

ATTACHMENTS FOR: AGENDA NO. 7/25 COUNCIL MEETING

Meeting Date: Tuesday 24 June 2025
Location: Council Chambers, Level 1A, 1 Pope Street, Ryde and Online
Time: 6.00pm

ATTACHMENTS FOR COUNCIL MEETING

Item

**5 ENDORSEMENT OF THE DRAFT COMMUNITY STRATEGIC PLAN
AND DRAFT COMMUNITY ENGAGEMENT STRATEGY FOR
ADOPTION**

Attachment 3 Community Engagement Methodology Report and
Submissions Summary – Public Exhibition

METHODOLOGY REPORT

RYDE TO 2035 COUNCIL'S STRATEGIC PLANS



PUBLIC EXHIBITION: 1 May to 1 June 2025

COMMUNITY ENGAGEMENT METHODOLOGY REPORT
AND SUBMISSIONS SUMMARY
JUNE 2025



CITY OF RYDE | RYDE TO 2035 | COUNCIL'S STRATEGIC PLANS
Community Engagement Methodology Report and Submissions Summary
Prepared by: City of Ryde | Community Engagement
| Business Strategy and Innovation
June 2025 © City of Ryde

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RYDE TO 2035 | COMMUNITY STRATEGIC PLAN 2035

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RYDE TO 2035 | COUNCIL'S STRATEGIC PLANS

Summary



Our draft Community Strategic Plan (CSP) – Ryde to 2035 – represents our community's vision for the future of the City of Ryde. It identifies our community's priorities and aspirations for the next ten years and sets the broad direction for the accompanying long-term planning and strategic documents.

We invited our community's contribution to the following documents:

- Community Strategic Plan – Ryde to 2035 (CSP)
- Community Engagement Strategy (CES)
- Four-Year Delivery Program 2025-2029 (DP)
- One-Year Operational Plan 2025-2026 (OP)
- Long Term Financial Plan 2025-2035 (LFTP)
- Strategic Asset Management Plan (SAMP)
- Workforce Management Strategy (WMS)
- Fees and Charges 2025-2026

Collectively, these documents outline and support our shared vision for the City of Ryde; 'the place to be for lifestyle and opportunity at your doorstep'.

The Have Your Say period was open from Thursday 1 May to Sunday 1 June 2025 during which our community could provide feedback via the online submission form, email, phone or post.

The Have Your Say was promoted through: City of Ryde's Have Your Say webpage, eNewsletters to interested stakeholders, posters and flyers displayed at Ryde Leisure Aquatic Centre (RALC), listings in the local newspaper and the Your City News e-newsletter.

A range of feedback and submissions were received through various channels. A total of 133 submissions were received; 116 online, 14 emails, 2 postal and 1 verbal by telephone.

RYDE TO 2035 | COUNCIL'S STRATEGIC PLANS

Community Engagement Methodology



| Date | Tool | Stakeholders | Overview | Engagement |
|-------------------------------------|--|--|--|---|
| Thurs 1 May – Sun 1 June 2025 | Have your Say webpage* | Website users | A webpage with information on the documents and feedback opportunities. | 559 page views 351 users visited the page |
| Thurs 1 May – Sun 1 June 2025 | Online submission form | Website users | An online submission form where our community could provide feedback on the long-term planning and strategic documents. This was available on Council's Have Your Say webpage. | 116 online submissions received |
| Thurs 1 May – Sun 1 June 2025 | Email, post and phone line | All stakeholders | Written submissions and enquiries were able to be sent directly to IntegratedPlanningandReporting@ryde.gov.au . City of Ryde's main phone line and postal address were also available for further information on documents and open for feedback from our community. | 14 emails 2 postal 1 phone call |
| Thurs 1 May – Sun 1 June 2025 | Community Strategic Plan webpage | Website Users | The Community Strategic Plan webpage updated to inform visitors of the opportunity to review and provide feedback on Council's strategic plans. | 79 page views 51 users visited the page |
| Thurs 1 May 2025 | Social Media (organic post - Facebook) | Facebook Users | Facebook post to promote the CSP engagement opportunities. | 1,018 users reached 12 link clicks |
| Thurs 1 May 2025 | Social Media (organic post – LinkedIn) | LinkedIn Users | LinkedIn post to promote the CSP engagement opportunities. | 651 users reached |
| Fri 2 May 2025 | Have Your Say eNewsletter | Previous CSP HYS submitters and interested stakeholders | eNewsletter sent to previous CSP HYS submitters (those who provide consent to be kept updated) to promote the HYS and provide information on feedback opportunities. | 426 eNewsletters distributed 291 eNewsletters opened |

*The webpage was available in 10 languages (other than English) via the City of Ryde website's inbuilt translation tool. Information regarding the Translating and Interpreting Service was also available on the Have Your Say webpage.

RYDE TO 2035 | COUNCIL'S STRATEGIC PLANS

Community Engagement Methodology (continued)



| Date | Tool | Stakeholders | Overview | Engagement |
|---------------------------------------|--|-------------------------------------|--|---|
| Tues 6 May 2025 | Your City News e-newsletter | Your City News subscribers | Promoted in Your City News e-newsletter to share the Have Your Say and feedback opportunities. | 4,338 eNewsletters distributed 1,819 eNewsletters opened |
| Thurs 8 May – Sun 1 Jun 2025 | Flyer | RALC visitors | A5 flyers were placed in the reception and across RALC to promote the Have Your Say and feedback opportunities. | Flyers printed and placed at RALC reception. |
| Thurs 8 May – Sun 1 Jun 2025 | Poster | RALC visitors | Posters were displayed across RALC (entrance, reception, change rooms) to promote the Have Your Say and feedback opportunities. | Approx. 12 Posters displayed |
| Mon 12 May 2025 | Social Media (story; organic) | Facebook and Instagram (Meta) users | Social media story to promote the CSP engagement opportunities. | 299 users reached 1 link click |
| Weds 28 May 2025 | Mayoral Signage | RALC visitors | Signage was displayed across RALC with a message from Mayor Trenton Brown. This was following the May 2025 Council Meeting where Council resolved to 'confirm that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year.' | Approx. 10 Posters displayed |
| Fri 30 May 2025 | News Item | Website users | News item on Council's website sharing the update on free entry for Ryde Resident Pensioner Concession Holders. | N/A |
| Fri 30 May 2025 | Social Media (story; organic) | Facebook and Instagram (Meta) users | Social media story sharing the update on free entry for Ryde Resident Pensioner Concession Holders. | 522 users reached 12 link clicks |
| Every Wed between 1 May – 1 June 2025 | The Weekly Times (TWT) - Have Your Say listing | Newspaper readers | Have Your Say listing included within Council's City News page of the TWT to promote the feedback opportunities. | 38,000 print readership approx. |



HAVE YOUR SAY WEBPAGE

Ryde to 2035: Council's Strategic Plans

Closing on 01 June 2025, 11:59 PM



Our draft Community Strategic Plan (CSP) – Ryde to 2035 – represents our community's vision for the future of the City of Ryde. It identifies our community's priorities and aspirations for the next ten years and sets the broad direction for the accompanying long-term planning and strategic documents.

We invite feedback on the draft CSP and the draft long-term planning and strategic documents. Collectively, they outline and support our shared vision for the City of Ryde: 'the place to be for lifestyle and opportunity at your doorstep'.

Click the buttons below to view the documents.

| | | |
|-------------------------------------|------------------------------------|--------------------------------------|
| Community Strategic Plan 2035 | Community Engagement Strategy | Four-Year Delivery Program 2025-2029 |
| One-Year Operational Plan 2025-2026 | Long Term Financial Plan 2025-2035 | Strategic Asset Management Plan |
| Workforce Management Strategy | Fees and Charges 2025-2026 | |

What is the purpose of these documents? +

What are these documents? +

Contact Us

If you require more information about Ryde to 2035: Council's Strategic Plans please email IntegratedPlanningandReporting@ryde.nsw.gov.au or call our Customer Service Centre on 9952 8222.

Assistance

How to translate this page



Translating & Interpreting Service

If you require translating assistance, you may call the Translating and Interpreting Service on 131 450 and ask for an interpreter to contact Council for you.

National Relay Service

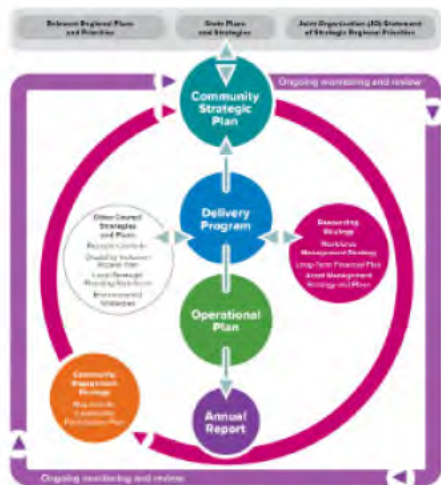
If you have a hearing or speech impairment, please contact the National Relay Service on 1800 555 660 and select the appropriate option.



HAVE YOUR SAY WEBPAGE

What is the purpose of these documents?

All local councils across the state are required to plan and report in line with the NSW Office of Local Government's Integrated Planning and Reporting Framework (IP&R). The diagram below shows how the documents work together.



What are these documents?

| | |
|---|---|
| Community Strategic Plan (CSP) | + |
| Community Engagement Strategy | + |
| Four-Year Delivery Program and One-Year Operational Plan | + |
| Long Term Financial Plan, Strategic Asset Management Plan and Workforce Management Strategy | + |
| Fees and Charges | + |

HAVE YOUR SAY

You can Have Your Say on Ryde to 2035: Council's Strategic Plans in a number of ways, including via the submission form below, e-mail or post.

Feedback closes at 11.59pm Sunday 1 June 2025.

Online Submissions

You can provide your feedback via the submission form using the button below.

Provide your feedback >

This form is intended for feedback only. Please direct any questions/enquiries to IntegratedPlanningandReporting@ryde.nsw.gov.au

Written Submissions

Written submissions must be clearly marked as 'Ryde to 2035: Council's Strategic Plans' and can be sent to:

- Email: IntegratedPlanningandReporting@ryde.nsw.gov.au
- Post: City of Ryde, Locked Bag 2069, North Ryde NSW 1670

Related Information

- [Past Have Your Say - Ryde to 2035](#)
- [Integrated Planning and Reporting | City of Ryde](#)
- [Integrated Planning and Reporting Framework | Office of Local Government](#)



COMMUNITY STRATEGIC PLAN WEBPAGE

Community Strategic Plan

Have your say on the future of the City of Ryde

The draft CSP – Ryde to 2035 – and accompanying draft long-term planning and strategic documents are now available on Council's Have Your Say page for community feedback. The CSP has been refreshed following seven months of engagement activities, using a range of methods to seek feedback and input from our diverse communities. A summary of what we heard is included in the Draft CSP.

Feedback closes at 11.59pm on **Sunday 1 June 2025**.

[Have Your Say >](#)

City of Ryde's Community Strategic Plan (CSP) outlines our vision, aspirations, and priorities for the City for the next 10 years and provides a high-level roadmap for how we will get there, together.

This long-term strategy responds to the latest forecasts on how the City will grow and change, ensuring the City of Ryde remains a vibrant place to live, work, and play.

We are refining our collective vision, aspirational outcomes and strategic priorities for the City from 2025 through to 2035, continuing to build on the existing [Ryde 2028 Community Strategic Plan](#).

We invited our community and key stakeholders to contribute to the refresh of the plan to ensure that the key outcome areas from the current CSP reflect the focus for our City. The [Have Your Say](#) period was open from 30 September 2024 to 2 February 2025.

Input provided is being reviewed to help us ensure that our vision and priorities continue to reflect our community. It will also guide the development of our next Four-Year Delivery Program and One-Year Operational Plan.

The draft CSP will be presented to Council in April 2025, before being placed on public exhibition for further community feedback in May 2025.





SOCIAL MEDIA



City of Ryde

Published by Ryde Council

1 May at 14:00

Have your say on our draft long-term planning and strategic documents including:

- Draft Community Strategic Plan - Ryde to 2035
- Draft Community Engagement Strategy
- Draft Four-Year Delivery Program 2025-2029 and draft One-Year Operational Plan 2025-2026
- Draft Fees and Charges 2025-2026
- Other Draft Long-Term Planning Documents

The draft Community Strategic Plan represents our community's vision for the future of the City of Ryde. It identifies our community's priorities and aspirations for the next ten years and sets the broad direction for the accompanying long-term planning and strategic documents.

Submissions close 1 June 2025.

Have your say > <https://myryde.info/hys5ft>



Facebook Post - Thursday 1 May 2025



SOCIAL MEDIA



City of Ryde

7,278 followers

1mo •



Have your say on our draft long-term planning and strategic documents including:



Draft Community Strategic Plan - Ryde to 2035



Draft Community Engagement Strategy



Draft Four-Year Delivery Program 2025-2029 and draft One-Year Operational Plan 2025-2026



Draft Fees and Charges 2025-2026



Other Draft Long-Term Planning Documents

The draft Community Strategic Plan represents our community's vision for the future of the City of Ryde. It identifies our community's priorities and aspirations for the next ten years and sets the broad direction for the accompanying long-term planning and strategic documents.

Submissions close 1 June 2025.



Have your say > <https://myryde.info/hys5f1>



LinkedIn Post - Thursday 1 May 2025



SOCIAL MEDIA (continued)



HAVE YOUR SAY ON OUR DRAFT LONG-TERM PLANNING AND STRATEGIC DOCUMENTS

- Draft Community Strategic Plan - Ryde to 2035
- Draft Community Engagement Strategy
- Draft Four-Year Delivery Program 2025-2029
- Draft One-Year Operational Plan 2025-2026
- Draft Fees and Charges 2025-2026
- Other Draft Long-Term Planning Documents



The draft Community Strategic Plan represents our community's vision for the future of the City of Ryde.

It identifies our community's priorities and aspirations for the next ten years and sets the broad direction for the accompanying long-term planning and strategic documents.

CLOSES 1 JUNE 2025

Meta Stories #1 & #2 – Monday 12 May 2025



Have Your Say eNewsletter



Ryde to 2035: Council's Strategic Plans



Thank you for your previous submission or interest in the City of Ryde's Community Strategic Plan (CSP). This plan identifies our community's priorities and aspirations for the next ten years and sets the broad direction for the accompanying long-term planning and strategic documents.

The CSP has been refreshed following seven months of engagement activities, using a range of methods to seek feedback and input from our diverse communities. We received over 1,688 direct responses between August 2024 and February 2025. A summary of what we heard is included in the Draft CSP. We would like to thank our community for contributing to the refresh of this plan.

Our draft CSP – Ryde to 2035 – and accompanying draft long-term planning and strategic documents are now available on Council's Have Your Say page for community feedback. Collectively, they outline and support our shared vision for the City of Ryde: 'the place to be for lifestyle and opportunity at your doorstep'.

We invite your feedback on these documents.

RYDE TO 2035 | COUNCIL'S STRATEGIC PLANS

Appendices (continued)



eNewsletter



Have Your Say

Refer below to see how you can Have Your Say on Council's Strategic Plans.

Feedback closes at 11:59pm on Sunday 1 June 2025.

Online: via the submission form on the [Have Your Say](#) page

Email: IntegratedPlanningandReporting@ryde.nsw.gov.au


Post: City of Ryde, Locked Bag 2069, North Ryde NSW 1670

Email and post submissions must be clearly marked as 'Ryde to 2035: Council's Strategic Plans'. Please clearly specify which document/s you are referring to in your feedback.

[Visit the Have Your Say Page](#)

For more information

If you require more information about the Ryde to 2035: Council's Strategic Plans, please visit the [Have Your Say](#) page, email IntegratedPlanningandReporting@ryde.nsw.gov.au or call Customer Service on (02) 9952 8222.

 City of Ryde



YOUR CITY NEWS E-NEWSLETTER

Provide Your Feedback



Ryde To 2035: Council's Strategic Documents

Our draft Community Strategic Plan (CSP) – Ryde to 2035 – and accompanying draft long-term planning and strategic documents are now available on Council's Have Your Say page for community feedback. Collectively, they outline and support our shared vision for the City of Ryde: 'the place to be for lifestyle and opportunity at your doorstep'.

We invite your feedback on these documents. Feedback closes at 11.59pm on Sunday 1 June 2025.

[HAVE YOUR SAY](#)



FLYER/POSTER

City of Ryde Resident Entry Program

Local councils determine their fees and charges each year, which contribute towards providing services and facilities.

As part of City of Ryde's annual review, the draft 2025–2026 Fees & Charges proposes to end provisions for the City of Ryde Eligible Resident Free Entry Program, with the current program finishing | 1 July 2025.

The proposed new fees for seniors and eligible pension or health care card holders will be \$8.10 for general entry, \$20.00 for swim/spa/sauna/steam, or \$16.90 off peak.

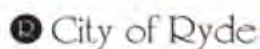
Please note that this matter is still under consultation and patrons are encouraged to provide feedback on the proposed changes by scanning the QR code below or writing to

Email: IntegratedPlanningandReporting@ryde.nsw.gov.au **Post:** City of Ryde, Locked Bag 2069, North Ryde NSW 1670

Written submissions must be clearly marked as "Ryde to 2035: Council's Strategic Plans."



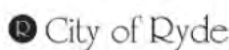
All feedback Submissions must be made prior to 1st June 2025



Lifestyle and opportunity at your doorstep



MAYORAL MINUTE (Council Meeting on 27 May 2025)



Lifestyle and opportunity
@ your doorstep

Mayoral Minute Page 1

MM13/25 COMMUNITY FEEDBACK AND NEXT STEPS - RYDE AQUATIC LEISURE CENTRE FEES AND CHARGES - Mayor Trenton Brown

File Number: CLM/25/1/1/8 - BP25/429

As Mayor, I want to acknowledge the strong community interest and feedback received regarding the proposed changes to the 2025/26 fees and charges for the Ryde Aquatic Leisure Centre (RALC), particularly the proposal to remove free entry for Ryde resident pensioner concession card holders.

To date, Council has received 110 submissions during the public exhibition period, which remains open until **Sunday, 1 June 2025**. Of those submissions, 104 – or 95% specifically address the proposed change to removal of the free pensioner concessions for Ryde residents. The feedback can be broadly summarised as follows:

- **91%** (95 submissions) strongly oppose the change and wish to retain free access;
- **6%** (6 submissions) oppose the change but are open to a compromise;
- **3%** (3 submissions) support the removal of the free pensioner concession.

As the leader of this Council, I have also personally heard from many members of the community who feel the change was not communicated clearly or transparently. Quite simply, many do not believe Council has made a compelling or well-explained case for the proposal.

We must acknowledge that. While the underlying intention may have merit, the execution of our communication has not met community expectations. We need to do better and we will.

At the same time, we cannot ignore the growing financial pressures Council faces in operating and maintaining the RALC. Between 2021–22 and 2023–24, the Centre has experienced:

- A **110% increase** in gas and electricity costs;
- A **12.4% increase** in staff salaries;
- A **52% increase** in materials, supplies and contractor costs; and
- A **13.4% increase** in depreciation, largely due to accounting standards and the ageing condition of the facility.

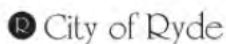
The Ryde Aquatic Leisure Centre is a much-loved and iconic community asset. But it is now over 25 years old and no longer reflects the modern standard to which the citizens of Ryde aspire. Significant investment is required to maintain and ultimately redevelop the Centre for the future.

Council, submitted on 27 May 2025.

Council adopted MM13/25 Community Feedback and Next Steps – Ryde Aquatic Leisure Centre Fees and Charges



MAYORAL MINUTE (Council Meeting on 27 May 2025)



Lifestyle and opportunity
@ your doorstep

Mayoral Minute Page 2

MM13/25 (continued)

We also need to consider the equity implications. Subsidising one group of residents means those costs must be borne by other residents and users. I believe we need to look at this issue fairly and transparently, recognising both the value of concessions and the broader responsibility to manage costs sustainably.

That said, this is a sensitive matter and we must take the time to get it right. That means ensuring that any changes are clearly explained, properly justified, and genuinely informed by community views.

RECOMMENDATION:

That Council:

- (a) Acknowledge the feedback received to date regarding the proposed changes to the 2025/26 Ryde Aquatic Leisure Centre fees and charges.
- (b) Commit to further consultation with the community on the proposal, including more targeted communication and engagement beyond the official period for submissions.
- (c) Confirm that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year.

ATTACHMENTS

There are no attachments for this report.

Report Prepared By:

Trenton Brown
Mayor

Council, submitted on 27 May 2025.

Council adopted MM13/25 Community Feedback and Next Steps – Ryde Aquatic Leisure Centre Fees and Charges



MAYORAL SIGNAGE (erected post May 2025 Council Meeting)



A Message from the Mayor Trenton Brown

Responding to Community Feedback: Free Entry for Ryde Resident Pensioner Concession Holders

Over the past few weeks, I've heard from many residents regarding the proposed changes to fees and charges at the Ryde Aquatic Leisure Centre (RALC), particularly the suggestion to remove free entry for Ryde resident pensioner concession card holders.

The community response has been clear and heartfelt, I've spoken with residents, taken phone calls, read emails, and listened to your concerns directly. One message came through loud and clear:

This concession is highly valued and the proposed change did not align with the community's expectations.

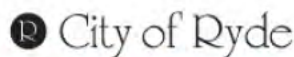
I want to sincerely thank everyone who shared their views. You've been respectful, honest, and constructive and your voices have helped shape this outcome.

Decision: No Change This Financial Year

After considering all feedback, I can confirm that:

There will be no change to free entry for Ryde resident pensioner concession holders in the 2025/26 financial year.

The Ryde Aquatic Leisure Centre is a vital part of our community especially for our senior residents who rely on it to stay active, healthy, and socially connected.



Lifestyle and opportunity
at your doorstep

Balancing Community Needs and Financial Pressures

While this decision protects access for now, we must acknowledge the financial pressures Council faces in operating the Aquatic Centre:

110% increase

In gas and electricity costs

12.4% increase

In staff salaries

52% increase

In materials and contractor costs

13.4% increase

In depreciation, due to the Centre's age

The Centre is now over 25 years old, and significant investment will be required in the coming years to upgrade and modernise this much-loved facility.



NEWS ITEM – COUNCILS WEBSITE

[Home](#) / [Council](#) / [Media Centre](#) / [News and Public Notices](#) / **Free Entry continues for Ryde Resident Pensioner Concession Holders**

Free Entry continues for Ryde Resident Pensioner Concession Holders

Published on 30 May 2025



The City of Ryde has announced there will be no change to free entry to the Ryde Aquatic Leisure Centre (RALC) for Ryde resident pensioner concession holders in the 2025/26 financial year.

This important decision follows feedback from residents regarding the proposed changes to fees and charges at the RALC, particularly the suggestion to remove free entry for Ryde resident pensioner concession card holders.

City of Ryde Mayor Trenton Brown said the community response has been clear and heartfelt.

"I've spoken with residents, taken phone calls, read emails, and listened to your concerns directly," Mayor Brown said. One message came through loud and clear; this concession is highly valued and the proposed change did not align with the community's expectations.

"I want to sincerely thank everyone who shared their views. You've been respectful, honest, and constructive and your voices have helped shape this outcome."

The Ryde Aquatic Leisure Centre is a vital part of the City of Ryde community especially for senior residents who rely on it to stay active, healthy, and socially connected.

While this decision protects access for now, Council must acknowledge the financial pressures it faces in operating the RALC. These include:

- Over 100 percent increase in gas and electricity costs
- Over 12 percent increase in staff salaries
- Over 50 percent increase in materials and contractor costs; and
- Over 13 percent increase in depreciation due to the Centre's age.

The RALC is now over 25 years old, and significant investment will be required in the coming years to upgrade and modernise this much-loved facility. We will ensure the community is kept informed and consulted about any developments.

Tagged as:

Announcements



SOCIAL MEDIA



Mayor Trenton Brown would like to provide an update to the community that there will be no change to free entry to the Ryde Aquatic Leisure Centre (RALC) for Ryde resident pensioner concession holders in the 2025/26 financial year, following feedback from residents.

Meta Story– Friday 30 May 2025



THE WEEKLY TIMES (TWT) - HAVE YOUR SAY LISTING

HAVE YOUR SAY

Your views and suggestions are important in shaping the City of Ryde's future. We invite you to have your say on initiatives, plans and proposals that are open for community feedback, including:

- Putney Park – Regional Playground Upgrade (Closes 18 May)
- Ryde to 2035: Council's Strategic Plans (Closes 1 June)
- Meadowbank Park – Draft Plan of Management (Closes 1 June)
- Draft Social Strategy and Creativity Strategy 2025 – 2030 (Closes 8 June)

Want to find out more?

Please visit www.ryde.nsw.gov.au/HaveYourSay or call Customer Service on 9952 8222 to learn more about the above project(s) and for information on how to have your say.



SUBMISSIONS SUMMARY

RYDE TO 2035 COUNCIL'S STRATEGIC PLANS

PUBLIC EXHIBITION: 1 May to 1 June 2025

COMMUNITY ENGAGEMENT METHODOLOGY REPORT
AND SUBMISSIONS SUMMARY
JUNE 2025

RYDE TO 2035 | COUNCIL'S STRATEGIC PLANS SUMMARY



116

**ONLINE
SUBMISSIONS**



14

**WRITTEN
SUBMISSIONS**



2

**POSTAL
SUBMISSIONS**



1

**PHONE CALL
SUBMISSION**

Note: Respondents could provide multiple responses through various channels, hence there may be a duplication of respondents within the above figures.

The below table summarises the key themes identified in community submissions received during the Have Your Say period (public exhibition).

| Key Themes | Total 133 Submissions |
|--|------------------------|
| Proposed changes to Fees and Charges – RALC Pensioners' entry fee | 126 submissions |
| <ul style="list-style-type: none"> • 91% (n=115) Strongly Oppose the new fees • 6% (n=8) Oppose the new fee but are open to a compromise (revised pricing) • 2% (n=3) Support the new fees | |
| Proposed changes to Fees and Charges – General increase in pricing | 1 submission |
| Operational and Service delivery-specific matters | 6 submissions |

The following themes relating to operational and service delivery-specific matters were mentioned:

- Pedestrian safety and welfare through improving traffic management and solutions, and upgrading of footpaths, crossings and lighting.
- Traffic congestion and disruptions due to development.
- Housing accessibility, affordability and supply.
- Adequate green spaces, local parks and dog parks.
- Removal of 'Racism is not welcome' signage across the LGA.
- Community Engagement approaches and progress metrics reporting.
- Suggestions for the Operational Plan from the Parramatta River Catchment Group.

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|---|--|-----------------------------|--|---|
| 1 | Please as a resident of Crimea Rd Marsfield. I wish to complain about the length of time on the developments along Talavera Rd. This MAJOR through road has been blocked for way too long. Work seems to be very low priority to free up the road and is often used as parking for their vehicles. This is often a major pain, to ridiculous during peak times. Give these guys a rev up and remind them that that road is not theirs. Or at least get some extra funds from them. | Email Submission | City Infrastructure (Traffic Services) | Council worked with the developer and has taken measures by restricting their hours of operation, increased enforcement and monitoring to address the traffic congestion and delay issues. |
| 2 | <p>Regarding fees: the fees are incredibly high, there is a high population at Ryde and the fees should be much less per payer.</p> <p>Regarding 1 year plan: More speed humps should take place in streets where people tend to speed, rev their cars or show off their turbo chargers. i.e Porter Street, Ryde is on of them.</p> | Have Your Say - Online Form | Finance, City Fabric, and City Infrastructure (Traffic Services, and Engineering and Project Delivery) | <p>Thank you for taking the time to review and provide feedback on Council's strategic documents. We acknowledge and appreciate your concerns regarding pedestrian safety and accessibility within the City of Ryde.</p> <p>Pedestrian safety and connectivity remain one of the key priorities for Council, aligning with our objective of creating a 'Connected and Accessible City'. Council has committed over \$20 million over the next four years to deliver a comprehensive footpath, cycleway and active transport program. This includes the provision of new footpaths, upgraded pedestrian crossings (including lighting improvements), and expanded cycling infrastructure at over 40 locations across the local government area.</p> <p>Additionally, Council is also investing in the renewal, maintenance, and restoration of pedestrian infrastructure to address issues such as trip hazards and uneven surfaces. Council acknowledges and values the importance of community feedback in supporting this process. In this regard we encourage the public to report on damaged or unsafe pedestrian infrastructure directly to Council through our Customer Service department. This allows us to assess and prioritise required maintenance works accordingly.</p> <p>From a strategic perspective, Council is currently updating its Integrated Transport Strategy and Sustainable Transport Strategy. These documents will guide long-term planning and advocacy to support active and sustainable transport options, including walking, cycling, and public transport.</p> <p>Finally, Council is committed to the continuous improvement of pedestrian safety, accessibility, and amenity across the City of Ryde. While we operate within budgetary and operational constraints, we are actively working to ensure all community objectives are given balanced attention and priority.</p> |
| 3 | <p>I didn't the above in detail. To be honest they are beautifully published documents that had too much content in them to read and make sense of. There was a lot of repetition that didn't enable one to easily review and have a say regarding the objectives, descriptions, initiatives. And there was no information in terms of metrics and tangible progress to date, or tangible outcomes being sought, to comment on either.</p> <p>I am being direct in that I want to share my input as a community member, to ensure budget is prioritised towards initiatives and programs that the community truly values. Perhaps you could look at a better way to engage the wider community? E.g. Rather than passive methods like QR codes, newsletters and emails getting us to review things, on big strategic items where you would like more support and feedback from the community (like this one), you could look to hold a series of community sessions where you talk through the key initiatives, what you've been doing, how it's going, and check community feedback and ideas... check in on when and how we'd like updates as a community.</p> <p>There are many people who would like hear the Council agenda and focus is, and be reassured that the wider effort of the Ryde Council team is moving in the right direction for the community.</p> | Have Your Say - Online Form | Business Strategy and Innovation and Communications and Engagement | <p>Thank you for sharing your feedback and for reviewing the documents.</p> <p>We note your suggestion of holding community sessions to help our community better understand our strategic plans.</p> <p>City of Ryde's Community Engagement Strategy (also on exhibition) has provision for in-person methods for engagement such as information sessions, drop-in sessions, and workshops.</p> <p>While in-person methods were used to gather information to inform the documents, we've noted that an alternate method to talk through the strategic priorities, share progress and gather feedback could be used when these documents are exhibited in the future.</p> <p>The documents on exhibition are the future plans, however, each year we publish an Annual Report which focuses on the implementation of the Four-Year Delivery Program and One-Year Operational Plan. You can find last year's report here: https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Integrated-Planning-and-Reporting/Unlocking-our-City's-potential-202324-Annual-Report</p> <p>In addition, progress and status of Council's actions and projects that are being undertaken each year are monitored, tracked, and reported publicly at the end of every quarter. You can find these reports under 'Quarterly Review Reports' here: https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Integrated-Planning-and-Reporting/Four-Year-Delivery-Program</p> <p>We also encourage you to keep in touch with other strategic matters via Council meetings. Recordings of the meetings, along with their agenda and minutes, are available here: https://www.ryde.nsw.gov.au/Council/Agendas-and-Minutes</p> <p>Additionally, you may be interested in visiting www.ryde.nsw.gov.au/HaveYourSay to have your say on other plans, proposals and initiatives that are open for community feedback.</p> |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|---|-----------------------------|------------------------------------|--|
| 4 | Community Strategic plan extract. "The City of Ryde is a welcoming , well-planned collective of vibrant precincts that support innovation, the growth of ideas, multicultural expression and sustainable population growth." Please remove the terrible signage in our LGA announcing Racism is not Welcome (in this area". This is just announcing we have a problem in Ryde. It's like saying you can swim at the beach but it's full of hungry sharks. As for the Management Plan, there seems to be no mention of dog parks in the assets register. It is something that needs to actioned quickly, as there are so many dogs in the stew. | Have Your Say - Online Form | Community Services and City Fabric | Thank you for your feedback during on Council's Community Strategic Plan and for your enquiry about the "Racism not Welcome" street signs. The street signs were first installed in 2021 and were part of a broader campaign which also included a range of community-based activities that aim to promote the benefits of a multicultural and inclusive community. A review of the street signs has been undertaken, and your feedback will be considered as part of this review. |
| 5 | I do not support this change to the city of Ryde pension price change at Ryde pool | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 6 | I do not support the change to the city of Ryde pension rate rise at Ryde pool | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 7 | I do not support the change to the Ryde pool pension trade rise | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 8 | I would like continued free membership to RALC as I am unable to afford the price of membership. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 9 | I am the carer to an 86 year old pensioner who loves coming to the pools as his favorite pass time three times a week when I see him. I am writing on his behalf. The new proposed rates and how outrageously high they are feel almost criminal and outright predatory targeting the most vulnerable in our society with not many options for a pass time nor that much disposable income. Imposing these unnecessary charges effectively means he cannot attend the pools anymore. I urge whoever is in charge to reconsider these changes and keep pensioners' admission free for all of them. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 10 | Would love for pool to still be free for disabled and seniors in the Ryde. I support a client to come to pool and she loves to come and can do exercises whilst in water. Just makes it more affordable for her if free | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 11 | Please keep the city of ryde card at ryde aquatic | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 12 | Please keep the city of Ryde card at Ryde aquatic my husband and I come most days and have made so many friends coming and using the card as a way to get out please don't remove it | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 13 | Random check membership card to stoping people borrow it from someone to avoid paying fees. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 14 | If maintaining free access to is no longer viable, I respectfully urge Council to consider offering significantly discounted rates for seniors of local to ensure continued access and support community health otherwise seniors usage will likely decline and leading to greater health issues that increased future spending in aged care. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 15 | Fees for pensioner increasing too much as proposed for 2025-2026. Some people pick up the wrist band in the change room to avoid to pay fee for spa, sauna/steam. It make the facility overly used by regular member users. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 16 | No to cancelling member fees for Ryde aquatic | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 17 | All documents - I do not agree with charging fees for pensioners to use facilities, including Top Ryde Aquatic Centre. It is important for both social connections and wellbeing, particularly for the elderly (who are more likely to experience loneliness and low levels of physical activity). | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|--|-----------------------------|------------------------|---|
| 18 | <p>Dear Councillors and Members of the Integrated Planning & Reporting Team,</p> <p>I am writing in response to the draft 2025–26 Fees & Charges proposal, which includes ending the Pensioner Free Entry to the Ryde Aquatic Leisure Centre Program on 1 July 2025 and introducing new concession fees for seniors.</p> <p>1. Could you please share the key reasons and financial assumptions behind this proposed change? Specifically:</p> <ul style="list-style-type: none"> • What cost pressures or budget forecasts have led to the recommendation to introduce a senior's fee of \$8.10 (general entry) and \$20 (peak swim/spa/sauna/steam)? • Have alternative funding models or cross-subsidies been considered to maintain a free or heavily discounted option for pensioners? <p>2. My father, a Ryde resident, has relied on the free entry program not only for social connection but, critically, for his health. Swimming is one of the safest, most joint-friendly forms of exercise for older adults. Regular access to the pool:</p> <ul style="list-style-type: none"> • Improves cardiovascular health, muscle strength and balance • Reduces the risk of falls, fractures and hospitalisation • Provides vital social interaction and routine for those who may otherwise be isolated <p>Introducing even a modest fee will create a real barrier for many pensioners on fixed incomes. For them, skipping a regular swim can mean poorer health outcomes and, in the long run, greater reliance on public health and aged-care services.</p> <p>3. Request for Consideration of Maintaining Free or Low-Cost Access</p> <p>I respectfully urge Council to:</p> <ul style="list-style-type: none"> • Retain a fully free entry option for holders of a pensioner concession card; or • Consider a tiered concession (e.g. \$2-\$3 per visit) that still recognises the income constraints of our most vulnerable seniors; and • Explore sponsorship, grant funding or in-kind partnerships with local businesses to subsidise the cost. <p>Thank you for your commitment to “lifestyle and opportunity at your doorstep.” I hope you will preserve the free-entry benefit, which empowers our older residents to stay active, healthy and connected. I look forward to your response on the rationale for the fee changes and hope Council will reconsider this important program.</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 19 | No fee increase for pensioner. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 20 | I feel they should pay & not get free entry! I pay \$732 a year for 12 maths membership! | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 21 | I would like to challenge the proposed new pension fees for entering the RALC. I find this proposal unreasonable as this will obstruct some pensioners from visiting the centre on a regular basis especially in this cost-of-living crisis. Please reconsider the proposal and keep the fees as they stand. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 22 | We should not charge pensioners for access to Top Ryde Aquatic Centre. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 23 | Strongly object to cancellation of eligible resident free entry program. Will take steps to bring this to multi media attention!! | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 24 | I have a lot of relatives and family friends who suffers from health issues and struggles financially and live nearby. I like to support them. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 25 | Hi, I am a Aged Pensioner who uses the Ryde Aquatic Centre for swim and spa facilities everyday. This helps me to stay healthy and fit by using the pool and spa. I would like the Ryde Council to reconsider the fees and changes being imposed on Aged pensioners use of the pool and spa facilities. If a fee is applied to Aged pensioners I will need to give up my quality of living. Thank you for taking my consideration in advance! | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 26 | Too costly for a retired pensioner | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|--|-----------------------------|------------------------|---|
| 27 | As a pensioner and resident ratepayer of City of Ryde, I object to the propoal to end the Eligible Resident Free Entry Program at RALC. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 28 | Don't charge any fees for swimming for seniors | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 29 | The proposed new fees for pension or health care card holders will be \$2.50 for everything of general entry, swim/spa/sauna/steam. Because we're pensioner. If you can't accept, you're talking us, to be will weakly & die early. we don't have enough money for the swimming fee. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 30 | New fees for pensioners at RALC I need the rehab pool on a daily basis due to an injury. I will not be able to attend the pool if the new charges go ahead. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 31 | Hi Dear Sir Mam, My name is [REDACTED] I am a pensioner and I had Back operation 2 years ago and need to use the Ryde Aquatic facilities 2 or 3 times a week for my well being and can not afford to pay money for using the centre. I am opposing this decision and hope the council will help to continue as before free of charge. | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 32 | Hello Until now, seniors receiving a pension were allowed free admission, but suddenly charging \$8.10&\$20 for admission and usage fees seems a bit too much. I think it would be more reasonable if it were about half that amount. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 33 | No to removing membership at Ryde aquatic centre | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 34 | "I strongly oppose the transition from free access to a paid model starting from July 1st, as it will negatively impact public sentiment. In a time when the cost of goods and essential materials is already high, introducing entrance fees will place an additional burden on the underprivileged, making life even more difficult for those struggling financially." | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 35 | Re: Ryde Aquatic Leisure Centre, Eligible resident free entry program. Extremely disappointing to learn of Councils proposal particularly given New "Improved" Rate Peg methodology. That the proposed fees would be applied to those on very limited incomes who benefit remedially from using the services provided here. If Council must apply fees much consideration should be given to the amount of said fees...Nil to even \$8 let alone \$20 a visit is too steep by far!! Lets see how much revenue is derived when pensioners mass exit the centre and perhaps visit neighbouring council centres/alternatives. Is that a community solution Ryde? | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 36 | Community strategic pli2035 | Have Your Say - Online Form | Finance RALC | Council responded to his request to make more flyers available and put up more notification posters at the RALC. At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 37 | The proposal to scrap the current, restricted free entry for eligible Pensioners to Ryde Aquatic Centre is unfair. These are some of the most marginalised and vulnerable people in our community. I have spoken to many who say they simply can't afford this fee and will stop coming. Council won't get any extra revenue and the elderly and infirm will be deprived of the opportunity for social and physical activity. Has Council assessed how much revenue it will actually gain? Or just guessing? Please don't punish the Pensioners. Thank you | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 38 | The current free Pension Benefit must stay as I can't afford the new proposed rates. Free access to the pool and sauna provides me gentle pain free exercise and a sense of community amongst fellow patrons. Please don't take it away | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 39 | I am in my 82nd.year and due to factors dealing with old age walking as an exercise is not an option.My only meaningful exercise is lap swimming which I would no longer be able to afford.Seems unfair to tax the elderly.I have been a rate payer for 53 years. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 40 | Dear Sir/Madam, My name is [REDACTED] About this council propose fee to the pensioner is exuberant. Please do not make a hasty decision without Ryde Community knowledge. Sincerely Yours | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 41 | Do not cancel the pensioner benefits at the swimming pool | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|--|-----------------------------|---|---|
| 42 | The Fees and Charges 2025-26 document does not mention ending the Eligible Resident Free Entry Program for Ryde Aquatic Centre. However, a flyer at the venue suggests otherwise. This seems to contradict Strategy Outcome 2, which aims for an active and healthy city. With the proposed \$8.10 per entry fee, a pensioner who swims once a week would face an additional \$400 per year, exacerbating their cost of living struggles. This change effectively prices them out of an accessible activity and discourages a healthier lifestyle. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 43 | I understand you will charge pensioners the entry fee for Ryde Aquatic Center. This will be an extra cost for all pensioners. My suggestion is to give all Ryde Pensioners 1 or 2 times free entry to Ryde Aquatic Center on Mon -Fri, 9am-3pm weekly. This will save your cost, also give pensioners a benefit as a proud resident in Ryde community. Thanks. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 44 | Dear Council Members, I am writing to urge you to continue the generosity you have shown to Health Care Card Holders in providing free pool membership. I appreciate so much being able to swim at Ryde Aquatic Centre each week - it is fantastic exercise and helps me to manage back pain and fatigue. I will not be able to afford to swim if I have to pay the membership myself and will be very sad to lose this valuable form of exercise. Please continue to provide this generous concession for low income families. It is a wonderful provision. Kind regards | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 45 | Ryde aquarium entry fee | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 46 | I am very concerned to hear that Council is proposing to end provisions for the City of Ryde Eligible Resident Free Entry Program for Ryde Aquatic Leisure Centre (RALC). I am a long term Ryde resident and am now on the aged pension. I have attended a number of Ryde Seniors activities, including Aqua Aerobics, and truly appreciate the availability of these activities at an affordable price. The low cost makes them accessible on a pension, and the free entry to RALC makes it possible for me to continue to attend Aqua fitness classes, which are an essential part of my health and fitness program. I do hope Council will reconsider, and decide to continue to offer pensioners the free entry to RALC. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 47 | Hi, Pls note that, we strongly OPPOSED to the proposed Pensioner Free Entry Program at the entrance of RALC recently. And due to the unpleasant economic situation in Australia for the time being, We would highly request to keep the present Entry program, with No Change, No adjustment. Thx your kind attention. | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 48 | Pool fees | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 49 | Ryde to 2035 Council's Strategic plan We strongly disagree to this plan because we cannot afford it as a pensioner. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 50 | Ryde to 2035: Council's Strategic Plans We strongly disagree to this plan, because we cannot afford it as a pensioner. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 51 | Can you please focus more on making it safe and easy to walk places in Ryde. Pedestrian crosses seem to heavily favour cars, and most of Ryde is hostile to pedestrians. There are long distances between pedestrian crossings, and some places where it's made possible to cross there are no markings warning cars to watch out for people. The footpaths in much of Ryde are in a poor condition, being uneven with many trip hazards. Where the roads are kept in a smooth, pristine state, the footpaths next to them are bumping and easy to lose your footing on. The foot paths in many parts are incredibly narrow, and sometimes just stop, leaving you where nowhere to walk safely. Often walking short distances throughout Ryde is a hazardous process where you are at risk of being run over by a inattentive drivers, or having a nasty fall. | Have Your Say - Online Form | City Fabric, and City Infrastructure (Traffic Services, and Engineering and Project Delivery) | <p>Thank you for taking the time to review and provide feedback on Council's strategic documents. We acknowledge and appreciate your concerns regarding pedestrian safety and accessibility within the City of Ryde.</p> <p>Pedestrian safety and connectivity remain one of the key priorities for Council, aligning with our objective of creating a 'Connected and Accessible City'. Council has committed over \$20 million over the next four years to deliver a comprehensive footpath, cycleway and active transport program. This includes the provision of new footpaths, upgraded pedestrian crossings (including lighting improvements), and expanded cycling infrastructure at over 40 locations across the local government area. Additionally, Council is also investing in the renewal, maintenance, and restoration of pedestrian infrastructure to address issues such as trip hazards and uneven surfaces. Council acknowledges and values the importance of community feedback in supporting this process. In this regard we encourage the public to report on damaged or unsafe pedestrian infrastructure directly to Council through our Customer Service department. This allows us to assess and prioritise required maintenance works accordingly.</p> <p>From a strategic perspective, Council is currently updating its Integrated Transport Strategy and Sustainable Transport Strategy. These documents will guide long-term planning and advocacy to support active and sustainable transport options, including walking, cycling, and public transport.</p> <p>Finally, Council is committed to the continuous improvement of pedestrian safety, accessibility, and amenity across the City of Ryde. While we operate within budgetary and operational constraints, we are actively working to ensure all community objectives are given balanced attention and priority.</p> |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|--|-----------------------------|------------------------|---|
| 52 | Customer called about the proposal to charge \$8.10 to seniors and pensioners. Wasn't exactly sure of what that fee was for as he continued to speak without much chance to interject. Customer has made a written enquiry but would like to stress further concerns regarding the lack of communication about the changes. He mentioned having discussions through an interpreter with non-English speaking residents and they were unaware about what is going on. He proposed the idea of having fliers or some sort of information more readily available at City of Ryde locations so people are more aware of the changes occurring. The customer was quite frustrated with this lack of communication and believes that he and fellow rate payers deserve better. | Phone Call | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 53 | I do not agree with the increase in fees and charges for swim entry for pensioners | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 54 | I think it's too expensive! | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 55 | Its too expensive! I need the free pass please. Thank you so much. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 56 | Not upgrade. No charge. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 57 | i would like not to pay for ryde aquatic as a pensioner, as i need it to recover my body as i am in alot of pain. If i don't swim throughout the day the pain in my body is worse but the pools help my body so much and i don't want to pay for recovering my body. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 58 | I believe that we shouldn't have to pay an entry fee given all the other expensive pensioners need to consider these days. Customer visited customer service counter to leave feedback as they could not use QR code. Customer does not have an email address | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 59 | Please keep the city of Ryde card at Ryde aquatic can not afford to come with out it | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 60 | Please don't get rid of the city or Ryde card as I am unable to afford the pool fees as a pensioner | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 61 | Regarding proposed entry fees to our local pool and sauna and spa for age pension locals, we regard the current arrangement as a civic goodwill and should not be changed ,the elderly should be encouraged to get out and about | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 62 | I am a pensioner and have lived in Ryde all my life i have seen many changes, some not for the better i must say. There has been a substantial amount of ratepayers money wasted over the years. I am really disappointed by the proposal of fees for Pensioners in particular to be able to have entry to the Ryde Aquatic Cnt. Regards | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

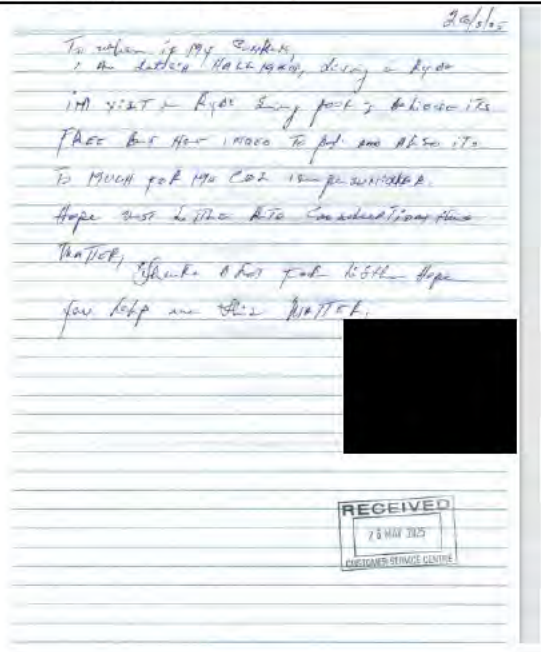
| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|---|-----------------------------|--|--|
| 63 | <p>I live and work in Macquarie Park. Providing adequate housing for as much of the community as possible is a key issue for me. One of the best ways council can help people is by ensuring there is plenty of housing supply entering the market. Myself and wife both work, I really don't know how someone less fortunate would be able to afford to live in the area.</p> <p>It's also challenging to find properties larger than apartments (villa's, townhouses etc) at a reasonable price. I think Ryde council can play a key role in solving the housing crisis by finding areas to increase supply.</p> <p>Some of the older apartments are reaching an age where they require significant maintenance work. These apartments also may not meet all the current building standards. Accessibility is often poor with stairs and no lift. Council could kill two birds with one stone and rezone these areas to higher density. Not only providing more but better quality housing. The metro is also a game changer and we should take every opportunity to build housing and businesses around and above it. Very few councils get to opportunity to re-imagine a suburb around fast connection to the city. Make the most of it to design something amazing.</p> <p>While there is concern around green spaces etc I tend to find the local parks are adequate and there are many options. I generally feel the community is well looked after with facilities etc.</p> <p>Traffic is manageable and I generally ride my bike or walk to work. I think increased density around urban centres is a great idea so other people can have the same lifestyle. Living and working in the same suburb leads to a better quality of life.</p> <p>I'll leave the "hows" on delivering this council. We have the once in a generation opportunity to re-imagine our suburbs.</p> | Have Your Say - Online Form | City Places and Development Advisory Services, | <p>Thank you for your submission and sharing your experiences of living and working in Macquarie Park. Council supports many of the ideas you have put forward and often advocates to the State Government for them to be implemented. For example, the recent planning control changes made by the State Government to create the Macquarie Park Transit Orientated Development Precinct (centred on the Metro) require developers to make affordable housing contributions. The creation of affordable housing in this part of Macquarie Park was strongly lobbied for by Council to improve housing affordability in the precinct.</p> <p>Your suggestion about the redevelopment of older unit blocks is noted, but our experience is that despite applying more liberal planning controls it is the financial feasibility that restricts redevelopment, not the planning controls. Council cannot compel a body corporate to re-develop their land. Our powers are limited to ensuring the safety and health of individuals occupying units in strata schemes.</p> <p>Please be assured that the matters you have raised have been noted and Council will continue to seek ways of improving the living experiences of residents and workers.</p> |
| 64 | <p>I call on City of Ryde Council NOT to abolish the Ryde residents' Pensioners Concession entry at Ryde Aquatic Centre. This severe cut impacts the most vulnerable in our community, Pensioners. For many, this is one of their few accessible social and exercise opportunities. In this ongoing cost of living crisis, many Pensioners will be unable to afford the proposed charges and will simply stop coming. Lonely and isolated Pensioners on limited incomes should not be made to pay the price for Council's financial situation.</p> <p>This proposal also breaches Ryde Council inclusion policies by seeking to deliberately exclude Pensioners for no fault of their own. As we reach our twilight years, all we ask is for Ryde Council to acknowledge our lifetime contribution to the community and not add to an already heavy burden on our weary shoulders.</p> <p>Many Ryde pensioners do not drive, they come with friends and family member who pay to use the pool and spa. If pensioners stop coming those people will stop as well depriving council from revenue. Management should think about other ways to generate income.</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 65 | I have arthritis titanium hip & knee injury. Ryde pool has been tremendous for me as a lady in her late 50's staff are good & warm water steam room etc so kind to my joints | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 66 | Introduce fee on pension holdings card at the swimming pool spa will make it very hard for pensioners to use the facilities which is important for old people for exercise. Please reconsider this decision. Thank you so much | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 67 | 'Please consider charging at the swimming pool for pensioners this is the only exercise we can do and we can't afford to pay that much money the life is hard enough please help us to continue thank you so much | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 68 | 'It's wrong to remove Ryde Pensioners free entry to RALC pool and spa. Please keep existing restricted free entry. I can not drive, I come with friends and they pay to enter the pool. If I do not come they will stop too. It's not correct way to raise revenue. The pool is not used to its full capacity. It needs more promotion to neighbouring councils. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 69 | <p>I am writing as President of Ryde Multicultural Center and expressing concern about introducing fees to RALC entry for Ryde resident pensioners. Our members most of them do not use smart phones and are unable to respond directly to your QR codes. We have many different small seniors groups using our center and some of them use the pool and spa for medical reasons. If council introduces those fees they will not afford to come. Cost of living is going up and pensions are not adjusted accordingly.</p> <p>They are asking to keep the free entry to pool. Most of them do not drive and they come with friends or family members who pay to the entry. If they stop coming it means their paid companions will not come too. Also without any survey it is unfair to introduce those fees.</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 70 | ryde aquatic centre changes for seniors admission has drastically changed with the pensioners free entry program, this is a very big disappointment as the cost of living is already hard felt. How to maintain a healthy lifestyle and be more independent when fees from \$0 daily goes to \$8.10 a visit. What is the council doing with its leaders to make senior living more affordable? | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|--|-----------------------------|------------------------|---|
| 71 | <p>To the City of Ryde Council.</p> <p>I am providing a submission in opposition to the draft removal of the 'City of Ryde Eligible Resident Free Entry Program' contained in the Fees and Charges 2025-26. I have regularly used this program for the past 13 years in combination with other City of Ryde 'Active Seniors' programs to support my management of Rheumatoid Arthritis, with this free entry program to the Ryde Aquatic Leisure Centre (RALC) being key to supporting my ongoing physical health and management of this condition.</p> <p>As with many other rate paying pensioners, the proposed removal of this free entry would require me to prioritise between my financial and physical wellbeing, impeding my ability to support my health in the long term. In providing such a free entry program, the City of Ryde has promoted exercise and physical health for seniors, also boosting crucial social connections for seniors, especially for those who, like me, live alone. This not only leads to proven benefits for us, but also promoting the long-term financial wellbeing of the council, allowing seniors to stay connected, active, independent and rate-paying in our own homes for longer, increasing the number of rate-paying individuals while reducing healthcare and service costs for the council, a goal the council itself recognises and promoted in its 'Active Seniors' program. Thus I believe that these proposed changes would inhibit the efficacy of the 'Active Seniors' program, ultimately harming not only the physical and financial wellbeing of pensioners, but of the City of Ryde council itself. Furthermore, I would like to note that the proposed fees for seniors, being \$8.10 per entry, significant exceed most neighbouring councils, for example the City of Canada Bay charges \$2.95 per pensioner entry and the City of Parramatta charges \$4.35 per entry for Seniors using their 20 entry bulk purchase. Both of these councils and many others provide notably lower senior entry fees than this council's proposed fee, highlighting its significant costs given that, according to the 2022-23 Annual Report, RALC operated a net profit for the council since the 2004-5 financial year until the Covid-19 Pandemic, and with patronage upward of 90% of its pre-covid levels, RALC is on its way back to profitability, and thus such significant entry fees are unneeded and likely damaging to the Council's stated goals. In conclusion, as a long-term patron of the Ryde Aquatic Leisure Centre using this Eligible Resident Free Entry Program, the removal of this program would not only harm my own and many other senior's physical health and financial wellbeing, but would ultimately set back the Council's stated 'Active Seniors' goals and would harm the council's long-term financial prospects. Thank you for your consideration</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 72 | Free entry to Ryde swimming pool for pensioners | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 73 | <p>Ryde to 2035 Council 's Strategic plans</p> <p>Against charges to swimming pool for pensioners. It should be free.</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 74 | The charge of \$20 for Ryde swimming centre is absolute unaffordable. I will refuse to go to the swimming pool if the price raises. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 75 | increase the entry fee to council owned and/or operated facilities should be frozen for 12 months. This would help with the cost of living crisis, and give a chance for the council to increase the engagement with the community and get more people using local resources. Increasing the price would have the exact opposite effect. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 76 | <p>Well done hit the ones who not kick up a stink, they will just not be able to go to the pool.</p> <p>Dirty politics Ryde Council 😡</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 77 | I have heard that entry fees for ryde aquatic centre are being increased for rate payers and the free entry for pensioners is be abolished. Are you continuing to give council staff a highly discounted entry fee? I think if you are looking at saving money or increasing revenue that the perks of council should be investigated. It is outrageous that council staff get such heavy discounts while pensioners and rate payers are being hit. GET RID OF YOUR OWN PERKS before you rip us off any more | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 78 | Disgusting that you are attacking the most vulnerable in the community... | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 79 | In reference to charging senior residents for Ryde Pool, as a local pensioner I was using Ryde Pool as a rehabilitation tool for my spinal and mobility issues going to the pool daily. In the process I met many local elderly people using the pool and hot spa facilities for health and wellbeing. Many of my fellow swimmers also enjoyed the camaraderie that was nurtured in that space. I also noted water aerobic classes which also helped elderly people to keep fit. I imagine most of us could not afford to go on a regular basis if it was not free of charge. I know Ryde council spends money to encourage our aged pensioners to engage in community activities. Surely this is a backward step and counter productive? Especially in the current economic climate please do not punish our elderly and vulnerable in this petty minded way. We cannot afford to pay we will just stop going. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

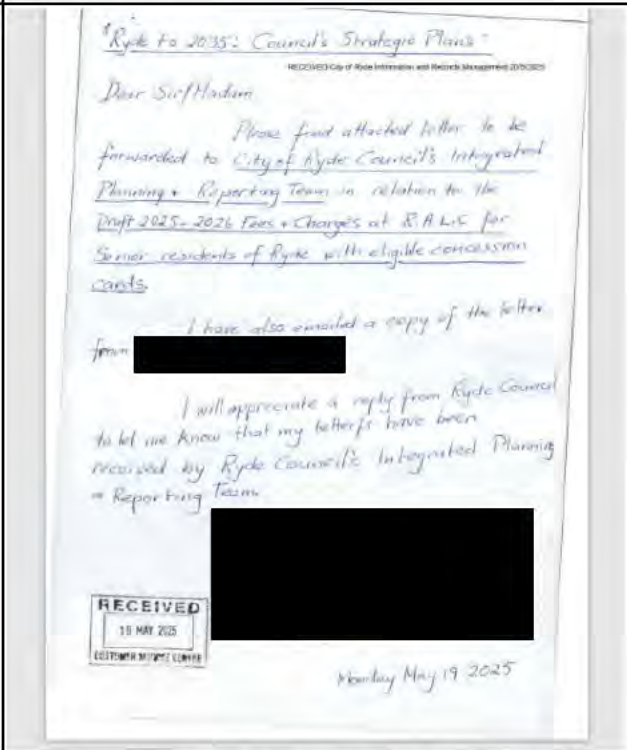
| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|---|-----------------------------|------------------------|---|
| 80 | <p>Dear Planning and Reporting Team members,</p> <p>My husband, [REDACTED] aged 83, and I, aged 76, are currently grateful to participate in the City of Ryde's Eligible Resident Free Entry Program at Ryde Aquatic Leisure Centre.</p> <p>We appreciate the support greatly as we deal with ongoing health challenges associated with ageing.</p> <p>As we all navigate the constantly rising costs in personal and household expenditure, we also recognise that RALC needs to deal with rising costs of power, water, maintenance, staffing etc.</p> <p>As stated, we appreciate our membership and would be happy to contribute.</p> <p>Hence, I am writing to ask Ryde Council to consider the following fees for Seniors residing in Ryde who hold eligible concession cards:</p> <ul style="list-style-type: none"> * The opportunity to purchase for \$100 a '25 Pass Card' * With one pass required for pool entry ie \$4 * And two passes ie \$8 for off-peak use of pool, spa, and sauna between 9 am and 3 pm on weekdays. <p>In anticipation of your favourable consideration of this request for Ryde residents with eligible concession cards.</p> | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 81 | <p>Dear Ryde council,</p> <p>We have lived in West Ryde in the last decade. My son has a severe chronic illness and a health care card and we have utilised the free Ryde resident entry to the Ryde Aquatic Leisure Centre. It has been very much appreciated as regular pool visits is great for learning social and gross motor skills/hydrotherapy, all year round. I also understand that Ryde pensioners also receive free pool entry. Please don't take this privilege away from those that need it the most, especially at the time when cost of living is impacting hard on the vulnerable.</p> <p>I would like you to strongly consider continuing the free Ryde resident entry for pensioners and health care card holders. The program has improved accessibility and made a profound impact on improving function, fitness and mobility, especially for those with chronic illness, disabilities and geriatric conditions.</p> <p>Thank you Kind regards</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 82 | The proposal to charge senior locals to use Ryde Pool is absurd. I for one will forced to stop using g the pool for my weekly swim because I will no longer be able to afford it. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 83 | I agree with increasing the entry fee at Ryde Aquatic Centre. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 84 | Free pool access to residents | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 85 | Surely we can retain free pensioner access ror Ryde LGA residents to Ryde pool, with some 13 or 14000 more rateable properties now than 10 years ago?! Surely!?! | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 86 | I am commenting on the rates and fees for Ryde aquatic Centre. The pool fees for seniors, proposed at \$8, are too high. These should be capped at \$5 if they are necessary, and sauna, spa fees should be significantly lower for seniors too. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|----|--|-----------------------------|------------------------|---|
| 87 | <p>To whom it may concern,</p> <p>My name is [REDACTED] and I have been a member of Ryde council for almost 25 years. I love this community and would like to thank you for Ryde Aquatics program for seniors and Health Care holders.</p> <p>I am a senior who is struggling with health issues and I have found that swimming and hydrotherapy has helped me greatly. I have also found a community at the aquatic centre, and made great friends with staff and fellow swimmers.</p> <p>With the proposed change with increasing entrance fee for seniors, I will unfortunately be priced out of this privilege and be unable to continue my hydrotherapy.</p> <p>I have consulted my doctor and physio who have both written letters on this issue.</p> <p>I hope you spend the time to read them and carefully consider the impact this proposition will have on myself and others in the community.</p> <p>Ryde has always been my home and I appreciate the great community we have. Yours sincerely,</p> | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 88 | Should Ryde pool entry fee go up as proposed you will loose several regular swimmer of 15 years. The times when the pool is not ao busy will be empty | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 89 | Please keep free pass! | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 90 | Please don't get rid of the free pass | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 91 | Customer got information about the RALC information handout which he received at RALC today, 12 May 2025 that was advising people what is going to happen about the pool rates for pensioners being phased out. He said that this cannot happen and would like to deliver this information first and be considered before it gets to the Councillors for the next Council Meeting. He is against it, he said he will be approaching the current affairs about this too. He asked to pass this feedback to Council. He will be happy to hear back from someone. Thank you. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 92 | I would be financially disadvantaged if you remove the COR card resulting in me having to pay for entry to the pool to come to aqua classes where I feel physically and emotionally connected to other community members. My general health and emotional well being will suffer as a result of this | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 93 | <p>Most pensioners go into the program .Because it is improve the nomal movement of the tool joints,knee joints ,lumber intervertebral discs and shoulder jonts,maintain healthy activities and thus reduce the goverment's care costs for the lderly.Especially for people over eighty years old.If the treatment is removed ,they will not be able to afford the exorbitant fees and will have to stay at home,this result is cruel and unfair.I suggest that you hold up a noble hand to the poor elderly.</p> <p>Please forgive me if it is inappropriate. Thanks</p> | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 94 | We hope to continue the policy of free access for eligible elderly people thanks | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 95 | We hope to continue the policy of free access for eligible elderly people thanks | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 96 | As a GP in Top Ryde, I often encourage my patients to consider swimming in Ryde pool for many reasons. Eg knee pain etc. also older persons need exercise to reduce risk of dementia. The pool is a powerful community service. Trying to recoup money from pensioners DVA etc is counterproductive. Ryde Council finances have much larger concerns than detering Australians who want to be healthy. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 97 | I do not support the changes on fees chagred for seniors. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 98 | There should be no fees imposed on Pensioners or Health Concession Card holders who are currently entitled to free entry to Ryde Pool. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|-----|--|-----------------------------|------------------------|---|
| 99 | i would like to comment on the proposal to abolish the ryde card whereby residents in ryde who hold a pension or low income card cannot will not be able to use the pool etc free of charge | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 100 | Against resident entry program increase fees. Proposed new fees for pensioners are too high. Pensioners won't be able to use the facilities for health purposes. Facilities still run at off peak times when no one uses them. I strongly recommend keep off peak discounts for pensioners. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 101 | No charge no fee | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 102 | No fee. No charge. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 103 | No charge no fee | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 104 | <p>Dear Council,</p> <p>I strongly support ongoing free entry for pensioners to RALC. I understand that Council must balance the budget. The media has highlighted the ongoing costs of sporting infrastructure – particularly pools and all-weather sports fields. Can I propose two strategies to raise additional funds through property hire?</p> <p>1. I was surprised to learn that private schools secure a swimming carnival at RALC at \$3,700, only \$500 more than public schools who are charged at \$3,200. Whilst I understand the equity argument that all parents are ratepayers, can I suggest that this should be a much higher charge. Private schools receive significant public benefit through tax concession which facilitates the construction of world class sporting facilities – which the broader public will have limited access to – if ever. Whilst the tax concession remains, there is a compelling argument that they should pay significantly more for access to public sporting infrastructure. Without getting too complex, a sliding scale of charge based on the previous years DGR concession seems equitable – ie, money lost from federal / state revenue dictates access fee to public infrastructure. Whilst rates are the primary source of council income, I understand that state and federal council grants average around \$30 million per year – a grant that could be significantly higher if not for tax concessions. The productivity commission estimates \$100 million per annum lost – and if Ryde Council was to receive this based on 140,000 residents, it would receive an additional \$520k per annum.</p> <p>2. I am delighted that both religious organisations and community groups gain subsidised access to council facilities. I have accessed these discounted rates. However, it seems somewhat inequitable that the discount two tier system is set at an arbitrary \$100K. Can I suggest council removes the two tier system, and sets charges based on a sliding scale based on the previous year financial return. Some very wealthy organisations have accessed subsidised community infrastructure – only to then secure premises worth over \$10 million. Council already requires community organisations to submit financial statements for grant consideration – why is a council grant of subsidised rental considered differently? Thanks</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 105 | Disagree to the proposed new charge for swimming cost. Thank you. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 106 | Please don't allow pensioners to be charged for recreation activities. They live on pension and can't afford it | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 107 | I am opposed to abolishing free pool admission for pensioners at Ryde Aquatic Centre. Swimming can be one of the few physical exercises and opportunities for them to connect with our community. It is a low act to make money from the disadvantaged members. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|-----|---|-----------------------------|------------------------|---|
| 108 | I am opposed to the proposal for Council to increase the fees for seniors and pensioners, I myself am a senior person but refuse to use Ryde aquatic centre as it is filthy, unhygienic and has poor accessibility, yet you won't more money from people who cannot afford it. Council exists to support the community, it is not a profit centre, if council has financial problems then it should look at reducing staff, stop the closure of streets to play music over summer, festivals for minorities, putting up signs like racism is not welcome, and should develop or get rid off the old Ryde civic centre hole. It looks to me that council has lost its way and should go back to looking after the community and charge appropriate fees and not try to rob Peter to pay Paul. Parramatta, Leichhart, Ashfield etc are charging \$5.50 for seniors and pensioners. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 109 | Pensioners are the pillar of society and should be entitled to free access to activities which benefit their health,mental wellbeing and to be there for their families | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 110 | I disagree with proposed plan for new fees for pensioners entry to Ryde pool. People who have had hip or knee replacements and need to exercise in pool to aid recovery might not be able to afford \$8.10 several times a week. Pensioners on fixed income or any seniors for that matter should not have to pay. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 111 | Greeting,being a pensioner isn't fun,money wise,I'm really shocked that your thinking off putting a price for entry to the pool for Pensioners.\$8.10x3 is expensive to get my exercise,as walking is out the the question,hips and knees gone. Would it not be better to allow disabled folk free entry,with doctors paperwork,and maybe charge others the increase,hoping to here some good news in the future ,if not no more exercise for me, Regards, | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 112 | Hello, I have been living and paying rates in the Ryde area for 35 years. I am 76 and have been retired and on the pension for 5 years. To maintain my health I have been actively swimming at the Ryde Aquatic Leisure Centre for 3 years. My weight used to be 90kg. My current weight is 81kg. A recent artery test with my cardiologist shows that there are no blockages. I attribute my current health to swimming and looking after my diet. Thus I was very disappointed to learn that Ryde Council is considering charging pensioners for the use of the aquatic centre especially in the current cost of living situation. When pensioners use the aquatic centre it results in a decrease in the use and costs of the public health system. I trust that the Council will not charge pensioners for the use of the aquatic centre as it will affect the many pensioners who use the facility. | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 113 | To Whom It May Concern I write to voice my concerns about the proposal to be debated on 24/6/25 that the Ryde Pool Pensioner Concession be changed from \$0 to \$8.10 per swim. The early morning pensioner group (of which I am part) have so appreciated the gift of our free swims. There is such a comradery between us all - most of whom are there for a (health) reason. For example, one lady has rheumatoid arthritis and HAS to exercise daily or she would seize up. Another has arthritis and is finding the water helps her mobility; another is recuperating after an operation and needs gentle exercise, etc., etc. Most of all, we all value our regular swims as a preventative help for our health, as we age. Also we really appreciate Ryde Council's initiative to help ensure fitness in us Seniors! Thanking you for your help, | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 114 |  | Postal Submissions | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
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| 115 | This is regarding the free entry to the aquatic centre for pensioners and Ryde citizens. Being pensioners is already hard and if you do start charging pool / spa entry then it will most probably be very few who would attend and avail of the service provided- I certainly won't be able to afford it! Would like for you to continue to provide these services as they are at the present as it helps with our rehabilitation of our old joints and bodies! | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 116 | <p>Re - Proposed Fees for Pensioners - Ryde Aquatic Centre</p> <p>My wife and I currently qualify for the pensioner concessions and use the facilities approximately 3 times weekly. We are 76 & 75 respectively.</p> <p>We can probably absorb these proposed fees but there are many others I/we communicate with when visiting the Aquatic Centre that are struggling with the cost of living and I suspect will simply be unable to afford the additional costs so will stop attending the Aquatic Centre and/or be forced the greatly reduce their visits to the centre.</p> <p>I believe that the current pensioner concessions provide access to the pension concession holders to maintain/improve their physical health and for many to assist with mental health and well-being via their regular visits to the Centre.</p> <p>I do not think that providing the pensioner concessions greatly increases the cost of running the facility as the pool is being operated and staffed anyway.</p> <p>I think that the free entry to the Aquatic Centre is a good and valuable service for the pensioner concession holders as residents/ratepayer in the Ryde Council</p> <p>I strongly suggest that the Ryde Council does not proceed with the proposed fees for the pensioner concession holders.</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 117 | I would like to express my disagreement with the council 's decision to introduce an entrance fee for the pensioner. Charging an entrance fee could discourage regular attendance, potentially impacting our health and increasing long-term health costs. I urge the council to reconsider the decision and do not place an addition burden on our older resident. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 118 | I would like to express my disagreement with the council 's decision to introduce an entrance fee for the pensioner. Charging an entrance fee could discourage regular attendance, potentially impacting our health and increasing long-term health costs. I urge the council to reconsider the decision and do not place an addition burden on our older resident. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 119 | <p>To: Ryde City Council General Manager and Councillors</p> <p>We wish to protest very strongly at the proposed increase in entry fees for the Ryde Olympic Swimming Pool.</p> <p>My wife and I are pensioners and approaching our 80s, and physically not in good health. It is therefore essential for us to exercise in the pool, which we do twice a week at Aqua Aerobics for Seniors. The stress free exercise the pool provides is essential to our health and well being.</p> <p>We are rate payers, and also pay the Council to participate in Aqua on a quarterly basis.</p> <p>If the entry fee goes up to \$8.10 each, \$32 a week, we cannot afford this out of our pension, and will not be able to participate on a regular basis.</p> <p>We therefore request that the pool fee for pensioners be abolished all together or reduced to a minimum token.</p> <p>Yours Sincerely</p> | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 120 | The changes to the entry fees to the aquatic centre do not affect me, A 20c increase as a senior for single entry to the pool is OK. However I am very concerned that concession card holders such as those on an aged pension or a disability pension will no longer be eligible for free entry as a Ryde resident. Their cost will increase to \$8.10 per visit - given that some people in this category also need to bring 1 or more carers with them, the cost of going to the pool will become prohibitive. Given the cost of running the pool is fixed, increased charges for people on a pension who may not not come to the pool doesn't seem to make financial sense. If Council believes that everyone should pay something to attend the Aquatic Centre rather than free entry, a smaller fee should be considered. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 121 | please help and take our voice to city of Ryde 1 June 2025 meeting because the want to introduce fee on pensions of Ryde area to inter to Ryde Aquatic Centre and that will be hard because the increase cost of living and going to the Aquatic centre in Ryde very important to me and my wife health for daily's exercise Please take the matter with the Ryde Council before 1 June 2025 Thank you & God bless you | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 122 | I am horrified about the plan to charge Pensioners entry to Ryde Pool. Pensioners are on fixed and limited incomes and \$8.10 an entry will prevent many from coming to exercise. Exercise and the social connections made at the pool are vital for the well-being and positive aging for older people. When I am there, there are many of the same older people also exercising , both swimming and walking and this is so good for their ongoing health. It is a false economy to charge pensioners entry as many will cease coming as they can't afford the entry fees. This will result in many other costs for the community to support older people who cannot maintain their health and social wellbeing through swimming and walking in the pool. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|-----|--|-----------------------------|------------------------|---|
| 123 | I find Ryde Council's proposal to abolish free pool admission for targeted pensioner groups on low income very sad indeed. If the council was genuine about the health of older residents in our community it would keep the free admission to the RALC for this group. Keeping active and healthy is very important as you age and swimming is a great activity for this demographic. Rather than abolish, why not 'tweek' admission times to 9-3pm to allow the pools to be fully utilized rather than smack older residents with a cost! Bad form Ryde Council 😞 | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 124 | Fees and charges 25-26 | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 125 | I am horrified about the plan to charge Pensioners entry to Ryde Pool. Pensioners are on fixed and limited incomes and \$8.10 an entry will prevent many from coming to exercise. Exercise and the social connections made at the pool are vital for the well-being and positive aging for older people. When I am there, there are many of the same older people also exercising , both swimming and walking and this is so good for their ongoing health. It is a false economy to charge pensioners entry as many will cease coming as they can't afford the entry fees. This will result in many other costs for the community to support older people who cannot maintain their health and social wellbeing through swimming and walking in the pool. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 126 | To all councillors I wish to protest at the council's proposal to eliminate this very modest concession. Council is supposed to see to the health of its residents and pensioners who make the effort to exercise in this way are making a significant contribution on their own. As a prompt ratepayer and proud resident of the City please abandon this scheme. [REDACTED] | Email Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 127 | A price increase to \$8.10 for general entry to Ryde Aquatic Leisure Centre is very substantial for seniors | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 128 | A fee increase that is being proposed for senior citizens to the Ryde aquatic centre is substantial. Pleas reconsider this as it will adversely affect our ability to attend lessons and be able to swim as people living on the pension can't afford such increases. | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 129 |  | Postal Submission | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 130 | I am a pensioner and attend Aqua classes twice a week at Ryde pool. At present as a pensioner and ratepayer I do not have to pay an entry fee. I understand it is proposed to drop this concession. This would mean I have to cease attending these exercise classes which are invaluable | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |

| # | 'Have Your Say' Submissions Direct from the Community | Channel | Assigned to Department | Action / Response from Council's Department / Staff |
|-----|---|-----------------------------|---|---|
| 131 | <p>Whilst I understand that the costs associated with running the Aquatic Centre are extremely high and increasing, I think that these increases are detrimental to all people concerned who wish to incorporate water activities into a healthy lifestyle.</p> <p>I am a Ryde senior and attend two aquatic-aerobic classes per week during term time, as part of the Active Seniors Program. This program is excellent and essential to my joint and physical health, not to mention the social aspects. With the new fees I may have to cut back to 1 or 0 classes.</p> <p>My son regularly attends to take his two young daughters swimming and to improve their confidence. Since he works full time he will no doubt attend during peak and the increased fees will make this prohibitable for him and other families.</p> <p>It is also worth noting that many of the people who currently attend are, like me, paying admission fees already. With 5 classes per week in term time these contribute to the income of the Aquatic Centre.</p> <p>However, perhaps Council would consider limiting the increases - for example pensioner ratepayers could pay \$4- \$5 per entry, off-peak could be \$12 and peak \$14/\$15.</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 132 | <p>I am writing to express my strong support for the continuation of free access to council swimming pools for Health Care Card holders who are residents of the City of Ryde.</p> <p>I urge you not to discontinue this valuable program.</p> <p>This scheme plays a vital role in:</p> <ol style="list-style-type: none"> 1. Ensuring inclusion in community services that would otherwise be financially inaccessible. 2. Providing a cost-effective way for council to support preventative health. 3. Facilitating mental health benefits through regular exercise in a community setting. 4. Strengthening families and community life by enabling families to enjoy active time together in a healthy environment. <p>I urge you to continue this important initiative as a meaningful way for the City of Ryde to uphold its commitment to promoting the wellbeing, connection, and inclusion of all residents.</p> | Have Your Say - Online Form | Finance RALC | At the Council Meeting on 27 May 2025, Council adopted MM13/25 and resolved that the current provision of free access to the RALC for eligible City of Ryde residents holding a concession (pensioners or health care cardholders with proof of residency) will remain unchanged for the next financial year (FY2025-2026). |
| 133 | <p>Parramatta River Catchment Group RE: Feedback on Council's Integrated Planning and Reporting Plans</p> <p>Thank you for including reference to the Parramatta River Catchment Group (PRCG) in your IP&R Plans. We look forward to supporting Ryde City Council in pursuit of all its strategic directions as they all play a role in holistic catchment management.</p> <p>Overall, the CSP and Delivery Plan are well balanced and have identified a range of strategic objectives that align with the shared mission of the Parramatta River Catchment Group and its members. It is acknowledged that these are broad umbrella objectives that support a range of activities that speak to the challenges of managing a highly urbanised catchment area. I note with appreciation that continued participation in the Parramatta River Catchment Group has been identified as an action.</p> <p>In consideration of your Operational Plan, we feel it would be valuable to include:</p> <ul style="list-style-type: none"> • 1. - Our Vibrant and Liveable City: an action to 'develop a WSUD compliance program for private development'. <p>This activity has been identified and adopted by the PRCG members for collective action. The PRCG has received grant funding to provide training and support for implementation in the member Councils. This will be delivered in the 2025-26 FY and we encourage staff from all relevant business units to participate.</p> <ul style="list-style-type: none"> • 1. - Our Vibrant and Liveable City: an action to 'participate in the <i>Get the Site Right</i> Campaign'. <p>'Get the Site Right' is a PRCG initiative that has been running since 2016 that focuses on improving erosion and sediment control practices across the construction industry through education and biannual spot audits. The campaign is also an opportunity for professional development and capacity building for participating staff.</p> <ul style="list-style-type: none"> • 3. Our Natural and Sustainable City: an action to 'participate in the development of a Litter Roadmap for the Parramatta River catchment'. <p>The PRCG has received an EPA grant to deliver this work and continues the work of the Regional Litter Strategy developed by the group.</p> <p>The PRCG remains committed to helping leverage funding opportunities to support the delivery of catchment actions for its members. We are particularly mindful of opportunities to re-naturalise Archer Creek as part of the Meadowbank Park upgrades as a project worthy of support for the community and environmental outcomes that can be achieved.</p> <p>The PRCG is also exploring opportunities to support the First Nations community to access Country on public lands to practice culture and undertake Caring for Country activities. While the issue could warrant its own action, we feel that there are other items in your Integrated Planning and Reporting Plans that speak to the intent and won't seek its inclusion. Instead, we invite your staff to utilise the Designing with Country Framework developed for the benefit of PRCG members in creating public cultural works that connect community with Country in a more meaningful way.</p> <p>If you require more information on any of these points, please contact me via email at [REDACTED]</p> | Email Submission | City Resilience, City Development, and Circular Economy | At the time of writing, a cross-functional teams' response is being developed and will be sent directly to the community member once finalised. |