 2025-2030.

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy to help guide Council's future work through to the year 2030.

We recently reached out for community feedback through surveys and submissions, and now, we're excited to invite you to join us in a series of interactive workshops.

These sessions will provide a forum for in-depth discussions where you can contribute to the direction of City of Ryde's social, cultural, and creative landscape.

Register now to secure your spot in one of our workshops sessions and enjoy light refreshments as we work together to create a vibrant future.

[Register to attend a Community Workshop](#)

Community Workshops

The City of Ryde will be hosting the following community workshops for the Social Plan 2025-2030 and Creativity Strategy 2025-2030.

Creativity Strategy Workshops

Open for the general community
When: Wednesday, 20 March 2024
Time: 10am - 12pm
Where: North Ryde School of Arts Community Hall - 201 Coxs Road, North Ryde

or

Open for the artists and creative community groups
When: Wednesday, 20 March 2024
Time: 4.30pm - 6.30pm
Where: Mansfield Community Centre - 1A Trafalgar Place, Mansfield

Social Plan Workshops

Open for the general community
When: Thursday, 21 March 2024
Time: 1.30pm - 3.30pm
Where: Mansfield Community Centre - 1A Trafalgar Place, Mansfield

or

Open for the general community
When: Thursday, 21 March 2024
Time: 5pm - 7pm
Where: Lochlan's Lane Auditorium - Jervis Street, North Ryde

Light refreshments will be served at the workshops.

Registration for the workshops are essential as places are limited.

[Register to attend a Community Workshop](#)

For more information

If you require more information about the Social Plan 2025-2030 and Creativity Strategy 2025-2030 please visit the [page on our website](#), email info@cityofryde.nsw.gov.au, or call Customer Service on (02) 8952 6222.

 **City of Ryde**

ITEM 14 (continued)

ATTACHMENT 2

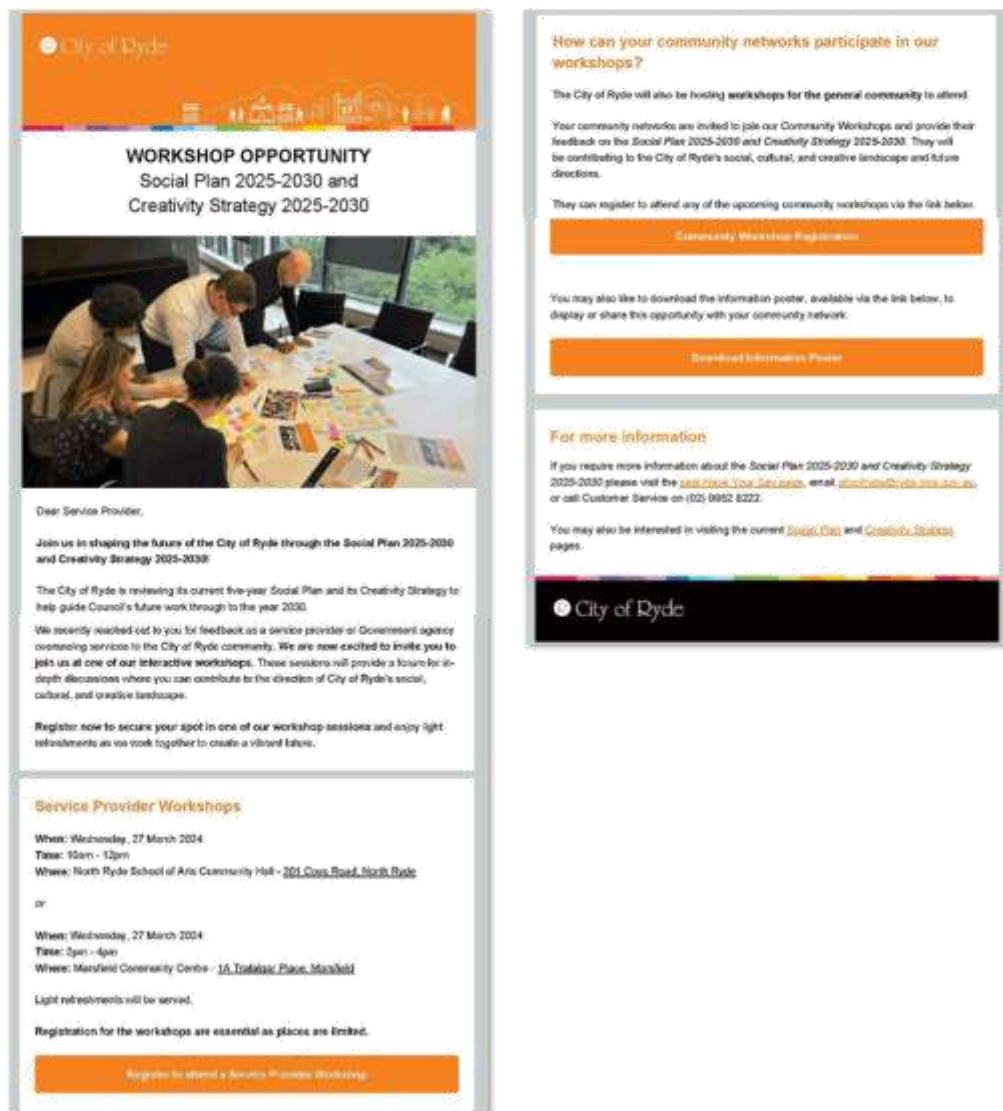
eNewsletter for service providers (during engagement phase 1)



ITEM 14 (continued)

ATTACHMENT 2

eNewsletter for service providers (during engagement phase 2)




ITEM 14 (continued)

ATTACHMENT 2

Your City News eNewsletter

Survey Time



Social Plan 2025-2030 & Creative Strategy 2025-2030

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these two plans to help guide Council's work through to 2030.

Social Plan 2025 - 2030

Council is looking to gain insights on the social and cultural landscape of the City of Ryde. The review will explore the challenges and opportunities for improving community services and facilities.

Creativity Strategy 2025 - 2030

Council is looking to capture insights on Creativity in the City of Ryde. The review will explore the challenges and opportunities for developing creativity through arts, culture, businesses, and the built environment.

Your feedback will inform Council's understanding of the community's social needs and interests relating to creativity including key considerations for the future.

We can have your say on both Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways including via the online surveys, interactive map, email, or post. Please click the button below for more information.

By completing our online surveys, you can go in the draw to win a \$100 Anywhere Gift Card. We have ten to giveaway. Terms and conditions apply.

HAVE YOUR SAY

Have Your Say

On Exhibition

You are invited to have your say about documents, policies and proposals that are currently on public exhibition, or provide feedback on services and concerns that affect the community.

WEST RYDE - HEADROWBANK RENEWAL STRATEGY (CLOSES 18 FEB)

SOCIAL PLAN 2025-2030 & CREATIVITY STRATEGY 2025-2030 (CLOSES 23 FEB)

DOG OFF-LEASH TRAILS 2023 (CLOSES 28 MAR)

DEVELOPMENT APPLICATIONS ON EXHIBITION

ITEM 14 (continued)

ATTACHMENT 2

Arts In Ryde eNewsletter



Have Your Say



Social Plan 2025-2030 & Creativity Strategy 2025-2030

The City of Ryde is reviewing its current five-year Social Plan and its Creativity Strategy in order to update these two plans to help guide council's work through to 2030.

Social Plan 2025-2030

Council is looking to gain insights on the social and cultural landscape of the City of Ryde. The review will explore the challenges and opportunities for improving community services and facilities.

Creativity Strategy 2025-2030

Council is looking to capture insights on creativity in the City of Ryde. The review will explore the challenges and opportunities for developing creativity through arts, culture, businesses, and the built environment.

Your feedback will inform Council's understanding of the community's social needs and interests relating to creativity including key considerations for the future.

You can have your say on both Social Plan 2025-2030 and Creativity Strategy 2025-2030 in a number of ways including via the button below.

By completing our online surveys, you can go in the draw to win a \$100 Anystore Gift Card. We have ten to giveaway. Terms and conditions apply.

Submissions close this Sunday, 25 February 2024.

[START ONLINE SURVEYS](#)

ITEM 14 (continued)

ATTACHMENT 2

Open Community Consultations Listing – The Weekly Times

HAVE YOUR SAY

OPEN COMMUNITY CONSULTATIONS

You are invited to have your say about documents, projects and proposals that are currently on public exhibition, or provide feedback on services and concerns that affect the community.

- Macquarie Park Innovation District Rezoning (Closing 8 February 2024)
- West Ryde - Meadowbank Renewal Strategy (Closing 18 February 2024)
- New Park at 2 Thistle Street, Ryde (Closing 18 February 2024)
- Social Plan 2025-2030 and Creativity Strategy 2025-2030 (Closing 25 February 2024)
- Dog Off-Leash Trials 2023 (Closing 20 March 2024)

Want to find out more?

To find out more about one of the above projects or for information on how to provide feedback, please visit www.ryde.nsw.gov.au/haveyoursay or call Customer Service on 9952 8222.

ITEM 14 (continued)

ATTACHMENT 2

Social Media Posts

Facebook



ITEM 14 (continued)

ATTACHMENT 2

Social Media Posts (continued)

Instagram



ITEM 14 (continued)

ATTACHMENT 2

Social Media Posts (continued)

Linkedin



ITEM 14 (continued)

ATTACHMENT 2



Consultation Boards

