



Draft Our Future Willoughby 2032 Engagement Outcomes Report

June 2022

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1 Executive Summary

In May 2022, Willoughby City Council exhibited a comprehensive update to its Integrated Planning and Reporting (IP&R) framework, including the Council's Community Strategic Plan (CSP) known as *Our Future Willoughby 2032*.

The IP&R documents were on public exhibition between 2 May and 30 May 2022.

This report outlines the results of community engagement activity undertaken during May 2022 on this framework. This activity involved:

- Just under 200 people participating in events
- More than 400 comments, submissions and questions
- Just under 4,000 survey responses

This report has been prepared to inform a Council meeting being held on 27 June 2022, which will consider the adoption of, and some potential changes to, the Council's draft IP&R framework documents.

Below are the key findings of this report:

Overall high levels of support

- There were high levels of support for the 32 proposed priorities in *Our Future Willoughby 2032*, with 21 priorities having an overall support rating of 90% or above and the lowest supported priority (relating to supporting visitor tourism) having an overall support rating of 68%.
- There was also unanimous overall support from online survey participants for the Delivery Program and Resourcing Strategy.
- The Operational Plan received 61% support. This plan had a lower level of support as a number of survey participants opposed the Operational Plan setting aside funding for the proposed construction of footpaths in Rembrandt Drive, Middle Cove.
- The Rembrandt Drive footpath issue was also specifically raised in 24 comments made on all IP&R framework documents. A number of other comments also made reference to generally opposing new footpaths in Middle Cove, without specifically mentioning Rembrandt Drive.

Thematic feedback

Environment, green space and sustainability

- There were very high levels of interest in – and support for – priorities relating to the protection and enhancement of the natural environment, green space, recreation and open space, and sustainability.
- For instance, some 27 comments referred to green space or the natural environment (the highest number of comments on any theme).
- In addition, the proposed *Priority 1.1 Create and enhance green spaces, urban tree canopy cover and greening* received 98.8% overall support, which was the third highest level of support for any of the 32 proposed priorities.
- Other themes to receive a high number of comments included recreation (23 comments), trees (21 comments) and sustainability (19 comments).

- All priorities relating to environment, green space and sustainability issues recorded overall approval ratings of 95% or above.

Transport

- There was significant interest in transport issues, with participants generally wanting measures to improve public and active transport infrastructure (particularly cycleways) and reduce vehicle congestion or impacts.
- In total, some 25 comments were made on traffic issues, along with 17 comments on public transport, 14 on active transport and 10 on parking.
- A number of submissions raised concerns about the removal of, or inadequate, NSW Government bus services. The Naremburn Progress Association felt the plan should also seek to reduce car reliance in the LGA.
- This significant interest in transport translated into both support and opposition for proposed priorities.
- For instance, the proposed Priority 2.1 *Enhance transport choices and connections through the city* received 95.4% support, which was the 14th highest level of support for any individual priority.
- However, the proposed Priority 2.4 *Reduce parking and traffic congestion* had a relatively low level of support (77%) and in fact was the third most opposed priority, with an overall opposition rating of 9.8%.
- A number of participants stated in comments that they found the wording of the priority confusing and assumed it meant that the council wanted to reduce parking.

Housing affordability

- Priority 3.6 *Promote housing choice and affordability* had the highest level of overall opposition (13.2%) of any proposed priority, however at the same time had a relatively high support rating of 82%.
- These survey results, along with comments made during the exhibition period, indicates that views on this issue are somewhat polarised in the community, with many people supportive of delivering housing affordability but some also apprehensive of planning changes which may be undertaken to provide this housing.

Planning and development

- A regular theme across the engagement process related to planning and development issues. This included concerns about the local impacts of new development, and how appropriate infrastructure was provided to support this development.
- The online survey, but not the drop-in session or library pop-up session, sought community feedback on the proposed deletion of Community Priority 3.5 which appeared in the 2018 CSP, namely to *Maintain quality of life by balancing population growth with the provision of assets and services*.
- Of the 34 survey respondents to this question, 21% strongly opposed the removal of this priority. This indicates a reasonable level of community reluctance to remove this priority.
- The issue of building heights (including high-rise developments) was raised 10 times in comments, and development 11 times.

Resilience

- The draft *Our Future Willoughby 2032* proposed to update Outcome 2 (namely *A City that is connected and inclusive*) to also include the word “resilient”.
- 72% of respondents strongly or somewhat supported the change, however a relatively high number (28%) were unsure or neutral about the addition, which indicated some confusion about the term “resilient”.
- To this point, several comments were made during engagement forums asking what the word “resilience” actually meant and that it required a definition.

Lifestyle and inclusion

- There were high levels of support for priorities supporting good places and a healthy lifestyle, along with community inclusion.
- Proposed Priority 3.4, which is to *Create desirable places to be and enjoy*, had the highest level of support of any priority (99.1% support).
- Proposed Priority 3.1, which is to *Foster feelings of inclusion, safety and cleanliness*, received 98.2% support.

Business-related initiatives

- Proposed priorities related to business issues were supported, but at relatively lower levels than other priorities.
- For instance, proposed Priority 4.4 *Attract visitors and promote local destination-based tourism* received the lowest level of support of any priority (68%).
- In addition, less than 80% of respondents strongly or somewhat supported the Community Priority 4.1 *Facilitate the development of all businesses*, with 5.5% disagreed or strongly disagreeing with the priority.
- These lower levels of support for, and comments on, business-related initiatives may reflect the fact that, in the main, residents but not businesses took part in the engagement process.

2 About Council's draft Integrated Planning and Reporting framework

In May 2022, Council sought community feedback on its draft Integrated Planning and Reporting (IP&R) framework ¹, including:

- An updated Community Strategic Plan (CSP), now known as *Our Future Willoughby 2032*.
- A new four-year Delivery Program which outlines the programs and actions which will implement the Community Strategic Plan
- A one-year Operational Plan, which includes the Council's major projects and capital works, fees and charges and revenue policy in 2022/23
- A Resourcing Strategy, which includes a Long-Term Financial Plan (LTFP), Asset Management Strategy and Workforce Plan. In particular, the draft LTFP made the case for an additional special rate variation in 2022/23.

The IP&R framework was placed on public exhibition between 2 May and 30 May 2022, following a Council resolution on 26 April 2022.

Our Future Willoughby 2032 is the overarching IP&R document and outlines the Council's long-term plan for a liveable, sustainable and resilient Willoughby City. It outlines a number of community priorities underpinned by five broad outcomes:

- A City that is green
- A City that is connected, inclusive and resilient
- A City that is liveable
- A City that is prosperous and vibrant
- A City that is effective and accountable.

These strategic outcomes support the Council's vision, as outlined below:

'Willoughby's diversity underpins our liveable and prosperous City'.

The exhibited *Our Future Willoughby 2032* included a number of new focus areas, including community resilience, enhanced tree canopy cover, housing choice and affordability and excellent customer service.

An explanatory paper was published alongside the draft *Our Future Willoughby 2032* to explain major changes in this year's IP&R framework. This paper can be found at www.haveyoursaywilloughby.com.au/ipr-csp-review-2022

The Council has a custodial role in initiating, preparing and maintaining *Our Future Willoughby 2032* on behalf of the local government area. It is not wholly responsible for its implementation. Other partners, such as state agencies and community groups are also required for implementation. Council has an adopted Community Engagement Policy and Framework, which guides how Council engages – informs and consults with the community. A specific Stakeholder Engagement Communications Plan was developed to guide the engagement process in the review and exhibition of the *Our Future Willoughby 2032*.

¹ This framework is a NSW Government requirement – see more information at www.olg.nsw.gov.au/councils/integrated-planning-and-reporting/

3 Summary of our engagement activity on the IP&R framework

The Council conducted a range of activities to encourage community feedback on our exhibited IP&R framework including:

- Interactive community engagement sessions, including
 - A hybrid online and in-person webinar with a Q&A session
 - Drop-in engagement and library pop-up engagement sessions
- A central online consultation page via Have Your Say.

These engagement activities essentially gathered either survey data, or free text comments, relating to different pieces of the IP&R framework.

These activities built upon the targeted workshops held in late 2021 with key agencies, community groups, and volunteers, to help develop the exhibited documents.

Detailed information about the engagement approach can be found in Chapter 12.

Engagement activity	Date	Registered	Participation
Interactive webinar, held at the Council Chambers (see comments made and questions asked at Attachment 5)	11 May 2022	64 + 6 in person	41 online attendees + 3 in person
Drop-in session at The Concourse	18 May 2022	37 registered	50 attendees estimated
Library pop-up session	26 May 2022	N/A	100 attendees estimated
Online and in-person surveys	2-30 May 2022	N/A	3,965 survey responses across multiple forums
Comments and submissions	2-30 May 2022	N/A	435 comments, submissions and questions

4 Overall feedback on draft *Our Future Willoughby 2032*

As part of the Council’s online survey tool, participants were asked to let us know to what extent they supported the draft *Our Future Willoughby 2032*. Eight participants filled out this survey. The respondents stated they were from the suburbs of Naremburn (2), Chatswood (2), Artarmon (1), Roseville (1), Middle Cove (1) and Northbridge (1).

The survey results show that 50% of respondents strongly supported this document, with 38% somewhat supportive, leading to overall support of 88%. One participant (13%) was neutral or unsure.

4.1 Overall comments on *Our Future Willoughby 2032*

Some twelve comments and submissions were made on the overall draft *Our Future Willoughby 2032* plan.

The table below provides a breakdown of points made in submissions received from organisations, namely the Gordon Rugby and Cricket Clubs, the Naremburn Progress Association, the Cancer Institute of NSW and Northern Sydney Local Health District. Full copies of these submissions are available in Attachment 4.

Figure 1: Overall comments and submissions on *Our Future Willoughby 2032*

Submission by	Points made
Gordon Rugby Club and Gordon Cricket Club	<ul style="list-style-type: none"> Identifying a range of proposed improvements to Chatswood Oval Given the unique attributes of the site and its proximity to Chatswood CBD, the Chatswood Park precinct warrants considered, well-designed quality facilities that serve established users of the park and the broader Willoughby community that relies on such a rare site for recreation and open space activities.
Naremburn Progress Association	<ul style="list-style-type: none"> In line with Outcome 1 – A City that is green, the Council should limit the expansion of synthetic turf Encourage the Council to work with the NSW Government to reinstate/develop the Gore Hill to North Sydney cycleway link and replace the dangerous active transport bridge over Willoughby Rd. Lobby and work with the NSW Government to decrease Willoughby’s car reliance, including lobbying for greater public transport and more active transport opportunities. Range of comments on Delivery Program and Operational Plan (covered further in the relevant sections of this report)
Cancer Institute of NSW	<ul style="list-style-type: none"> A range of recommendations for the council to amend CSP priorities and measures and Delivery Program actions to improve shade levels, and undertake communication and

	marketing activities, which are important for the prevention of skin cancer.
Northern Sydney Local Health District	<ul style="list-style-type: none"> • The CSP is an ideal opportunity to include health considerations, which support people to lead active and healthy lifestyles. • Need more baseline figures to measure against this aim. • Priority 1.1 should be amended to refer to quality green open spaces, urban tree canopy cover and greening. • Measures need to be added relating to percentage of dwellings within 400m of public open space larger than 1.5 hectares and with access to regular public transport. • A range of suggestions to strengthen priorities and measures climate and heat impact, place-making, inclusion, open space, healthy lifestyles and walkable neighbourhoods. • Priority 4.3 needs to be amended to also refer to access to fresh and affordable food and measure added relating to percentage of dwellings within 1km of a supermarket. • We commend Council for including ‘health’, ‘equity’ and ‘social justice’ in the guiding principles to implement the vision of the CSP. Consider adding key partners that can help towards this vision, including Northern Sydney Local Health District.

In addition, a comment was received from Councillor Robert Samuel, reporting that the Beauchamp Park Parkcare Group supported the acquisition of land adjoining parks near the Chatswood CBD. Below is an analysis of overall comments received from individuals.

Figure 2: Individual overall comments and submissions on *Our Future Willoughby 2032*

Submission	Points made
Individual submission one	<ul style="list-style-type: none"> • States that Artarmon public domain plan will remove pickup area from near station lift, and replace it with a public toilet, and that this is a bad idea against the concept of better utilising public transport facilities
Individual submission two	<ul style="list-style-type: none"> • Need for building heights to be limited, with proposed Nelson St development being too high
Individual submission three	<ul style="list-style-type: none"> • Opposing footpath construction in Rembrandt Drive, Middle Cove
Individual submission four	<ul style="list-style-type: none"> • Placing further high-rise properties along main roads is a bad idea and will cause loneliness and isolation. • Need a clear definition of ‘affordable housing’, supports social housing instead. • There are few attractive places on the Lower North Shore for aging populations to live, the strategy has too much of a focus

	<p>on traditional detached housing. Breakfast Point development at Mortlake is what should be aspired to.</p> <ul style="list-style-type: none"> • St Leonards redevelopment a lost opportunity, where more needs to be done to better protect sunlight and privacy in redevelopment areas and to encourage vibrancy. • Chatswood is a better example of urban renewal than St Leonards. • Chandos St in WCC area needs more trees (North Sydney side of street an example of this). • Industrial areas, and health and education precinct, should be retained. • Agrees with the retention of trees, St Leonards has become hotter in summer because of tree removal.
<p>Individual submission five</p>	<ul style="list-style-type: none"> • Agrees with tree canopy expansion priority. • Need for greater electronic communications to bring down DA assessment and approval timeframes. Postal systems simply cannot be relied upon as they are far too slow, compressing submission times to unacceptable levels, so use of email • Notes significant amounts of money allocated to electronic reporting systems such as Connect and would expect that these software systems will make substantial headway towards real-time reporting and information dissemination, both within Council and to the community. • Residents and businesses within the Willoughby LGA appreciate the Progress Reports routinely presented, but would support any initiative which improved project status beyond being “on track”. Measures such as YTD expenditure, forecast completion, anticipated under/overrun etc. would be useful, and may assist in reducing the number of projects and funds that are rolled over into subsequent years. • Council Officers are to be commended for setting ambitious capital expenditure and completion date targets, but at the same time, they need to be realistic. • Finally, there may need to be a further review of the information shown in the Project listings as they would appear to contain a number of inconsistencies, which should be corrected. • Nonetheless, we commend those involved on providing a strong plan for potential future success in achieving the Willoughby Vision.
<p>Individual submission six</p>	<ul style="list-style-type: none"> • Highest priority issue for planning Willoughby in the next 10 years is to limited high rises and maintain green space ratios • Concern that developers want to knock things down, build higher, smaller units with less green space and established trees. The pandemic showed how important these spaces are

	<ul style="list-style-type: none"> • We are proudly multicultural and this should be celebrated. Council hosting events outside of Chatswood would be of benefit e.g. Chinese New Year dragon in Artarmon • Street art in Artarmon shops would be great. Keeping Green space. People like living outside Chatswood CBD as it is not full of high rises • Promotion/signage to Wilkes Ave. further developments of alleyways in Chatswood. • Be the benchmark and lead the way • Listen to the community, including shopkeepers. We've all had a hard few years and Council could be very helpful to support us to get back on their feet, physically and mentally.
<p>Individual submission seven</p>	<ul style="list-style-type: none"> • The importance of climate change. Need for people to remain cool. Commend council for solar bulk buy program • Positive effects of awning protection and a hope for protection through all-weather awnings in new developments around Chatswood for refuge of rain and heat • The impact of artificial grass as opposed to turf. The plastic could burn skin on high temperature days • The importance of exercise and feeling part of the community to mental health and isolation • Encouraged to hear that council is already planning new parks, ovals and playgrounds over the next 4 years. • Concerned about the effects of COVID-19 and those working from home in smaller apartments. People need to go outside and feel space. Minimum standards are needed for room sizes or unit/apartment sizes. • Concerned about decreased tree canopy in Willoughby over the last 4 years due to larger developments. Potential for the removal of large mature trees adding to reduction of tree canopy. Some residents green their property while others want for larger houses. Concern on the attitude that there is plenty of bushland around Willoughby so a little reduction won't matter. • Council's plans for development up to 90 metre high throughout Chatswood CBD. Too high for opposite the Conservation area in Anderson Street and Currey Park. Conservation order was rescinded for eight unique single fronted federation houses in Archer Street, which was bought by developers. • Comments relating to Chatswood CBD Planning and Urban Design Strategy and the feel of Chatswood. State Government not allowing the developer's contribution for council infrastructure needed for the specific structure/tower block. Concern about how this money used. • Importance of housing affordability. Council plans for vacant land in Brown Street Artarmon to build appropriate housing. Hearing reports about many unoccupied dwellings. There

	<p>should be a time for property to be rented to help alleviate the housing crisis. Public housing kept vacant due to maintenance.</p> <ul style="list-style-type: none"> • Comments in webinar about State railway digital sign for advertising on the railway line near the Garden of Remembrance. Hope that Council continues to object • Concern about North Shore Hospital selling vacant land for commercial development. • Future forecast population growth in Australia would be less than previously stated. Alarmed at state government’s demands on all councils for a large increase in population. Concern for balance in services. Also, concern about roads coping with anticipated growth. • Entrance and pedestrian connection to the Garden of Remembrance. There are safety concerns, as it does not appear to have a handrail for support. • Plans to reduce car usage in the CBD, the reduction and limiting traffic to 2 lanes, what provision is being made for residents with limited mobility thus needing walkers to visit these cafés with friends? In the past there would be drop off points at convenient places to alight as it would be too far to walk from any parking area.
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4.2 Comments on explanatory paper and gaps in *Our Future Willoughby 2032*

Respondents were asked whether they had reviewed the Council’s explanatory paper, which outlined the new trends and issues which had been covered in *Our Future Willoughby 2032* and its supporting Delivery Program and Operational Plan.

Some 28 filled out this survey, with 20 stating they had reviewed the paper and eight stating they had not.

In addition, after completing this survey, respondents were asked if they felt there were “any other any gaps, emerging issues, trends or other changes that should be considered in this review of our Community Strategic Plan?”. In our online Have Your Say portal, 17 comments were made in response to this. These are listed below.

Figure 3: Suggested changes to *Our Future Willoughby 2032*

Submission	Points made
Individual submission one	<ul style="list-style-type: none"> • Cycle infrastructure in the LGA is very poor compared to other parts of Sydney and international good practice (although better than neighbouring councils). • There is a big need for additional playing fields and facilities to accompany the huge increase in dwellings and population over recent years and required for future years.

	<ul style="list-style-type: none"> • Consideration should be given to repurpose some if the golf course land in the LGA.
Individual submission two	<ul style="list-style-type: none"> • With increased traffic, and dwelling targets, there is a need for new off-road cycling facilities and better maintained on-road facilities. • We need some cycleway infrastructure in the northern end of the LGA • People are being forced to ride on the footpath. • Planter boxes on some footpaths are forcing riders to weave out into the street. • We need more green space, and not just the type that can be provided on top of buildings. • Need to consider re-using golf courses for green space. • 'Shielded' communities in peninsula need to bear some brunt of redevelopment pressure, which means turning over golf course land for other recreational uses.
Individual submissions three-four	<ul style="list-style-type: none"> • Opposing footpath construction in Rembrandt Drive, Middle Cove. • If footpath is considered, it would be aggregate rather than concrete.
Gordon Rugby Club and Gordon Cricket Club	<ul style="list-style-type: none"> • Would like Council to consider redevelopment of the Chatswood Park precinct. • Notes both clubs are committed to sourcing grants to assist in the funding of a proposed development. • We will be in a position to present our concept plans to Council and Councillors when requested in the near future.
Individual submission six	<ul style="list-style-type: none"> • We would like to see a greater focus on accommodating work from home changes, active transport and climate prevention rather than only resilience. • The percentage of people travelling via train and bus appears to be very low and brings into question the strategy around high rise density around transport hubs - further analysis is needed regarding the percentage now working from home and the impact that has on the strategy going forward?
Individual submission seven	<ul style="list-style-type: none"> • Review the anomaly of the term "short term accommodation" between Air B & B (6 months) and Service Apartments (3 months) style accommodation
Individual submission eight	<ul style="list-style-type: none"> • There are insufficient commercial sites to support the potential number of residents. • Additionally, a shopping complex is required to replace the current strip-shops along Pacific Hwy and St Leonards - opposite the RNS Hospital/Train station.

	<ul style="list-style-type: none"> • Additionally, more high rises will increase the wind tunnel effect in the area and decrease sunlight on the streets.
Individual submission nine	<ul style="list-style-type: none"> • Possibly more importance in improving evening entertainment for younger people. • More events at the Concourse that would interest them. • Chatswood CBD looks too generic and boring. It needs to stand out and offer something different and more interesting than the other CBD's of Sydney. • We have such a great public transport hub at the CBD it could be taken advantage of more in the evening by the young people that don't have another transport option. Or as petrol prices increase a better option for those that can't afford a car or don't want to use a car.
Individual submission ten	<ul style="list-style-type: none"> • The trend of saturating narrow streets with people, trucks and cars.
Individual submission 11	<ul style="list-style-type: none"> • Cultural appreciation of precinct diversity. • All the suburbs that make up Willoughby council are unique. • This uniqueness is valued ie Castlecrag is very different to Chatswood CBD, this is what attract people to visit and live in the different areas of Willoughby. • I would hope Council would value each suburbs unique attributes that make Willoughby Council whole and retain that diversification.
Individual submission 12	<ul style="list-style-type: none"> • Various suburbs and precincts have very limited access to open space, despite huge population growth expected • There have only been very limited and small additions to open space in future Council strategies. More needs to be done. • Many green areas and streetscapes, especially in suburban areas are poorly maintained and present very poorly. • Much of the northern escarpment in Castlecrag is a disgrace. Weed invasion including bamboo is out of control and no measures are being taken except in very small pockets. • Reconstruction at the Haven Amphitheatre is slow and inadequate. Well-meaning but partisan interests have delayed progress for far too long.
Individual submission 13	<ul style="list-style-type: none"> • The paper does not seem to deal with the increasing problem of traffic congestion which is already overwhelming Chatswood and Willoughby streets. • The expansion of the CBD and the approval of multiple high rise buildings with hundreds of additional car parking spots along the Pacific Highway at Chatswood will add immeasurably to this problem and is likely to undermine other strategies designed to make the city green and liveable.

Individual submission 14	<ul style="list-style-type: none">• Concerned at the amount of knock down rebuilds that are occurring in our area together with the removal of trees on the existing blocks. Environmentally, both on account of the building materials that are being dumped and the removal of trees and the neighbours lose natural daylight, due to overshadowing of the new constructions.
Individual submission 15	<ul style="list-style-type: none">• Personally I believe that through the pandemic Council's response was risk averse.• Recognising that more residents were and are still working from home, residents need more availability of local resources, ie the library couldn't offer click and collect or home delivery.
Individual submission 16	<ul style="list-style-type: none">• Concerned about High St shops development.
Individual submission 17	<ul style="list-style-type: none">• Better community consultation.

5 Analysis of key themes raised

Across the Have Your Say online forum, and the drop-in and library pop-up sessions, some 367 comments were made on individual elements of *Our Future Willoughby 2032* (excluding comments made on the Delivery Program, Operational Plan and Resourcing Strategy).

Below is an analysis of the key themes, which emerged from these comments.

Figure 4: Key themes of comments and number of times theme was mentioned

Theme	Number of times mentioned
Green space	27
Natural environment	27
Traffic	25
Recreation	23
Trees	21
Sustainability	19
Community engagement	18
Public transport	17
Diversity	16
Greening	16
Housing type/affordability/supply	16
Active transport	14
Health and Wellbeing	13
Indigenous and non-indigenous history and heritage	13
Resilience	13
Development	11
Building height	10
Emissions	10
Parking	10
Access	9
Accountability/transparency/efficiency	9
Building design	9
Public space	9
Assets	8
Fauna	8
Safety	8
Open space	8
Climate change	7
Community connectedness	7
Local economy	7
Mix of business	7
Accessibility	6
Amenity	6
Density	6
Food outlets/dining	6
Vibrancy	6
Waste	6

Cleanliness	5
Digital infrastructure	5
Noise/air pollution	5
Population growth	5
Tourism	5
Waterways	5

6 Summary of survey feedback on draft *Our Future Willoughby 2032* priorities

The draft *Our Future Willoughby 2032* included some 32 proposed community priorities allocated to five broad outcomes.

The engagement process was designed to seek feedback on these priorities, either through online or in-person events. This was an opt-in process, which meant that not every participant commented on every priority. This meant that there was a minimum of 73 and a maximum of 162 comments on each of the priorities.

In addition, the engagement process sought feedback on a proposal to:

- Revise Outcome 2 - *A City that is connected and inclusive*, to also include the word resilient
- Remove a priority which appeared in the previous CSP published in 2018, namely Priority 3.5 which is to *Maintain quality of life by balancing population growth with the provision of assets and services*.

Of the 32 priorities listed in the draft *Our Future Willoughby 2032*:

- 21 had an overall support rating of 90% or above
- 8 had an overall support rating of 80% or above
- Two had an overall support rating of 70% or above
- One had an overall support rating of 60% or above.

This indicates there were high levels of community support for the proposed priorities.

6.1 Priorities with highest level of support

Priorities which focused on the delivery of desirable places, an active and healthy lifestyle, green spaces and fostering feelings of inclusion received very high support ratings, as shown by the analysis below.

Figure 5: Our Future Willoughby 2032 priorities with the highest levels of support

Priority	Somewhat support (%)	Strongly support (%)	Overall support (%)
3.4 Create desirable places to be and enjoy	10.4	88.7	99.1
3.3 Promote an active and healthy lifestyle	17.1	81.9	99.0
1.1 Create and enhance green spaces, urban tree canopy cover and greening	9.3	89.5	98.8
3.1 Foster feelings of inclusion, safety and cleanliness	10.8	87.4	98.2
5.6 Ensure value for money and financial sustainability	5.5	92.3	97.8
1.3 Enhance, protect and respect waterways, bushland, wildlife and ecological systems	10.2	87.2	97.3
3.2 Create recreation spaces for all	19.8	77.5	97.3
1.2 Promote sustainable lifestyle and practices	16.4	80.8	97.3

Priority	Somewhat support (%)	Strongly support (%)	Overall support (%)
1.4 Reduce use of energy, water and natural resources and maximise reuse of waste.	13.7	83.0	96.7
5.4 Anticipate and respond to changing community and customer needs	22.0	74.7	96.7
5.7 Deliver excellent customer service	10.0	86.7	96.7
2.7 Promote accessible services and facilities for the community	15.8	80.2	96.0
3.5 Activate local spaces in creative ways	25.6	70.0	95.6
2.1 Enhance transport choices and connections throughout the City.	20.2	75.2	95.4
1.5 Reduce carbon and greenhouse gas emissions	16.1	79.0	95.1

6.2 Priorities with the highest levels of opposition

Priorities that had higher levels of opposition related to those around housing choice, parking and traffic, fostering a digitally enabled community, business development and a night-time economy. There was also a negative reaction to the deletion of Priority 3.5 *Maintain quality of life by balancing population growth with the provision of assets and services*, with nearly 21% of the 34 respondents strongly opposed.²

In relation to the Priority 3.6 *Promote housing choice and affordability*, it should be noted that this proposed priority also had a relatively high support rating of 82%, which indicates that views on this issue are somewhat polarised in the community.

Figure 6: Our Future Willoughby 2032 priorities with the highest levels of opposition

Priority	Overall support (%)	Somewhat oppose (%)	Strongly oppose (%)	Overall opposition (%)
Deletion of 3.5 Maintain quality of life by balancing population growth with the provision of assets and services ³	50.0	0	20.6	20.6
3.6 Promote housing choice and affordability.	81.6	8.8	4.4	13.2
4.4 Attract visitors and promote local destination-based tourism	68.2	9.1	3.4	12.5
2.4 Reduce parking and traffic congestion	77.2	3.3	6.5	9.8
2.6 Foster a digitally enabled community	79.6	1.8	4.9	6.8

² It should be noted that the drop-in and pop-up events did not include this question as they only tested the proposed draft community priorities.

³ To clarify, this table is showing the level of support to delete this priority, and the level of opposition to delete the priority. This is different to the other priorities shown in the table, where the level of support or opposition to keep the priority.

4.1 Facilitate the development of all businesses	78.1	2.7	2.7	5.5
4.2 Build and support a night-time economy	85.7	1.9	2.9	4.8

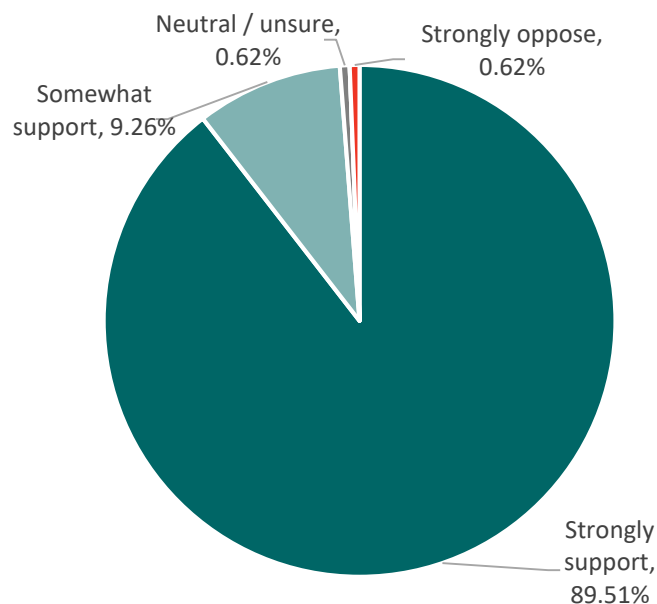
7 Detailed analysis of feedback on each of the *Our Future Willoughby 2032* priorities, and proposed changes

This section of the report analyses the feedback on each of the priorities listed in the draft *Our Future Willoughby 2032* and on proposed changes to priorities. It also lists comments made by some participants on the priorities in the different engagement forums.

7.1 Outcome 1: A City that is green

Priority 1.1 Create and enhance green spaces, urban tree canopy cover and greening.

	Drop-in	Library	Survey	Overall
Strongly support	27	85	33	145
Somewhat support	1	9	5	15
Neutral / unsure	0	1	0	1
Somewhat oppose	0	0	0	0
Strongly oppose	0	1	0	1
Total entries	28	96	38	162



98.8% of 162 respondents strongly (89.5%) or somewhat supported the Community Priority 1.1 Create and enhance green spaces, urban tree canopy cover and greening

Comments in support:

- I live in Naremburn which used to be an oasis of green peacefulness. The high rise development on the Pacific Highway near St. Leonards station has ruined this - it is such an ugly eyesore
- We need more clean, green air!
- The green character of part of the city is highly valued, and we have opportunity, interest and a number of material drivers such as heat management and air quality that would be improved by extending this characteristic. It would be wonderful - and very possible - for Willoughby to be a renowned green urban centre
- Rid the area of notorious plants such as coco palms and those trees that are allowed to grow even though they are defined as weeds
- Climate change. - Retain character of green "Cove" suburbs, rather than offensive concreting of footpaths, removing trees, increasing water runoff etc. How can replacing green lawn footpaths with ugly sun soaking concrete be compatible with this objective?
- Far too many new residents have decimated what were once very lush gardens with extensive tree canopies, and removal of real lawns. This has a detrimental effect especially considering recent heavy rains, with water gushing down streets like rivers
Lawn is needed to absorb moisture and canopies and plants protect from top soil

washing away. So many new residents to the area have done away with greenery without council approval

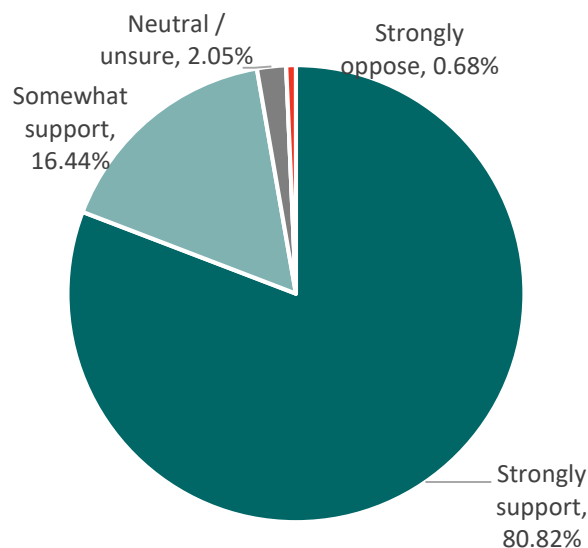
- Tree canopy has been reduced by 3% over the past 7 years according to Centre for Urban Research. Currently at 41%. Target should be at least 44% to make up for the loss, not just try to slow it. 40% is too low
- We need to ensure we keep trees, reduce heat. In saying this, trees close to homes or childcare facilities, need to be considered for removal if they pose a threat
- Plants keep our air clean
- This should be in conjunction with increased urban densities
- It is vital for the future and keeping our community and city healthy and cool
- Increased development is taking over what was once a beautiful leafy suburb. Relaxed rules have allowed new comers to the area to cut trees and increase hard surfaces and heights without much sympathy to the area and neighbours
- For our children and grandchildren
- To counter-balance the number of high-rise accommodation being built
- Aesthetic, environmental
- We have a unique environment that needs to be preserved not destroyed with concrete footpaths as per Rembrandt Drive stage one
- The physical and mental health of our residents is strongly linked to the connection to nature and our suburb offers this now, but it is at threat as council continues to approve developments and build infrastructure with complete disregard to our natural and green spaces. Climate change and looking after our planet is very strong priority for me, and our council is visibly failing our residents on this priority
- Public amenity, healthy environment, leisure spaces particularly where there is increased residential development, resident well-being. Preservation and maintenance of existing greenspace especially the native natural environment for flora and fauna species protection
- It is good for us all. Not enough is done to care for and maintain existing native bushland, park areas, and streetscapes. Gardens often look scrappy and untidy. More open spaces and trees need to be added to provide for future population growth
- This priority not only underpins the health and well-being of the community but also provides an opportunity to maintain our biodiversity. Please plant native trees, shrubs and grasses (not weedy exotics) wherever possible to support our native fauna and set a role model for the community. Please also work and report on creating wildlife corridors. Educate the public about their importance and on the importance of backyard trees which are disappearing at an alarming rate; they may be on private land but they are part of the community amenity and biodiversity support network
- Reduce heat island effect, improved amenity, homes for birds, clean air, calming/mental health
- It depends on the type of trees used. Currently there are vast sways of gums trees, and although they are beautiful, they are also dangerous and should not be allowed in residential areas
- We live in a city, there needs to be a reality between human living needs, shelter, and green space.
- I love the Artarmon community garden!
- Drop in: Three comments made on Ausgrid tree damage: Ausgrid should have a better option than cutting into trees, aim to have wires underground, reduced impact after storms / dangerous, looks ugly, trees destroyed; Very strongly agree: they are vandalising our streets, increasing urban heat; Strongly agree.

Comments neutral: Nil

Comments in opposition: Nil

Priority 1.2 Promote sustainable lifestyles and practices.

	Drop-in	Library	Survey	Overall
Strongly support	21	67	30	118
Somewhat support	0	17	7	24
Neutral / unsure	0	2	1	3
Somewhat oppose	0	0	0	0
Strongly oppose	0	1	0	1
Total entries	21	87	38	146



97.2% of 146 respondents strongly (80.8%) or somewhat supported the Community Priority 1.2 Promote sustainable lifestyles and practices.

Comments in support:

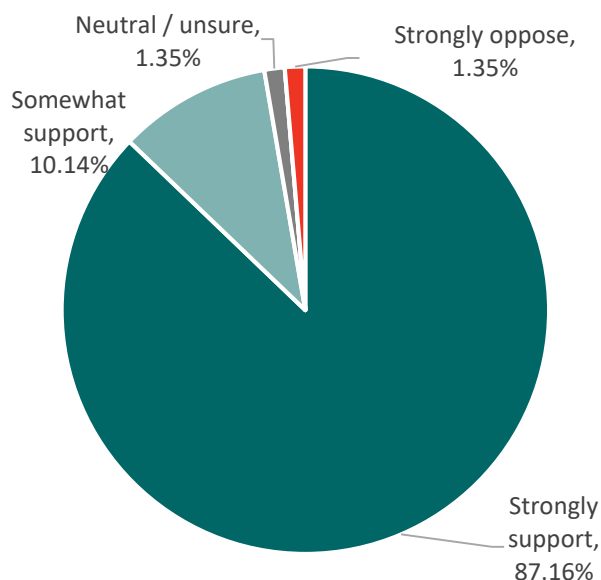
- We can't simply rob our planet without giving back
- Our current lifestyles do not support a sustainable planet. There are 3 things I would like to see the council could take the lead on 1. Reimagine the very unsustainable practice of curbside rubbish collection that encourages excessive consumption by making it so easy to dispose of unwanted, yet often very usable household products. These items should be resold/recycled, not just added to landfill. 2. Better promotion of RecycleSmart affiliation. Makes it super easy to ensure optimal recycling of waste. I have never heard this mentioned by council, yet Willoughby is a partner. Stickers on bins? Email campaign? Pop-up in mall?. 3. Ban the use of 3rd generation rodenticides in our electorate - at a minimum I would expect any council & all partners to commit. We are blessed with wildlife rich suburb - owls, sea eagles, pythons, goannas, all of which are at serious risk of death when 3rd generation rodenticides are used. There have been instances of sooty & powerful owls poisoned in this manner in our area
- Increase cycle ways and local bus routes
- Although there are no details included in the statement, one has to assume that anything is better than nothing.
- Concrete is not sustainable or green
- Decrease degradation of the environment; reduce greenhouse gases and wasteful practices. Promote reuse and recycling for greater sustainability
- I am hoping that this will lead to a more holistic incorporation of active transport - we need less cars on the road, more tree and native bushland along walkways and a firmer commitment to cycleways. Cycling as it stands in Chatswood and Willoughby is quite dangerous with cyclists merging onto roads with cars at roundabouts and risking dooring as they ride down supposed cycle ways which are on the edge of parking
- Sometimes more damage is created unless you think it through
- Easy ways to do this, love to see it
- Go plastic free! Ban all single use / incentivise businesses / people to use alternatives eg. BYO bowl program in cafes.

Comments neutral: Nil

Comments in opposition: Nil

Priority 1.3 Enhance, protect and respect waterways, bushland, wildlife and ecological systems.

	Drop-in	Library	HYS	Overall
Strongly support	19	76	34	129
Somewhat support	0	12	3	15
Neutral / unsure	0	2	0	2
Somewhat oppose	0	0	0	0
Strongly oppose	0	1	1	2
Total entries	19	91	38	148



97.3% of 148 respondents strongly (87.1%) or somewhat supported the Community Priority 1.3 Enhance, protect and respect waterways, bushland, wildlife and ecological systems.

Comments in support:

- So long as we are still able to access and use in a sustainably way
- Concreting of footpaths, removing trees, increasing water runoff etc is not protecting/respecting bushland, nature, wildlife and eco systems
- As above 3rd generation rodenticides are a real and serious risk to our owls, eagles & reptiles. Take the lead in stopping use by council, partners and lobbying NSW Govt & local business to follow. Waterways are suffering from run off pollution & rubbish that washes in with stormwater. Better trapping & disposal. Also initiatives to stop overfishing that has been occurring post COVID - much of the waste I see in the waterways is bait bags, fishing line & other fishing related rubbish. A particular threat to our water birds, especially from illegal activities like dying undersized fish discarded with hooks still inside (seen last week). It's not a direct council responsibility but it does impact us and would like to explore ways to help solve this problem
- We need to maintain and improve our practices. We MUST save Flat rock Gully and other areas just like it
- To better connect the urban with the natural environment
- It is vital that we care and respect the many wonderful pockets of nature and bushland we have in our community
- It has taken years for some areas to go green and for the wildlife to return. These green spaces is what makes Willoughby an area one wants to live in. Without these is just another urban hot jungle without character, fresh air, cooler temp due to green spaces
- Because it is the right thing to do
- How could we not do this?
- We need to preserve and protect not destroy or suburb

- Related to Q12. preserve the natural advantages our council area has and protect it from pollution and contamination for the well- being & enjoyment of the residents while valuing nature
- Cities are abhorrent places, with little in the way of environments that are sustainable, and we need focus on providing long term strategies to minimise impact
- The relative greening of our suburbs is one of the main reasons why people want to live here. That we still have lyrebirds, Powerful Owls, wallabies and many other examples of fauna so close to the city is admired across Sydney and noted by overseas visitors. More work is required to protect bushland - which in many areas is cloaked with exotic weeds. Educate and encourage people to get rid of weeds from their gardens and plant local indigenous plants or non-spreading varieties of exotics. Enforce the penalties for dogs off leashes and cats roaming in our bushland reserves - they are decimating the wildlife! Get innovative in cleaning our creeks - many of which are filthy and scoured. Continue to oppose environmentally devastating State projects such as the Beaches Link which threatens Flat Rock Gully, Cammeray Park, Clive Park and our recovering Middle Harbour waterways. Make sure the principles in the WCC Bushland Plan of Management are publicised across Council and in the community
- Our walkways need better systems to prevent pollution. Waste traps? Also what can be done to monitor waste from thoughtless fishermen - so much plastic, fishing line in the harbour, fish left to die with hooks still inside - threat to our birdlife in the area (especially our precious sea eagles).

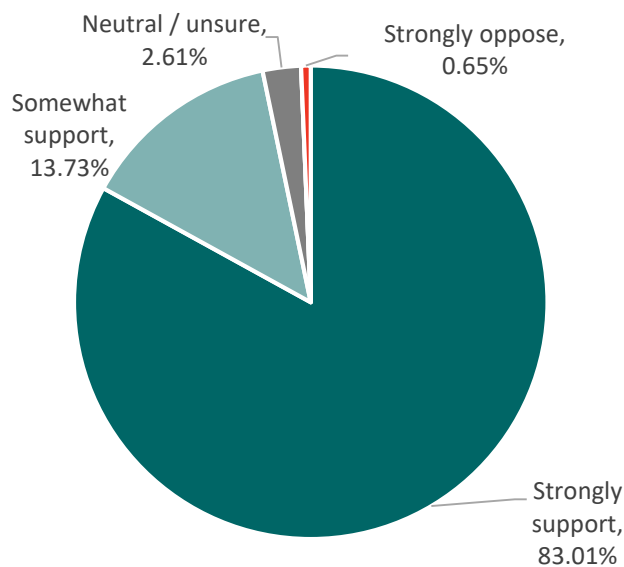
Comments neutral: Nil

Comments in opposition:

- This is a COP OUT! Shame on you! By removing the word nature the council has the opportunity to argue that decisions do not support their agreed plans if they do not fall under the above definition. 'Nature' encapsulates looking and caring for all aspects of our natural environment and includes air, noise and light pollution, removing trees, protecting green spaces and grassed areas, contributing to urban warming etc etc. Council has a responsibility to look after our natural environment and this is just one way of you avoiding your responsibility and failing on your commitment to prioritise our environment and climate change. This is a clear trick to cover your failure to deliver.

Priority 1.4 Reduce use of energy, water and natural resources and maximise reuse of waste.

	Drop-in	Library	HYS	Overall
Strongly support	20	76	31	127
Somewhat support	1	15	5	21
Neutral / unsure	0	3	1	4
Somewhat oppose	0	0	0	0
Strongly oppose	0	1	0	1
Total entries	21	95	37	153



96.7% of 153 respondents strongly (83.0%) or somewhat supported with the Community Priority 1.4 Reduce use of energy, water and natural resources and maximise reuse of waste.

Comments in support:

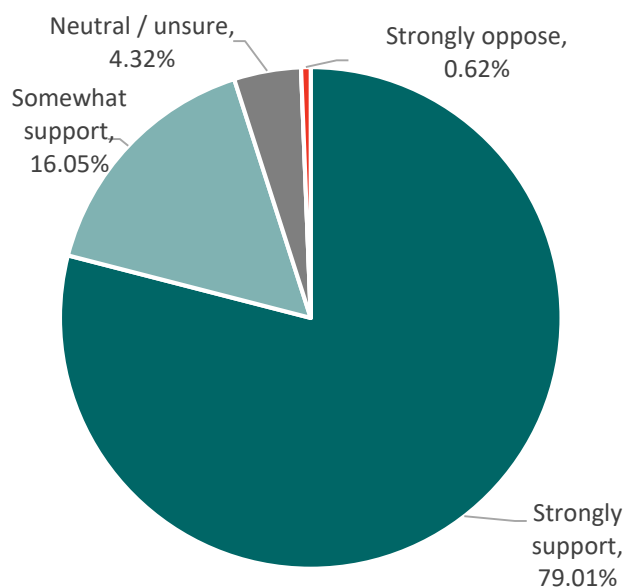
- We need to transition to 0% emissions
- Incentives for electric vehicle owners, solar panels, cyclists
- Its a "no brainer"
- Better for the environment and the future of our children and the planet
- Again any incentive to use renewable energy is the way to go. Although the increase in urban tree canopy cover could have an adverse effect on this, ie the trees end up covering solar panels on roof tops
- We must do all we can with regard to climate change
- We all have a role to play in reducing energy, water and natural resources and maximising reuse of waste. We can't do this without council support, processes and infrastructure. Just look at the UK, Germany etc. to see how backward we are in Australia and how much more we can do eg. improved recycling options and education
- Plastic pollution and non-renewable emissions and waste is a major world-wide problem. Our council should lead by example and promote sustainability and re-use and recycling
- Appreciate the excellent work done by WCC in this area over the last few years. Every opportunity and innovation should be taken up to continue this work
- Reduce the excessive amount of lighting around unit blocks by using smart lighting which turns off when not in use rather than lighting areas all night. Light pollution also is a problem to bird life habitat. Reducing the demand on lighting is green and we don't have to generate extra power. Win win.

Comments neutral: Nil

Comments in opposition: Nil

Priority 1.5 Reduce carbon and greenhouse gas emissions.

	Drop-in	Library	HYS	Overall
Strongly support	15	81	32	128
Somewhat support	1	20	5	26
Neutral / unsure	3	4	0	7
Somewhat oppose	0	0	0	0
Strongly oppose	0	1	0	1
Total entries	19	106	37	162



95.1% of 162 respondents strongly (79.0%) or somewhat supported the Community Priority 1.5 Reduce carbon and greenhouse gas emissions.

Comments in support:

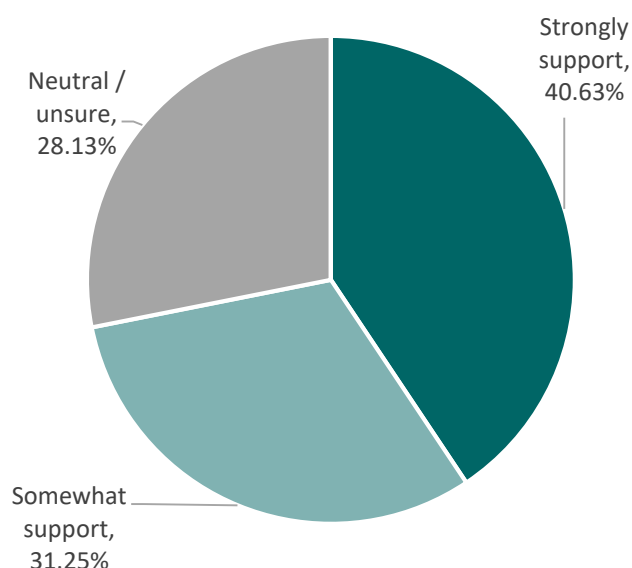
- CLIMATE CHANGE MUST END!
- Councils are well placed to support and enact grassroots efforts where small daily actions matter, and expertise can be accessed that is relevant to the local communities needs and environment
- We need to transition to 0% emissions
- Our Government at federal level is way too slow and low on targets. State Government has also been historically slow and support of mining/deforestation activities counter to emissions reductions targeted. What can local Govt do to take the lead at a grassroots level and bring the community with it? A huge and very important opportunity
- Better for the environment and the future of our children and the environment
- I believe that the government, on all levels should be trying to reduce carbon and greenhouse gases, including reduction in fees or assistance in purchasing solar panels/electric and hybrid cars. I am also concerned at some waste that is collected on council clean up days and also the things that some residents put into the recycling bins that should not be going there. I believe that residents should be educated on recycling and if that also means they get fined for incorrect recycling then all well and good. The funds could then be put to a green use
- Commitment to climate change and protecting our planet is my number one priority.
- Appreciate the work of Council in this area, from its acceptance that we are facing a Climate Crisis to the many innovations it has introduced in this area. Climate change is our most important existential issue
- How do we do without increasing cost of living = clean energy sources e.g. sun (solar), wind, water - not as money consuming as you would think
- Increase charging stations for electric vehicles in locations convenient for shoppers.
- LGA incentives for solar installs and electric vehicles, cyclists.

Comments neutral: Nil **Comments in opposition:** Nil

7.2 Outcome 2: A City that is connected, inclusive and resilient

QUESTION: To what extent do you agree with revising the ‘Outcome Area’ Outcome 2- A City that is connected and inclusive, to include the word resilient?

	Drop-in	Library	HYS	Overall
Strongly support	N/A	N/A	13	13
Somewhat support	N/A	N/A	10	10
Neutral / unsure	N/A	N/A	9	9
Somewhat oppose	N/A	N/A	0	0
Strongly oppose	N/A	N/A	0	0
Total entries	0	0	32	32



71.9% of 32 respondents strongly (40.6%) or somewhat supported the change to the Outcome area 2 to include the word resilient. 28% of respondents were unsure or neutral about the addition. The comments indicate that the term ‘resilient’ needs to be better explained.

Comments in support:

- Sounds good, but not quite sure what this means?
- The word resilient needs definition
- I am concerned that there is a trend towards adapting to (ie becoming more resilient to) climate change when there is so much we can still do in relation to reaching net zero and repairing our ecological systems. It is also fairly self-evident that a connected and inclusive society will be more resilient than one which is more divergent. Having said that, I do agree on the important role of Council in ensuring actions to better cool the environment (eg tree canopy, native sidewalk gardens, less concrete and more open draining paths and walkways, using synthetic grass only on brown sites and not in our open green and natural spaces), addressing areas of repeated flooding (rewild our concrete canals!) and in preparing for bushfires with careful ecoburns.

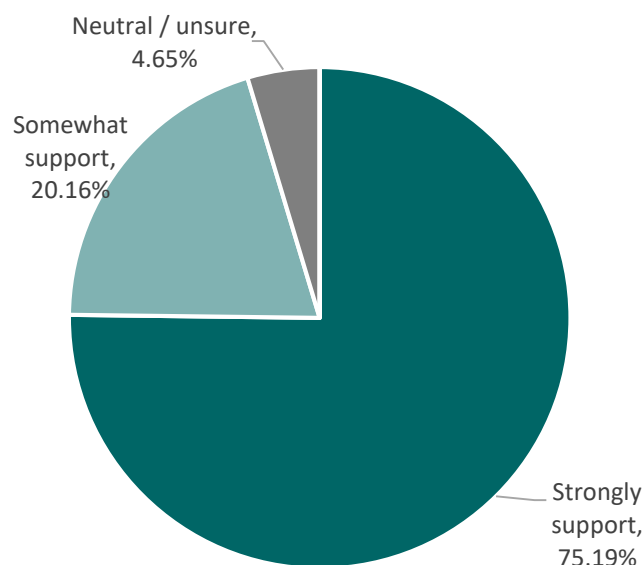
Comments neutral:

- It's a slippery word that needs to be clearly defined
- Will the communities that made Willoughby Municipality (ie Italian, Greek, Croatian, Armenian) be assisted and promoted? It seems council is only interested in the Asian influx
- Not sure what the council plans to do to support resilience. Also not sure how you define this for a community
- Not clear to me how this will be done in a way that targets the most needy.

Comments in opposition: Nil

Priority 2.1 Enhance transport choices and connections throughout the City.

	Drop-in	Library	HYS	Overall
Strongly support	15	62	20	97
Somewhat support	2	15	9	26
Neutral / unsure	2	2	2	6
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	19	79	31	129



95.4% of 129 respondents strongly (75.2%) or somewhat supported the Community Priority 2.1 Enhance transport choices and connections throughout the City.

Comments in support:

- State transit has deleted the former 136 bus service that ran down to Chatswood East via Smith St etc. There is now only one private bus that does so and even then they have recently failed to turn up. We need council run mini buses for elderly locals to get around from one end of the municipality to the other
- We need to bring back services that have been taken away. I am very angry that TfNSW removed the M40, 272 and 257 to Balmoral. It has made public transport HARDER not easier
- The current bus service to Naremburn at night is insufficient
- Make public transport a more economical choice. Provide long term parking, so people use public transport
- Especially electric vehicles
- Bike paths, efficient, reliable, well-promoted public transport would dovetail with the council's desire to be more sustainable and energy efficient. Improve and liaise with residents (and RMS) to improve identified traffic problem areas, improve flow
- Council is in a particularly important position to kick-start the revolution towards a Chatswood which relies less on cars and more on active transport and public transport. Create more car-less open spaces in and around the Chatswood cbd - make them tree covered with plenty of seats and tables and reticulated water features to cool the air and water gardens to catch the rain. Pull up the cement and put in water rills and verge gardens - green the Chatswood concrete canyons. Make more streets car-less
- Depends on level of waste and other environmental impacts, but roads congestion is already a big issue and with increased population targets for our LGA (Which seems to be counter to sustainability?) this will only worsen. New developments in Chatswood CBD should not have car spaces as public transport to encourage greater use of the public transport systems that are immediately accessible
- Strong support for more public transport options and infrastructure. Opposed to infrastructure that only aims to address private transport
- Complete bus interchange at Chatswood station connection not done properly

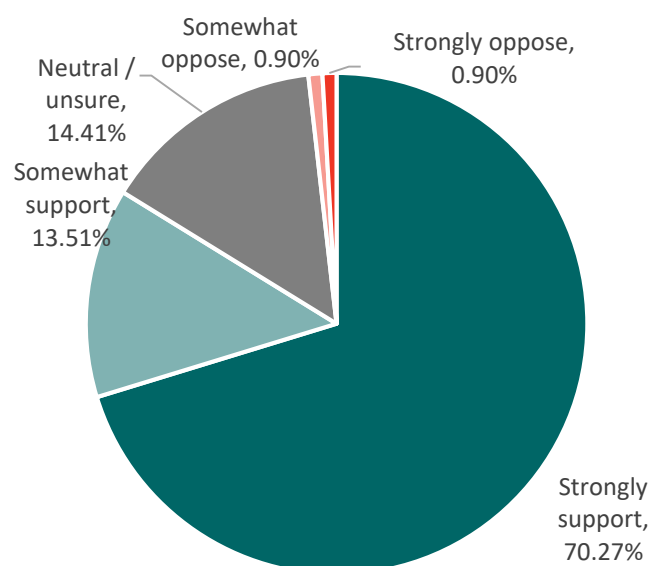
- More night services including 1am-4am
- Liaise with State Government to return equivalent of the 273/343 and M40 buses
- Improved cycleways
- Bring back the buses we had
- Reduce congestion at train station and interchange
- More cycleways (link from path from Lane Cove) further down Pacific Highway
- Shuttle buses to National Park, car parking is full weekends.

Comments neutral: Nil

Comments in opposition: Nil

Priority 2.2 Respect and celebrate our indigenous and non-indigenous history and heritage.

	Drop-in	Library	HYS	Overall
Strongly support	9	47	22	78
Somewhat support	2	8	5	15
Neutral / unsure	3	9	4	16
Somewhat oppose	0	0	1	1
Strongly oppose	0	0	1	1
Total entries	14	64	33	111



83.8% of 111 respondents strongly (70.3%) or somewhat supported the Community Priority 2.2 Respect and celebrate our history and heritage sites.

Comments in support:

- I believe it is critically important to preserve as much as we can of the knowledge and history of first people's in our area, and put it on equal footing with more recent heritage as part of the legacy of where we live
- I am not aware of any ways in which our council celebrates our indigenous heritage and history, beyond acknowledgements of country? From memory the audio walk around Harold Reid Reserve doesn't even mention it? Recreate these experiences through an authentic indigenous lens? Rename the reserve? Integrate the language into signage, parks, council communication?
- That is a given
- I am extremely interested in Australian history, both ancient and modern
- It can only help to make Australia a more tolerant and humanised country
- We have an opportunity to celebrate and build pride in our local indigenous heritage and culture and we will all benefit and be a 'richer' community as a result
- First nation people are owed recognition of their long occupation of this land and their culture and preservation of the land we now occupy and have changed irreparably

- Heritage in important areas need to be respected holistically. Leaving pockets of "heritage" buildings/precincts surrounded by huge new developments
- I strongly support this priority as it allows us to understand our history, to learn from it and to celebrate it. The sense of history and heritage preserved also makes people proud of where they live and more involved in protecting it. Unfortunately, this area has been going backwards over the last few years - we no longer have a voluntary heritage committee, nor does Council engage with Heritage Week, we do not have a full-time Heritage/Historian to encourage research and engagement. As a result, people have become disengaged and relatively uneducated about Willoughby LGA's history and heritage
- Seems to be no visibility of indigenous history in our area?
- Integrate into local walks eg: HK reserve audio? Rename reserve? Protect and celebrate rock carvings
- Protect indigenous sacred sites
- Protect our architectural heritage
- This is so important!!!

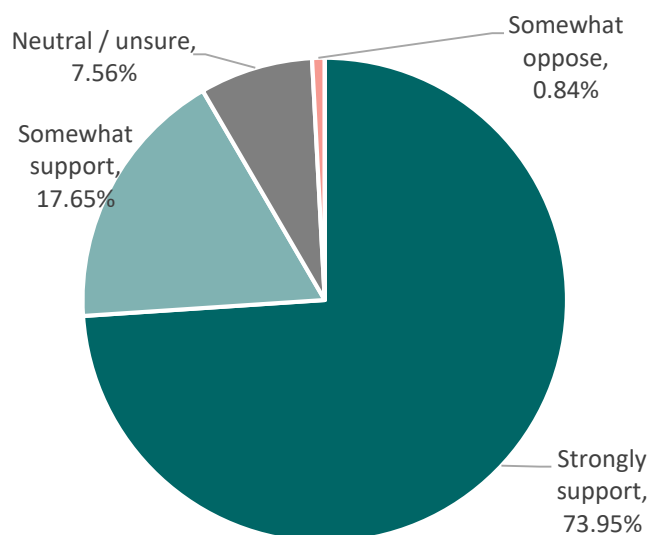
Comments neutral: Nil

Comments in opposition:

- The heritage sites are a tangible connection to place ...there are not enough identified heritage sites in Willoughby ..hence the lack of connection ...wording should include "heritage and heritage sites"
- We are one community of many cultures. Minorities should not dictate/over-shadow this harmony of ancestry.

Priority 2.3 Celebrate and encourage our diversity.

	Drop-in	Library	HYS	Overall
Strongly support	11	55	22	88
Somewhat support	3	12	6	21
Neutral / unsure	2	3	4	9
Somewhat oppose	0	0	1	1
Strongly oppose	0	0	0	0
Total entries	16	70	33	119



91.6% of 119 respondents strongly (74.0%) or somewhat supported the Community Priority 2.3 Celebrate and encourage our diversity.

Comments in support:

- We have a vibrant and diverse community and should remain welcoming and inclusive to everyone. It's a positive feature of living in this community and we should continue to embrace it
- All people should feel safe and welcome in our community

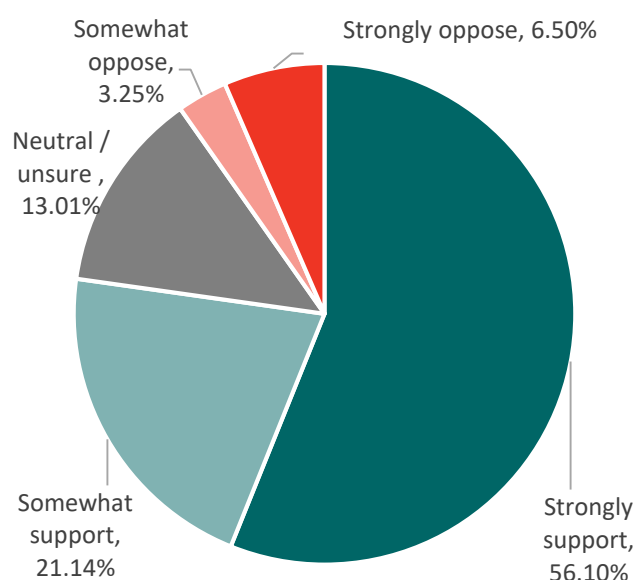
- Celebrate and encourage our diversity., with balance
- So we can live peacefully
- We all share this community, and we should celebrate our diversity
- We're a multi-cultural nation
- We have a widening demographic culturally and I am strongly supportive of celebrating these differences and also what brings us together.
- We all got to live together!
- There has never been a celebration of the Italian community for example. Why doesn't council celebrate the different European cultures instead?
- I would restrict this to cultural festivals where all are welcome
- And celebrate our history + reflect
- Too many homeless with mental issues, dogs attack people
- Stop the leafblowers!!! Use electric ones please.

Comments neutral: Nil

Comments in opposition: Nil

Priority 2.4 Reduce parking and traffic congestion.

	Drop-in	Library	HYS	Overall
Strongly support	16	31	22	69
Somewhat support	2	19	5	26
Neutral / unsure	1	11	4	16
Somewhat oppose	1	1	2	4
Strongly oppose	2	6	0	8
Total entries	22	68	33	123



77.2% of 123 respondents strongly (56.1%) or somewhat supported the Community Priority 2.4 Reduce parking and traffic congestion. 13% were unsure and 10% were strongly or somewhat opposed. As indicated above, this priority had a lower than average level of support.

In addition, several comments made at the engagement forums (shown below) indicate that people found the wording of the priority to be unclear and confusing and seemingly indicating that Council was in favour of reducing parking.

Comments in support:

- Roads are over congested already and increased development will only worsen. Ensure additional cars don't come with the additional developments. Encourage care free/cycling friendly lifestyles
- Strongly support reducing congestion BUT not at the expense of parking
- Reduce the number of thru ways and rat runs

- Agree this is a priority, however, I can only see examples of where this council makes it worse through its development approvals. How can the council approve the construction of three stadiums accommodating hundreds of people and not insist parking is also built at the Shore school? A child will be hurt running across the road, and locals are fed up with the congestion on Alpha Rd and the school kids parking in the local shopping centre so they can play school sport. Surely this is corruption and hypocrisy at its worst as it supports the wealthy private school and blatantly ignores the impact on residents
- Frustration and pollution!
- Parking and traffic congestion is getting worse. Public transport will never fix the problem yet we design places assuming access to public transport (especially access to buses) is the key. Away from the Chatswood CBD and St Leonards families will likely always require 2 cars but planning does not account for this and treats new developments in the same way as those located on train stations. As a consequence local streets and shopping centres become congested and potentially dangerous
- Please see my earlier comments on gaps in the community strategy. Council continues to support the proliferation of 90m high sky-scrapers along the Pacific Highway and in the CBD. These residential blocks come with hundreds of car spaces yet each one is held to have negligible impact on the existing traffic. Where is the master plan which will add each of these properties together and show that, when you add up all the 'negligible impacts', thousands of cars are being added into an already congested area? A few bike spaces in the basements will not suffice as cycling in Chatswood and elsewhere is a relatively dangerous pursuit
- More car share
- Improve trial lane changes at peak hours
- More public transport
- Very less parking available for whole day

Comments neutral:

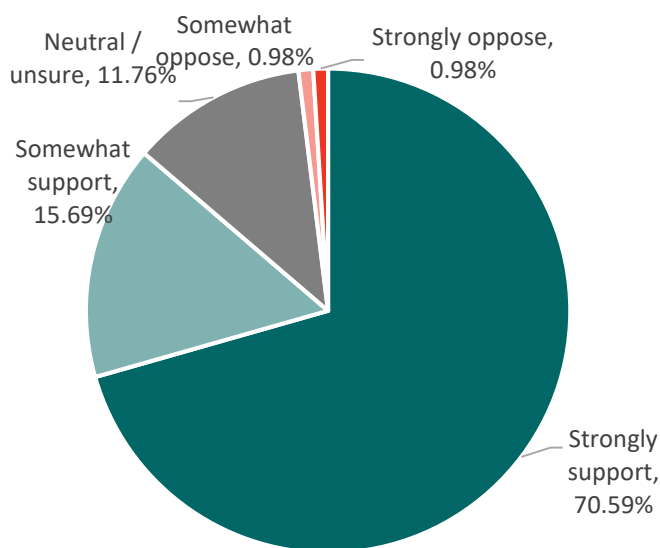
- We are in a popular, heavily populated part of Sydney. I am in support of measure to manage traffic as long as they are supported with enhanced alternative options. Parts of our community are public transport wastelands, and other parts have no straightforward connections to move freely within our own area let alone neighbouring zones
- Not sure how this could be done.

Comments in opposition:

- I am opposed to reducing parking and that it is metered parking for residents and there visitors
- It is hard to support when there are no alternatives to driving for a lot of people.
- Increase parking, reduce congestion
- 2.4 is misleading, reduce congestion not parking, confusing, clarify; Separate 2.4 - reducing parking means increasing congestion
- We need more parking spaces, not less to avoid congestion (very good).

Priority 2.5 Create neighbourhoods that connect people from all types of households and families.

	Drop-in	Library	HYS	Overall
Strongly support	11	42	19	72
Somewhat support	1	7	8	16
Neutral / unsure	1	6	5	12
Somewhat oppose	0	0	1	1
Strongly oppose	1	0	0	1
Total entries	14	55	33	102



86.3% of 102 respondents strongly (71.0%) or somewhat supported the Community Priority 2.5 Create family friendly neighbourhoods that connect people. 12% of respondents were neutral and 2 respondents opposed.

Comments in support:

- This is linked to celebrating our diversity and creating opportunity for community connection regardless of demographic or family/household composition. Diversity has many dimensions and we embrace that by creating ways for ALL sorts of people to connect and interact
- Inclusivity matters
- There is not the same sense of community we grew up with. People do not mix unless you are members of a group or club or have pets. The vast majority of our neighbourhood do not seem to even know their immediate neighbours and that is because people move in and then stay inside their 4 walls. If they were to perhaps garden, then there would be an opportunity to converse, but even that is not happening
- Connection contributes to our mental health and mitigates against loneliness
- Inclusive and is related to green space priority where people can gather and relate

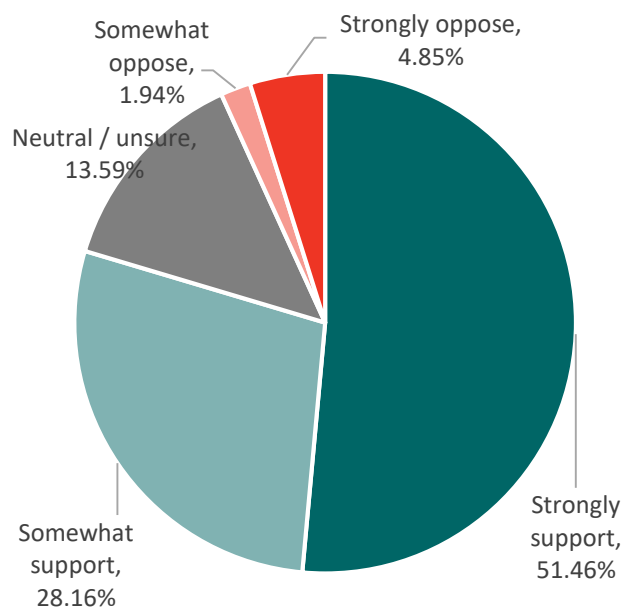
Comments neutral:

- Connecting people requires the creation of places they feel drawn to and comfortable in inhabiting when they are not in their own homes. The constant rhetoric about more high-rise and more commercial ventures 'activating' areas and making them more 'vibrant' is simply marketing. People like to get together where the surroundings are greener, cooler and more human scale - think of Italian squares, Parisian pocket parks or, closer to home, the redevelopment of the car park at Lane Cove village.

Comments in opposition: Nil

Priority 2.6 Foster a digitally enabled community.

	Drop-in	Library	HYS	Overall
Strongly support	10	31	12	53
Somewhat support	2	16	11	29
Neutral / unsure	1	6	7	14
Somewhat oppose	1	1	0	2
Strongly oppose	2	1	2	5
Total entries	16	55	32	103



79.6% of 103 respondents strongly (51.5%) or somewhat supported the Community Priority 2.6 Foster a digitally enabled community. 7% strongly or somewhat opposed and 14% were neutral.

Comments in support:

- With such a high density environment, good digital infrastructure and access is essential
- Council could be inward looking here. To purchase a replacement parking permit for my car was not able to be completed end to end digitally
- Necessary for our modern world
- As more and more people work and study from home, access to digital is increasingly important to reflect our changing world
- Fix terrible NBN services. Goes out whenever it rains.

Comments neutral:

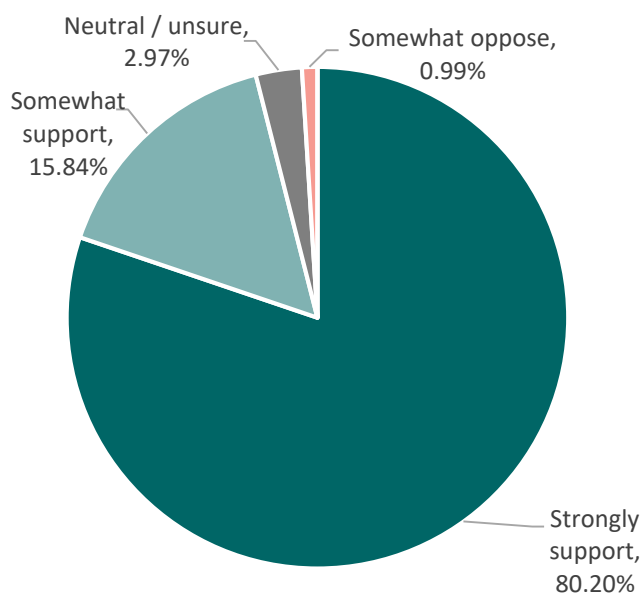
- Where digital enablement helps meets goals of connection or sustainability, but be aware that digital activities come with a very hungry energy footprint. Seriously consider the carbon footprint of the councils digital initiatives
- Again, another excuse to remain in your 4 walls.

Comment in opposition:

- Not council's role.

Priority 2.7 Promote accessible services and facilities for the community.

	Drop-in	Library	HYS	Overall
Strongly support	14	41	26	81
Somewhat support	1	12	3	16
Neutral / unsure	0	0	3	3
Somewhat oppose	0	0	1	1
Strongly oppose	0	0	0	0
Total entries	15	53	33	101



95.7% of 101 respondents strongly (80.2%) or somewhat supported the Community Priority 2.7 Promote accessible services and facilities for the community.

Comments in support:

- Please refer to my previous comments on diversity. A vibrant community welcomes and accommodates people with a broad range of needs, regardless of demographic
- People of all abilities should be able to live well and be supported in our community
- That is why we elect governments, to provide for our community with our tax paying funds
- Not everyone is able-bodied
- Inclusivity means accessibility
- Everyone in the community deserves well thought through services which they can access despite physical or cultural differences
- I support as long as "accessible" means no charges. Increasing living pressures is not desired and spending government money on something that I cannot be used by all is wasteful and focused on the wealthy
- Allow residents / community members to use spaces like the Chatswood Oval after hours eg: keeping the lights on till 7-8pm for kids, families and runners to get around. I understand that there might be field / oval utilisation thresholds for supporting community sports (eg. rugby games) but the oval can definitely be opened up more for public usage
- Enhance safety on footpaths through education of bicycle and scooter users.

Comments neutral: Nil

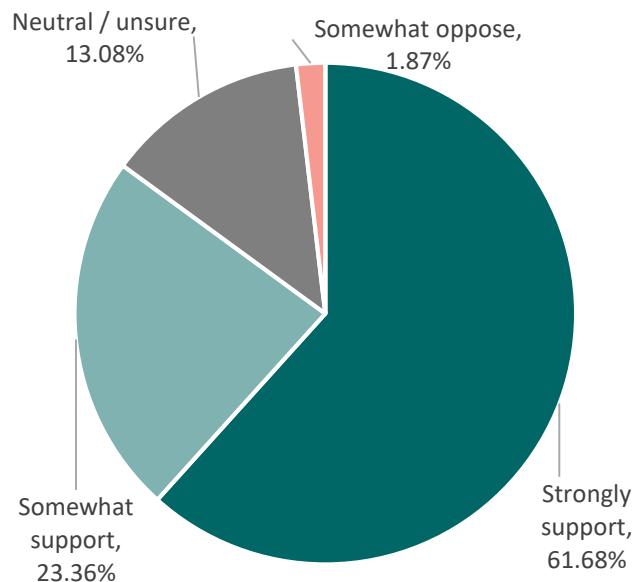
Comments in opposition:

- I'm more than happy to support this proposal, as long as the decisions and actions do not impact any of the other priorities. For example, creating concrete pathways helps accessibility, but destroys our natural environment, increases urban warming and

reduces our green canopy and green spaces. We need a holistic approach to balance the priorities and I would vote climate and nature over a single minded solution that is not well thought out or even considerate of other options.

Priority 2.8 Increase community resilience to shocks and stresses.

	Drop-in	Library	HYS	Overall
Strongly support	8	45	13	66
Somewhat support	2	14	9	25
Neutral / unsure	1	4	9	14
Somewhat oppose	0	0	2	2
Strongly oppose	0	0	0	0
Total entries	11	63	33	107



85.0% of 107 respondents strongly (61.7%) or somewhat supported the Community Priority 2.6 Increase community resilience to shocks and stresses. 13% were neutral.

Comments in support:

- Events like the pandemic may well continue
- Reduce shock when you suddenly get a enormous building blocking all sunlight
- See my earlier comments on resilience - I believe it comes freely with an inclusive and connected community
- What does this mean?

Comments neutral:

- Resilience is a slippery word and needs better definition for what that might look like.
- this is too broad to comment on
- Not sure about the intent here and how council can improve resilience?
Market/community gardens?
- Not quite sure what this is supposed to mean?

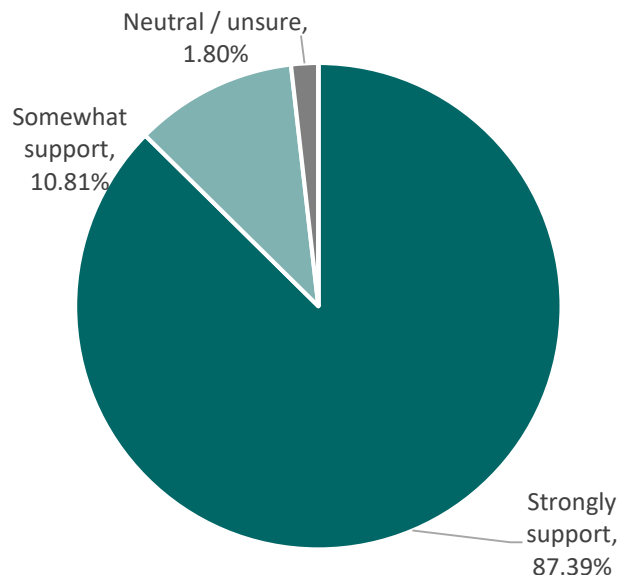
Comments in opposition:

- Just get the basics right. You might write some nice words, but focussing on key things and making a difference is what matters
- Other priorities are more important.

7.3 Outcome 3: A City that is liveable

Priority 3.1 Foster feelings of inclusion, safety and cleanliness.

	Drop-in	Library	HYS	Overall
Strongly support	10	62	25	97
Somewhat support	0	5	7	12
Neutral / unsure	0	0	2	2
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	10	67	34	111



98.2% of 111 respondents strongly (87.4%) or somewhat supported the Community Priority 3.1 Foster feelings of safety, security and cleanliness.

Comments in support:

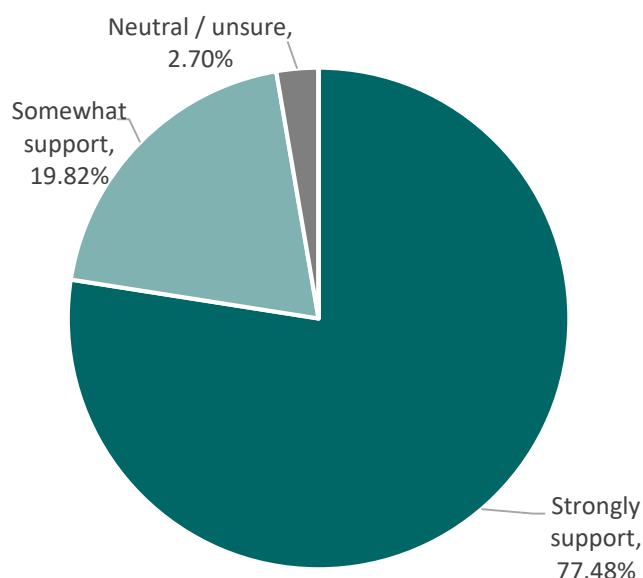
- Clean, safe spaces promote clean safe spaces. Poorly maintained, poorly lit spaces tend to result in a more and more rundown environment, a place to avoid
- This needs a big uplift. Many areas are not safe and cleanliness is in many areas very poor. eg rubbish left on Council verges - endless
- I think this area is fairly well covered
- Dangerous hostile pedestrian space outside 3-50 Help St also near Brown St.
- Signage at Endeavour and Railway for crossing needed particularly at night.

Comments neutral: Nil

Comments in opposition: Nil

Priority 3.2 Create recreation spaces for all.

	Drop-in	Library	HYS	Overall
Strongly support	15	50	21	86
Somewhat support	2	9	11	22
Neutral / unsure	0	2	1	3
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	17	61	33	111



97.3% of 111 respondents strongly (77.5%) or somewhat supported the Community Priority 3.2 Create recreation spaces for all.

Comments in support:

- This is essential for enhancing diversity and people's sense of belonging
- We need to expand these services, not limit them. I am disappointed with the proposed new Pool in Willoughby. We had a huge opportunity to do better and to cope with the increase of patrons. We have not responded/planned effectively
- With massive increase in high density developments in the area, an increase in population is putting additional stress and demand on facilities that have been around and used by locals. We can no longer easily access basic facilities in the area such as basketball courts, fields and parks as they're either privately booked or used by clubs or organisations and people travelling from outside suburbs
- But these should then be maintained to a level that means the facilities can be used. A few parks in our area, should have their drainage looked at. They are a breeding ground for mosquitoes apart from being very damp under foot. Put more tables and seating areas
- Healthy environment, promote well-being and fitness
- Must be a major priority. Cannot rely on Developer contributions alone to provide funds. Council must develop and implement an open space funding program for every suburb
- Provide more sports facilities
- More parks with sports activities
- Turn on lights at Chatswood Oval for public >10pm
- Turn off sprinklers.

Comments neutral:

- Not at expense of natural habitat for wildlife. Consider the rights and protections we owe to our stressed and diminishing wildlife, not just our human inhabitants
- Creation of spaces sounds good, but must balance that with protecting our green spaces, environment, natural impact etc. I would not support more concrete structures, less greens space or reduction in our canopy to do this. We need to find a

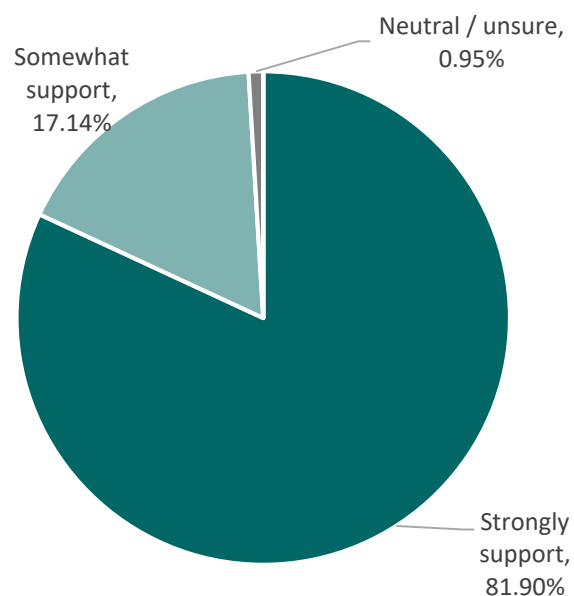
way to do this that puts nature and our environment first, and society's insatiable desire to construct things second

- I am concerned that the promise to create recreation spaces for all is very difficult to fulfill. WCC has, on a number of occasions, removed natural turf and replaced it with synthetic turf in response to the organised sports lobby - many of whom only use it in winter (it's too hot in summer!). This completely ignores the wide range of people in the community (and their children and dogs!) who wish to enjoy the smell, the coolness and the natural qualities of their parks and bushland. Leaving aside the fact that highly durable, naturally grassed and maintained fields are within reach and can be used by sports and non-sports users, there is a need for more innovation from Councils in finding recreation spaces: eg using carpark roofs and otherwise contaminated spaces which can be capped by artificial surfaces if required. It is also time that the large acreages of sports fields held by private schools (which do not pay rates or taxes) in our areas are shared with the wider community. The schools, their students and their parents use every other resource in the LGA - it would be good if they could be encouraged to be good 'citizens' by opening up their playing fields when they are not in use by the school
- Perhaps if council put a stop to overdevelopment and squeezing people out of their homes into high rise then everyone would be able to have their own private green space instead of all going to a public space

Comments in opposition: Nil

Priority 3.3 Promote an active and healthy lifestyle.

	Drop-in	Library	HYS	Overall
Strongly support	15	48	23	86
Somewhat support	0	9	9	18
Neutral / unsure	0	0	1	1
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	15	57	33	105



99.0% of 105 respondents strongly (81.9%) or somewhat supported the Community Priority 3.3 Promote an active and healthy lifestyle.

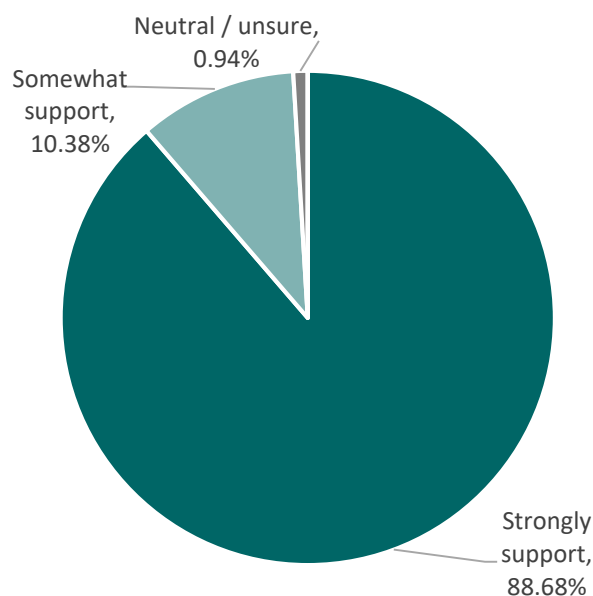
Comments in support:

- Concentrating on the over 60 age group
- If we're going to address obesity and other health issues amongst young and old then let's provide and entice them with easily accessible facilities
- Community based classes, either for the mind or body
- Promotes community response to increasing lack of fitness, obesity and some mental health issues
- Stayin' alive, Stayin' alive!

- Providing the spaces is the priority. Focus Council programs on more needy segments and disadvantaged only, eg elderly
- Under cover public exercise areas
- Longer park hours
- Shuttle buses to Lane cove National Parks
- Bike lanes.

Priority 3.4 Create desirable places to be and enjoy.

	Drop-in	Library	HYS	Overall
Strongly support	13	52	29	94
Somewhat support	0	6	5	11
Neutral / unsure	0	1	0	1
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	13	59	34	106



99.1% of 106 respondents strongly (88.7%) or somewhat supported the Community Priority 3.4 Create desirable places to be and enjoy.

Comments in support:

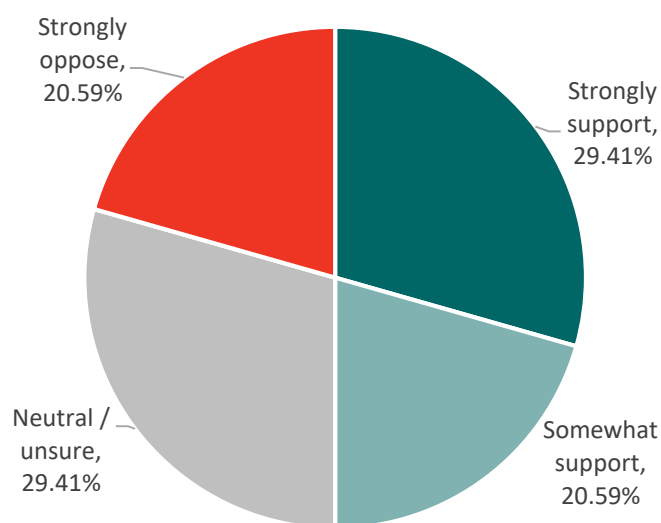
- As housing density increases it becomes more critical for community facilities and shared spaces to act as an extension of living space, including for those living in less dense conditions
- These spaces need to be sufficient to support high density living
- desirable places have access to sunlight and connection to nature. High density towers casting shadow and creating wind tunnels do not create a desirable place. I hope anyone involved in council development has read Elizabeth Farrelly 'Killing Sydney'!
- People need a place to rest, recreate and recharge
- Provide the infrastructure, streetscapes, open spaces
- See earlier comments on the need for natural green open spaces and green plazas for more congested areas
- Depends how you define 'desirable'. If you think more concrete structures are desirable, then no. If it is green spaces, outdoor and parks then yes
- Open space under cover in CBD Chatswood also open e.g. Public School had open space
- Students space for studying [o-chillal?]
- CBD / high rise expansion too fast, too big, too many impacts
- Consider removing Mexican restaurant to open Concourse area as a community space.

Comments neutral: Nil

Comments in opposition: Nil

Deletion - priority 3.5 Maintain quality of life by balancing population growth with the provision of assets and services.

	Drop-in	Library	HYS	Overall
Strongly support	N/A	N/A	10	10
Somewhat support	N/A	N/A	7	7
Neutral / unsure	N/A	N/A	10	10
Somewhat oppose	N/A	N/A	0	0
Strongly oppose	N/A	N/A	7	7
Total entries	0	0	34	34



The online survey, but not the drop-in session or library pop-up session, sought community feedback on the proposed deletion of Community Priority 3.5 which appeared in the 2018 CSP, namely to *Maintain quality of life by balancing population growth with the provision of assets and services*.

Of the 34 survey respondents to this question, 50% strongly or somewhat supported the deletion of, 29.4% were neutral or unsure and 20.6% strongly opposed.

Comments in support:

- There are too many high rises being approved especially along the Pacific Hwy. Has any thought been given to the increase in traffic over time, and the need to widen Pacific Hwy. There should be a limit on the height, especially given the potential short life of massive high rises, all adding to our waste
- As long as the assets and services are built and integrated in a ways that is sustainable, sensitive to the environment and aesthetically pleasing - for eg I'm thinking of the upgrades to Roseville station (I understand this is kuringai, but just using as a example) which used to be a beautiful heritage train station in keeping with the local area, replaced with functional yet hideous infrastructure. Surely this could have been done with better design and sensitivity to the suburb.

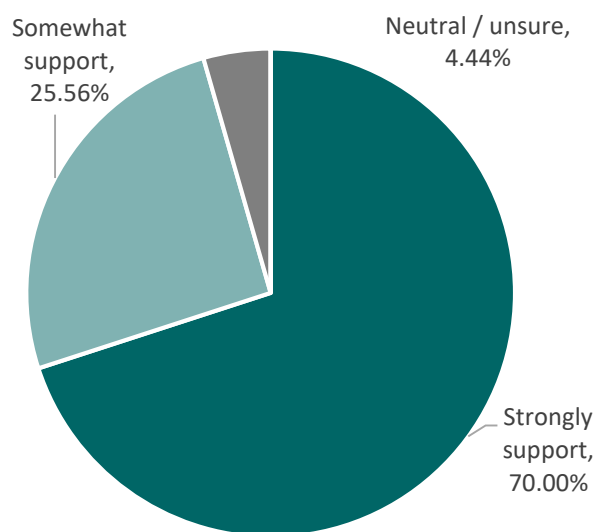
Comments in opposition:

- This is important to retain for the future and mental health of the community
- If we are going to grow as a population we MUST have the assets and services to support this
- This should be the main focus of the council Balance Population growth, enough is enough
- population growth is the fundamental cause of climate change
- Should remain so can be cross-referenced and continually front of mind. it is fundamental to the continuing value proposition of living in Willoughby. Without appropriate balance how can we be sure priorities are the right ones??

- I am not in favour of deleting (or putting in the too hard basket) one of the greatest problems faced by Chatswood at this time. While I am aware that there is pressure on Chatswood to be a large work and residential area we are rapidly approaching a crisis point in terms of traffic congestion, lack of sufficient open spaces, schools bursting at the seams and ever more massive developments. Chatswood has continued to meet various population targets set by State Governments over the last decade but the targets continue to shift. We now see a State Government which intends to remove Council access to infrastructure contributions from developers. Perhaps it is time for a rethink of the path which Chatswood has been set on.

Priority 3.5 Activate local spaces in creative ways.

	Drop-in	Library	HYS	Overall
Strongly support	8	36	19	63
Somewhat support	3	10	10	23
Neutral / unsure	0	0	4	4
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	11	46	33	90



95.5% of 90 respondents strongly (70.0%) or somewhat supported the Community Priority 3.5 Activate local spaces in creative ways.

Comments in support:

- Creativity is inspirational. But think long term and get truly creative experts to do it well
- Community exercise groups ... anything to encourage neighbourliness!
- Makes our environment more vibrant
- Also need much more street art in Willoughby LGA
- Activation options should be further opened to the community and not solely up to council
- A very broad subject more information
- In creative and environmentally sensitive ways
- Depends what the 'creative' ways entails
- See comments above about the importance of allowing people to meet in attractive and green open spaces. I feel that the term 'activate' means very little or everything, rendering it fairly meaningless. I would like to see 'activate' explained in this priority
- Increase library hours
- Popular look to increase space and hours
- shuttle buses to National Parks, lane Cove
- Swimming pools.

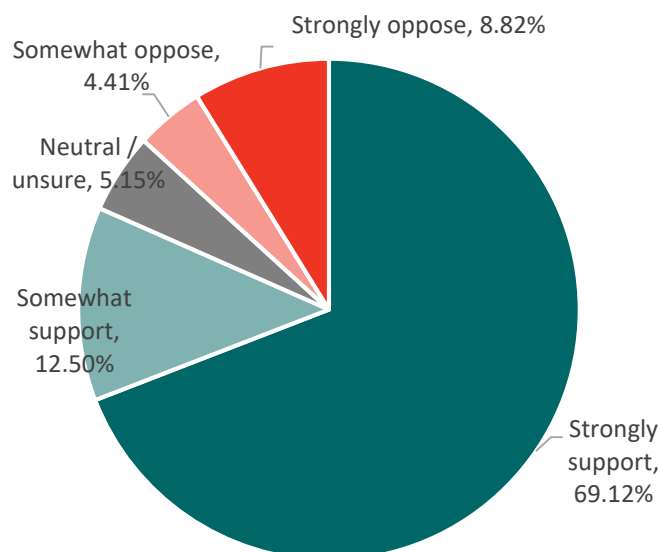
Comment neutral:

- No idea what this means.

Comments in opposition: Nil

Priority 3.6 Promote housing choice and affordability.

	Drop-in	Library	HYS	Overall
Strongly support	15	62	17	94
Somewhat support	2	6	9	17
Neutral / unsure	0	2	5	7
Somewhat oppose	2	3	1	6
Strongly oppose	8	2	2	12
Total entries	27	75	34	136



This is a new Community Priority. 81.6% of 136 respondents strongly (69.1%) or somewhat supported the Community Priority 3.6 Promote housing choice and affordability, while 9% strongly or somewhat oppose.

Comments in support:

- Affordability is an issue. Please look at NIGHTINGALE HOUSING in Melbourne as the type of development we need to encourage - pleasing, innovative design & apartments blocks encouraging car-free lifestyle, shared amenities like laundry, veggie garden. Sustainable, beautiful homes for owners only, with affordable allocations for essential workers
- We are pricing our children out of the possibility of buying a home. If you can buy a massive 4 bedroom, 3 bathroom home in the USA for \$950k in a beautiful suburb, why can you not in Australia
- Our kids aspire to home ownership
- Incentives / penalties for homes left vacant i.e. existing supply V's more density [I agree xxx]
- Need to increase density to address housing shortage, NIMBYs need to accept this. Increase in high density housing is ruining the character of the area
- Easier to buy or do a plan to buy first home in the area.

Comments neutral:

- Not sure this is a council issue - it seems more related to state policy given how much planning power that state now has, plus basic laws of supply and demand
- Not sure how you would do this
- Whilst I am totally in favour of the desired outcome, this cannot be achieved by increasing density as proposed by LEP -counter intuitive
- Difficult in a very expensive area and balancing against public amenity
- Depends on how it is addressed. I see no evidence that the building of residential towers promotes housing choice and affordability. I would prefer to see Council

encourage manor house style developments which fit into the low-rise suburban areas of Chatswood

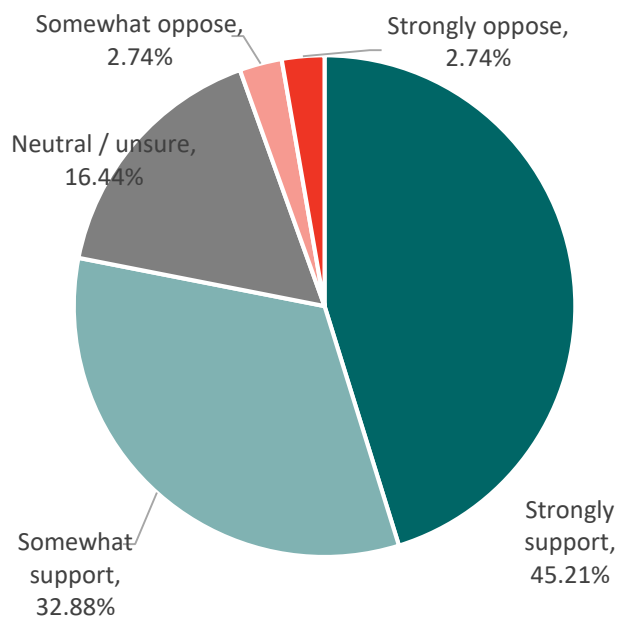
- To a point. The statement itself is motherhood. How much housing choice and how much affordability??

Comments in opposition: Nil

7.4 Outcome 4: A City that is prosperous and vibrant

Priority 4.1 Facilitate the development of all businesses.

	Drop-in	Library	HYS	Overall
Strongly support	5	18	10	33
Somewhat support	0	13	11	24
Neutral / unsure	0	5	7	12
Somewhat oppose	0	0	2	2
Strongly oppose	0	1	1	2
Total entries	5	37	31	73



78.1% of 73 respondents strongly (45.2%) or somewhat supported the Community Priority 4.1 Facilitate the development of all businesses. 5.48% disagreed or strongly disagreed with the priority while 16% were neutral or unsure.

Comments in support:

- The more viable businesses, paying taxes, the better for the country
- I don't want to see the development of some businesses excel at the expense of others - specially small business. e.g. knocking out a community day care centre for the building of a high-rise office block
- Council support is important to ensure the right mix of business for our community bit should be up to individual businesses to ensure their own viability
- Sustainability comes first
- No need to facilitate, but don't be an obstacle to business development.

Comments neutral:

- Business in the local area seem to be of late only Asian and food related. What's happened to other old fashioned business?
- What is ALL business, you have to gear the business to appropriate places in a community.

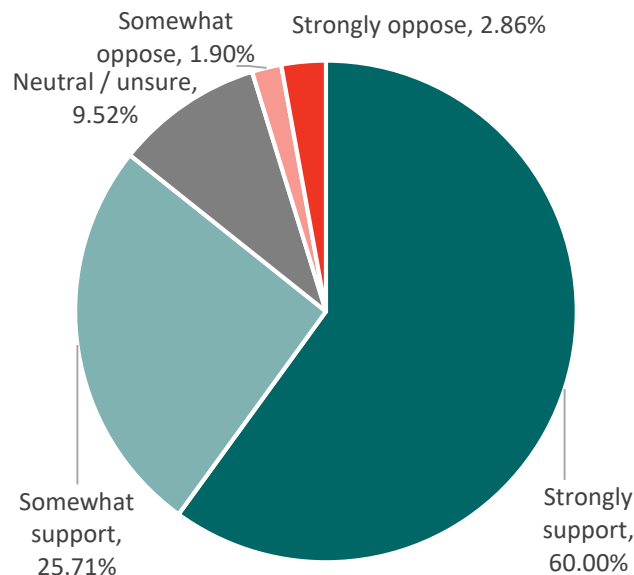
Comments in opposition:

- Some businesses are noxious or socially undesirable and I would not like to see them facilitated. I am also opposed to the installation of more electronic screens and

advertising billboards - they create a tacky and overly commercial feel to areas which also include dense residential populations.

Priority 4.2 Build and support a night-time economy.

	Drop-in	Library	HYS	Overall
Strongly support	5	47	11	63
Somewhat support	1	15	11	27
Neutral / unsure	2	3	5	10
Somewhat oppose	0	0	2	2
Strongly oppose	0	1	2	3
Total entries	8	66	31	105



85.71% of 105 respondents strongly (60.0%) or somewhat supported the Community Priority 4.2 Build and support a night-time economy.

Comments in support:

- This is a key part of any vibrant community and supports a diverse community where a range of choices are available
- Absolutely. Night time community activates, together with cafes and pubs, would make Chatswood more vibrant. Take some guidelines from Melbourne!!!
- Good to have options for community beyond spending money in shops, food & pubs
- I would not like to see the night-time economy advanced with socially destructive businesses such as the gambling industry. Lighting and the placement of various businesses would need to be considered carefully
- Ensure adequate lighting and clean streets, more bins
- Not more pubs/bars.

Comments neutral:

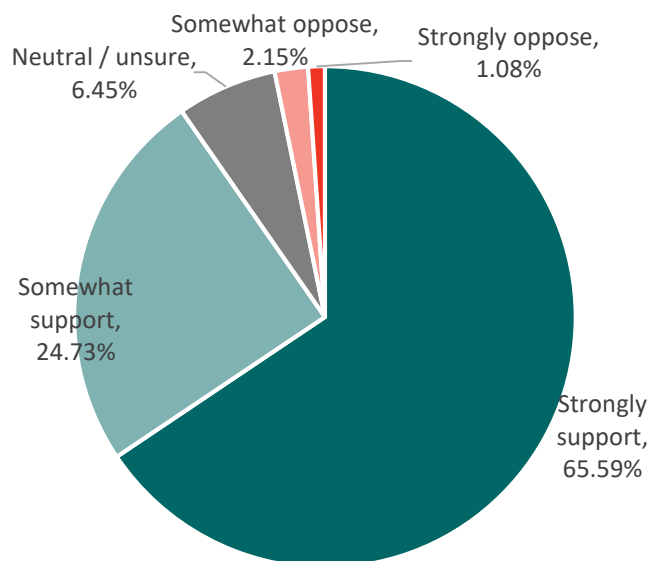
Nil

Comment in opposition:

- Nightlife encourages crime. Let Willoughby municipality be a peaceful and safe suburb for the elderly as well.

Priority 4.3 Create memorable food destinations.

	Drop-in	Library	HYS	Overall
Strongly support	9	34	18	61
Somewhat support	1	12	10	23
Neutral / unsure	0	5	1	6
Somewhat oppose	0	1	1	2
Strongly oppose	0	0	1	1
Total entries	10	52	31	93



90.3% of 93 respondents strongly (65.6%) or somewhat supported the Community Priority 4.3 Create memorable food destinations.

Comments in support:

- Affordable food destinations would get the community mixing
- It’s fun to go out to affordable food outlets
- We have so much diversity and amazing food in our community and food brings people together
- My husband and I were looking for a wine bar / restaurant around Chatswood train station area. Lots of food courts but not much ‘destination’ dining.

Comment neutral:

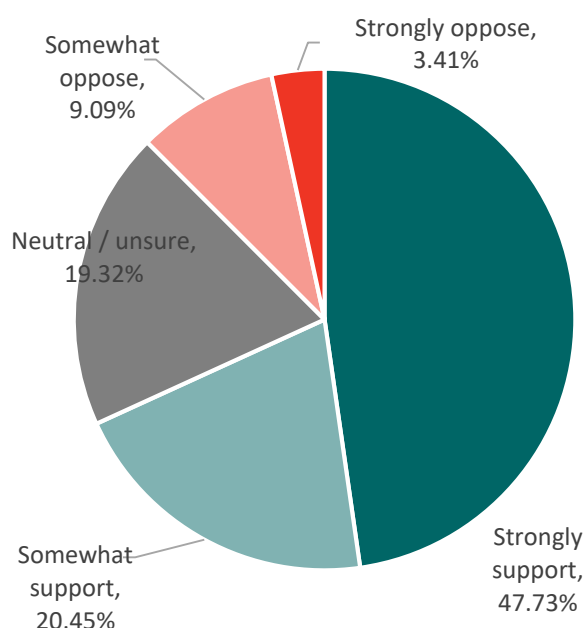
- There’s already quite a lively restaurant precinct and good choice. Help recovering from the effects of COVID lockdowns would be revitalise these.

Comment in opposition:

- There’s enough take away food in chatswood and especially that on the mall is not hygienic. Don’t need it.

Priority 4.4 Attract visitors and promote local destination-based tourism.

	Drop-in	Library	HYS	Overall
Strongly support	8	23	11	42
Somewhat support	0	12	6	18
Neutral / unsure	3	6	8	17
Somewhat oppose	0	5	3	8
Strongly oppose	0	0	3	3
Total entries	11	46	31	88



68.2% of 88 respondents strongly (47.7%) or somewhat supported the Community Priority 4.4 Attract visitors and promote local, destination-based tourism. 19% were neutral and 5% strongly or somewhat opposed.

Comments in support:

- Support of great events and other activities there bring local tourists
- However not supportive of an increase in Airbnb and the alike as they have an overall negative impact on a neighbourhood
- Attract visitors and promote local destination based tourism maintains diversity
- Don't measure our engagement by \$ spent
- Increase cafe, restaurant
- Increase lighting Chatswood Oval
- Do not increase clubs, bars, because it has a negative impact on increased violence, fights.

Comments neutral:

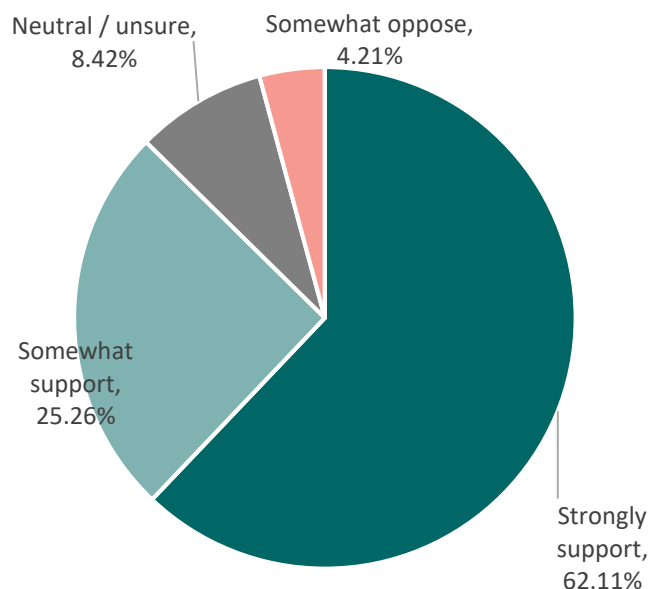
- Not sure how tourism would assist the community in meaningful ways. More important for the council to ensure Livability for existing community members
- Not sure what local destination-based tourism Chatswood has to offer
- Not sure about the 'attract visitors', but supportive of local based tourism.

Comments in opposition:

- High density living cannot support tourists
- We can't cope with the local traffic and congestion, so this seems to undermine your other goals. Has anyone on the council actually looked at this plan in a holistic way? I.e. if you ranked your priorities, where does each statement sit. To date, climate and nature always come last
- Far too many people are encouraged to come here and the locals are forgotten.

Priority 4.5 Diversify our economy including creative and innovative industries.

	Drop-in	Library	HYS	Overall
Strongly support	9	35	15	59
Somewhat support	2	13	9	24
Neutral / unsure	0	2	6	8
Somewhat oppose	0	3	1	4
Strongly oppose	0	0	0	0
Total entries	11	53	31	95



87.4% of 95 respondents strongly (62.1%) or somewhat supported the Community Priority 4.5 Diversify our economy including creative and innovative industries.

Comments in support:

- Always good for the economy
- This goes to a diverse and vibrant community and creating the climate for businesses to explore opportunities
- Consider impacts to sustainability, congestion...
- Considering this is a residential area only appropriate businesses should be considered
- Vibrancy - local civic pride initiatives
- Open in space in CBD.

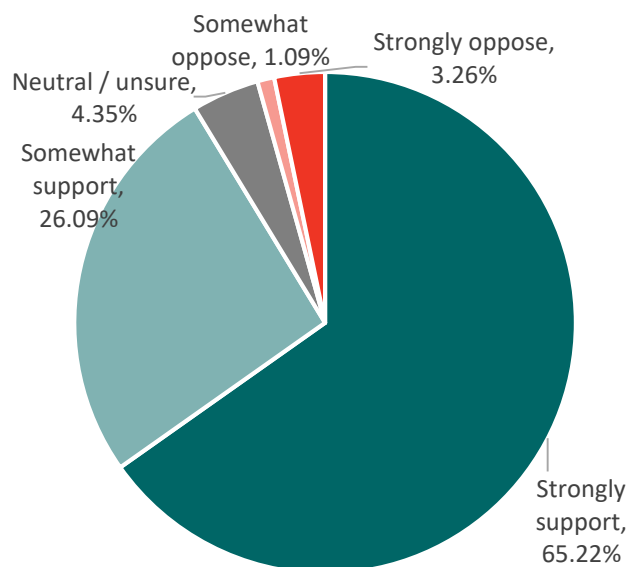
Comment neutral:

- Depends on what the 'creative and innovative' industries are and their effect on public amenity.

Comments in opposition: Nil

Priority 4.6 Facilitate the viability and vibrancy of our CBD and village centres.

	Drop-in	Library	HYS	Overall
Strongly support	6	39	15	60
Somewhat support	1	13	10	24
Neutral / unsure	1	1	2	4
Somewhat oppose	0	0	1	1
Strongly oppose	0	0	3	3
Total entries	8	53	31	92



91.3% of 92 respondents strongly (65.2%) or somewhat supported the Community Priority 4.6 Facilitate the viability and vibrancy of our CBD and village centres.

Comments in support:

- Liveability of a place is driven by access to core services and experiences in close proximity
- Comes back to good thoughtful design creating places we want to dwell, now overshadowed wind tunnels. Integration of nature is one of the most vibrant thing we can do
- Many people say Chatswood CBD has ‘no heart’, and lacks a good vibe
- Supportive, however not if is at the cost of our unique heritage or core culture.

Comments neutral: Nil

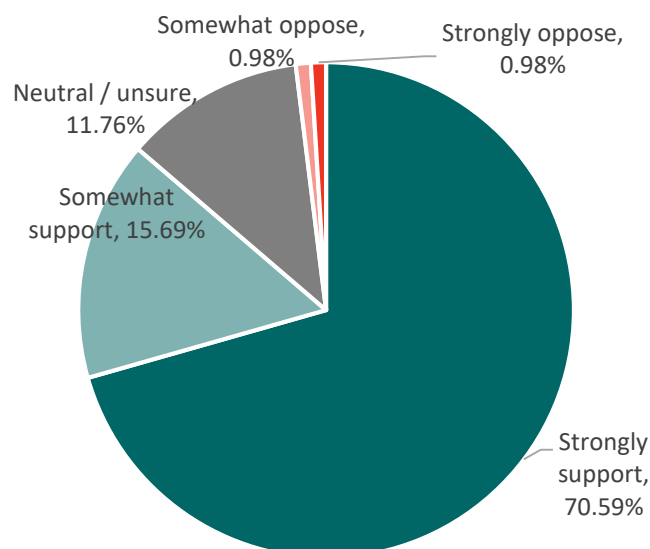
Comments in opposition:

- Where is the CBD?? We don't look after the central business district! Agree with first statement, not this one
- We need this focus as local destinations for the local residents
- The CBD should not dictate ..wording should be Village Centres first, CBD second.

7.5 Outcome 5: A City that is effective and accountable

Priority 5.1 Be honest, transparent and accountable in all that we do.

	Drop-in	Library	HYS	Overall
Strongly support	16	70	36	122
Somewhat support	0	4	1	5
Neutral / unsure	0	1	0	1
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	16	75	37	128



86.3% of 128 respondents strongly (70.6%) or somewhat supported the Community Priority 5.1 Be honest, transparent and accountable in all that we do.

Comments in support:

- No ' Ryde Council ' style black marks please - want to be able to trust how council operates, and understand how to engage with processes and services
- It is so obvious ... You should be honest, transparent and accountable in all that you do. I expect it. I am not in a position to audit you. I'm offended there are other choices for answers to this question
- Too many stories of local council corruption due to self interested, greedy participants. Let's make sure Willoughby doesn't add to them!
- Honest, transparent and accountable - standards that should be expected from any government department
- The community expectation is that rates and money provided by the State government (our taxes) are used well and with integrity. This is particularly in relation to council's/ councilors' relationships with developers and contractors
- How will you evaluate the achievement of these parameters to monitor success?
- Be accountable to residents - not developers.

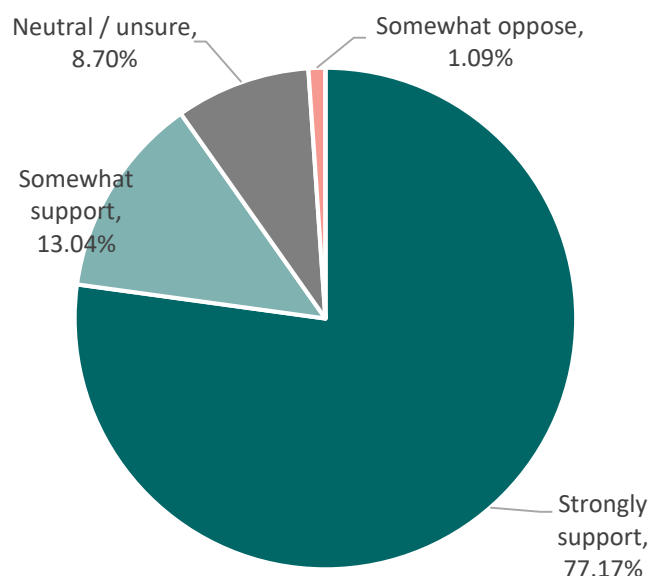
Comments neutral:

- Council failed to consult residents about stage one footpath in Rembrandt Drive and no evidence the concrete footpath was approved by Council
- The local trust for the council to do this is low (Shore school and lack of parking, building concrete pavements without community engagement (despicable and complete lack of transparency and accountability to follow the community engagement policy), and reduction in our tree canopy where it suits the council (without community engagement)- inconsistent standards!

Comments in opposition: Nil

Priority 5.2 Demonstrate leadership and advocacy for local priorities.

	Drop-in	Library	HYS	Overall
Strongly support	12	30	29	71
Somewhat support	0	8	4	12
Neutral / unsure	0	6	2	8
Somewhat oppose	0	1	0	1
Strongly oppose	0	0	0	0
Total entries	12	45	35	92



90.2% of 92 respondents strongly (77.2%) or somewhat supported the Community Priority 5.2 Demonstrate leadership and advocacy for local priorities.

Comments in support:

- Why make these priorities if council is not advocating for the communities views?
- Come on. Really? Why the Dorothy Dicks questions? I am starting to doubt you integrity for posing this type of question
- Willoughby should implement the Precinct system of local involvement and comment as has been in North Sydney for many years
- Our middle harbour councils have been hopeless, failed to answer our letters, failed to consult and have their own self interest at heart
- Leadership reflects the individual power bases, not the needs or representation for the community
- Advocating for local priorities is good, as is showing wise leadership in doing so, but I do not want a local council that decides what local priorities should be and then attempts to make everyone conform to their decisions.

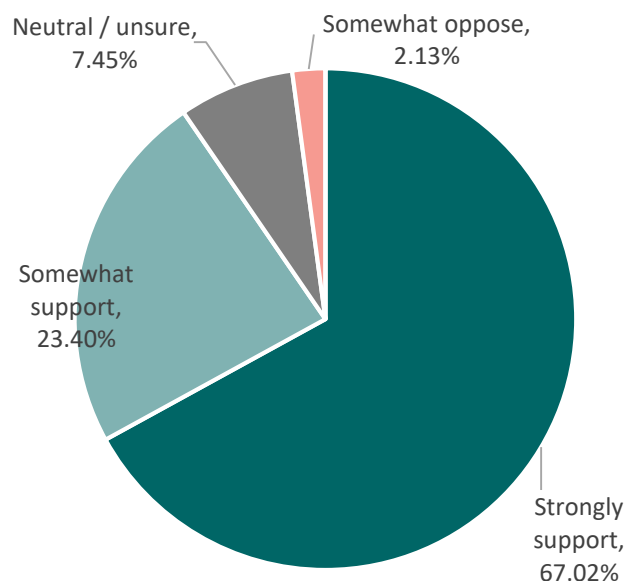
Comments neutral:

- Sometimes it feels the community gets lower priority for development or the need to show progression.

Comments in opposition: Nil

Priority 5.3 Balance the creation of new public assets with the upgrade of existing public assets.

	Drop-in	Library	HYS	Overall
Strongly support	10	30	23	63
Somewhat support	0	12	10	22
Neutral / unsure	1	4	2	7
Somewhat oppose	0	1	1	2
Strongly oppose	0	0	0	0
Total entries	11	47	36	94



90.4% of 94 respondents strongly (67.0%) or somewhat supported the Community Priority 5.3 Balance the creation of new public assets with the upgrade of existing public assets.

Comments in support:

- More community based assets.....
- Well-maintained infrastructure and public space improve public amenity
- This is very much a case by case matter - need a rational assessment of the best options in each example
- Upgrades generally more sustainable. Thorough consideration before proceeding with any new developments
- The issue here goes beyond balance - the two are not mutually exclusive. There needs to be major investment in new public assets, ie, open space and significant funds allocated to existing public assets
- Educated guesses are fine, consultation and data collection is better
- Needs to be good at anticipating needs & be responsive - difficult to do at times given pace of change
- Could improve listening to the community's wishes and needs
- Can I suggest to build a public table tennis in some parks in Chatswood area? Such as there are two tables set up near Dee Why park which is convenient and popular for people to play table tennis, which is one of the popular sports in Asia. Thanks
- Consider waste / energy outputs of any upgrades - are they necessary / can be done with minimal environmental impacts.

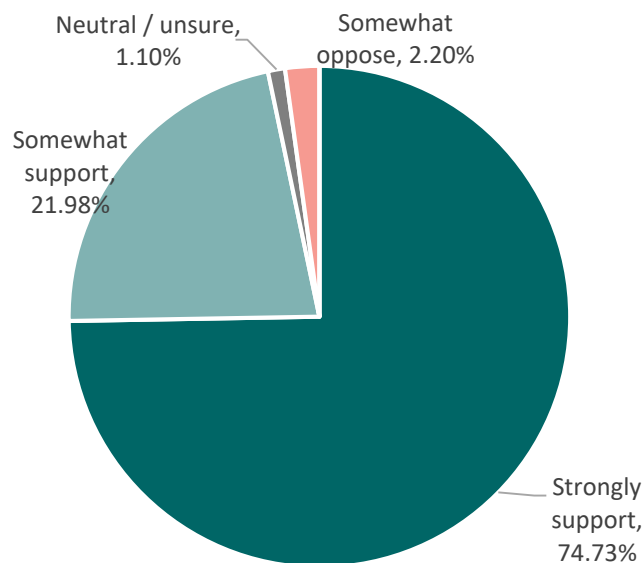
Comments neutral: Nil

Comments in opposition:

- That is your role. Your questions are stupid. I am not sure why you want my feedback

Priority 5.4 Anticipate and respond to changing community and customer needs.

	Drop-in	Library	HYS	Overall
Strongly support	9	34	25	68
Somewhat support	0	11	9	20
Neutral / unsure	0	0	1	1
Somewhat oppose	0	2	0	2
Strongly oppose	0	0	0	0
Total entries	9	47	35	91



96.7% of 91 respondents strongly (74.7%) or somewhat supported the Community Priority 5.4 Anticipate and respond to changing community and customer needs.

Comments in support:

- And don't just listen to the loudest voice, but the voice of reason
- Educated guesses are fine, consultation and data collection is better
- Needs to be good at anticipating needs & be responsive - difficult to do at times given pace of change

Comments neutral:

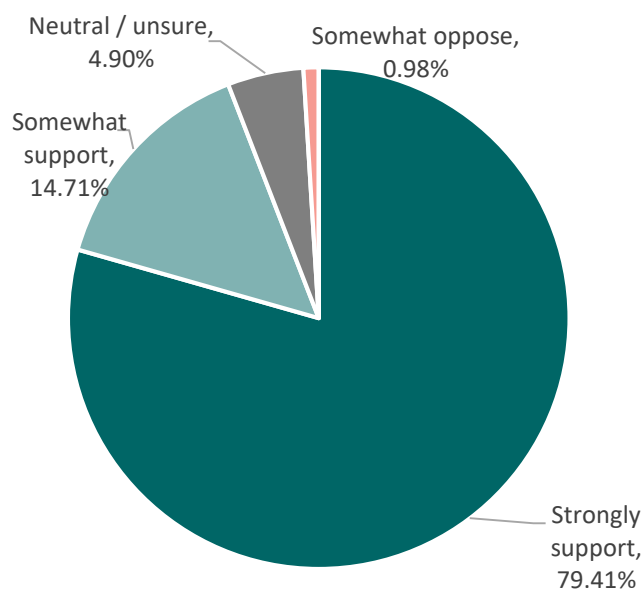
- The community needs and priorities are shifting to climate, yet the council and decisions are not reflecting this. Even the new mayor said climate and green canopy was important, but then supports concrete pathways based on self interest (accessibility). It would be nice to see the council leadership and decisions represent the community and not self interest, and not sure this can happen as the culture is engrained
- Poor track record on consultation with Rembrandt drive residents and can't even admit they failed to consult
- Could improve listening to the community's wishes and needs.

Comments in opposition:

- I'm over it. I am refusing to respond anymore of your stupid self indulging optional comments

Priority 5.5 Make it easy for citizens to engage and participate in decision making.

	Drop-in	11	HYS	Overall
Strongly support	15	37	29	81
Somewhat support	0	9	6	15
Neutral / unsure	0	5	0	5
Somewhat oppose	0	1	0	1
Strongly oppose	0	0	0	0
Total entries	15	52	35	102



94.1% of 102 respondents strongly (79.4%) or somewhat supported the Community Priority 5.5 Make it easy for citizens to participate in decision making.

Comments in support:

- Fundamental principles of democracy. Council acts on behalf of the community
- Promotes ‘a fair go’
- Stakeholders need to be consulted. Not just an opt in system. Communications need plain English summaries, as well as the lengthy documents that require considerable time to absorb - they're good for more detailed checking of summary points
- Council by and large does a good job at this. Keep it up. No need to spend lots more!; keep dollars for tangible outcomes
- Bring back voluntary committees and work with them to revitalise the various issues referred to above. Publicise the business of the monthly Council meetings before they are held to encourage comment or engagement. Continue to support the right of all in the community to speak at Public Forums within Council meetings. Provide clearer and more transparent outlines of the pros and cons of decisions made by the Council. Proactively encourage residents from non-English speaking backgrounds to join progress and other associations by providing translations and news articles to the non-English speaking community
- People must have a meaningful say in decision making as it directly impacts their day to day lives
- Participatory democracy seems to be a great option to improve our systems and encourage behaviour change - but beware of those driven by self-interest/greed!!
- Increase of access to Councillors
- Greater power to Councillors.

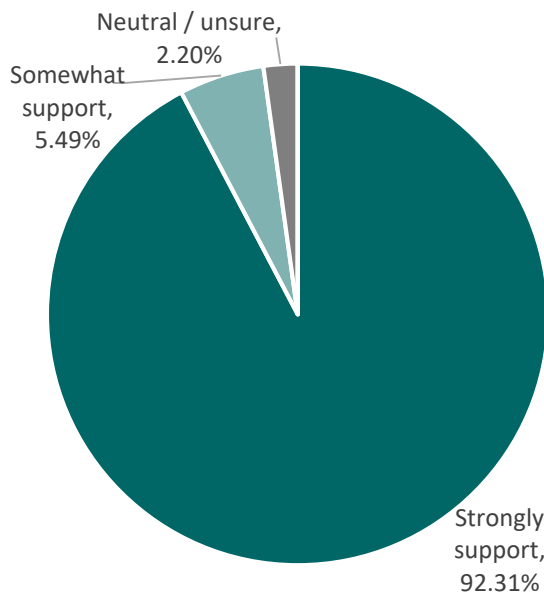
Comments neutral:

- Very difficult to provide feedback when council doesn't provide opportunity for consultation before they put in concrete footpath and destroy our green streetscape

Comments in opposition: Nil

Priority 5.6 Ensure value for money and financial sustainability.

	Drop-in	Library	HYS	Overall
Strongly support	11	44	29	84
Somewhat support	0	1	4	5
Neutral / unsure	0	0	2	2
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	11	45	35	91



This is a new Community Priority. 97.8% of 91 respondents strongly (92.3%) or somewhat supported the Community Priority 5.6 Ensure value for money and financial sustainability.

Comment in support:

- This will increase ideas / benefits.
- Increase time + visibility / opportunities
- Add display to library, retail, open space, civic centre
- Difficult to engage with the planning systems - confusing. Planning portal. Easier to track once lodged.

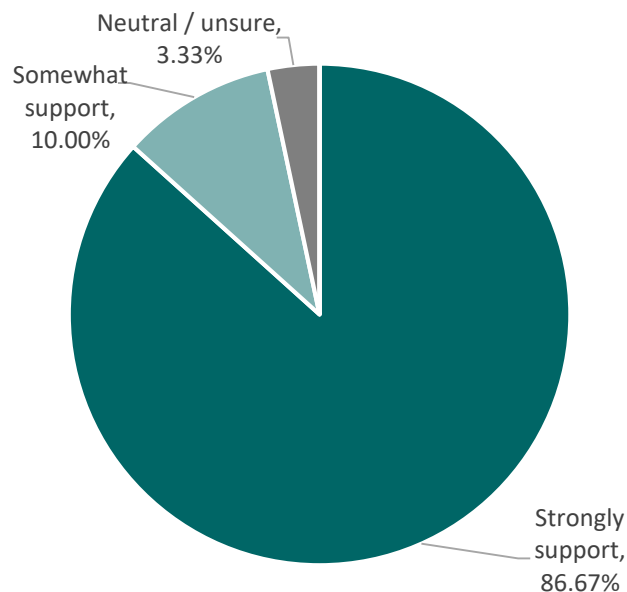
Comments neutral:

- Concrete footpath has destroyed streetscape, devalued property prices and is an eyesore and street is now full of potholes and council ignored feedback from residents

Comments in opposition: Nil

Priority 5.7 Deliver excellent customer service

	Drop-in	Library	HYS	Overall
Strongly support	11	36	31	78
Somewhat support	0	7	2	9
Neutral / unsure	0	2	1	3
Somewhat oppose	0	0	0	0
Strongly oppose	0	0	0	0
Total entries	11	45	34	90



This is a new Community Priority. 96.7% of 90 respondents strongly (86.7%) or somewhat supported the Community Priority 5.7 Deliver excellent customer service.

Comments in support:

- Concrete footpath has destroyed streetscape, devalued property prices and is an eyesore and street is now full of potholes and council ignored feedback from residents
- Sometimes things need to be invested in for the greater good.

Comments neutral: Nil

Comments in opposition: Nil

8 Summary of survey feedback on draft *Our Future Willoughby 2032* measures

The five outcomes in the draft *Our Future Willoughby 2032* are supported by measures, which are designed to help track progress towards these priorities.

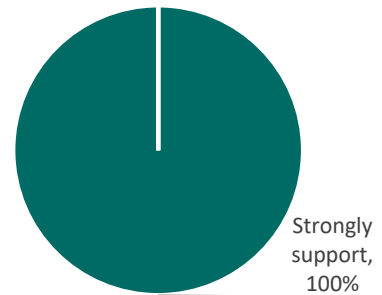
The proposed measures were tested at the drop-in session. There were some 305 survey responses at this session.

The analysis below indicates the level of support for each measure, along with any comments that were made.

Measures for Outcome 1 - A City that is green

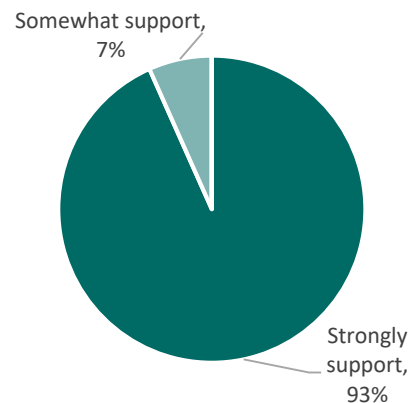
Increase in average recovery rate from all waste streams to 80% by 2030

No comments made



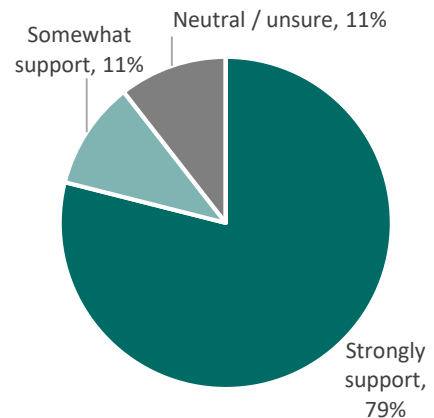
Increase in percentage of Willoughby which has urban tree cover to 40% by 2036

Comment: Current canopy 41% With a 3% loss past seven years! This needs to be increased to at least 44% to replace the loss and grow canopy.



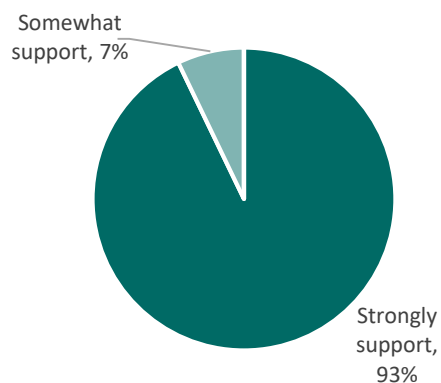
Decrease in percentage of water use by residents compared with 2021/22 levels

No comments made



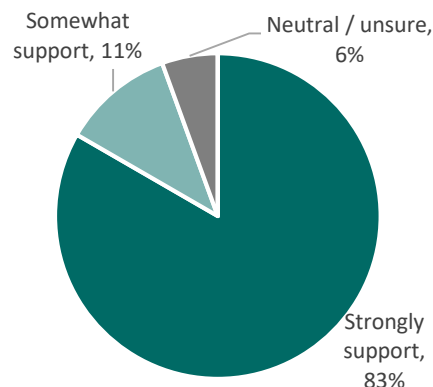
No net decline in the Local Waterway Health Report Card grade

Comment: Improve water quality - no synthetic grass, better monitoring and development, improve tip capping



Reduction in greenhouse gas emissions by the Willoughby community

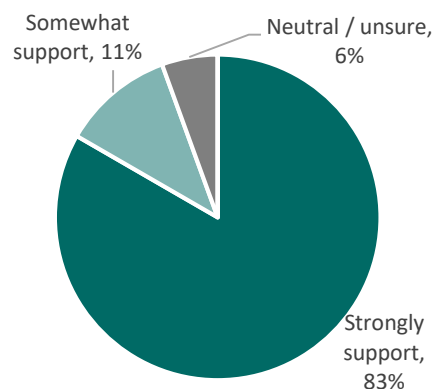
Comment: Good, what is the target



Measures for Outcome 2 - A City that is connected, inclusive and resilient

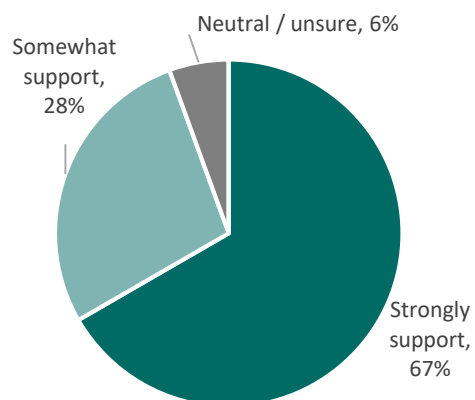
Increase in number of journeys to work that do not use a motor vehicle

Comment: Comments on cycleways: Better + more cycleways; Yes please; Agree

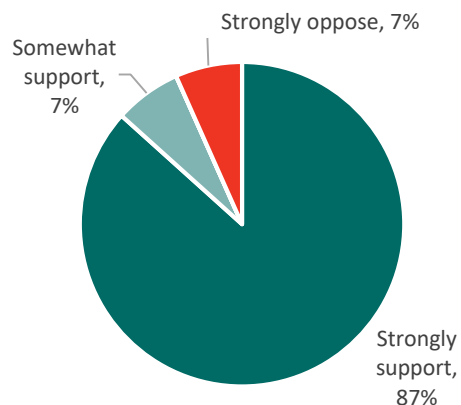


Increase in volunteer work undertaken

Comment: I would not be sure where to go in Willoughby to volunteer - better promotion

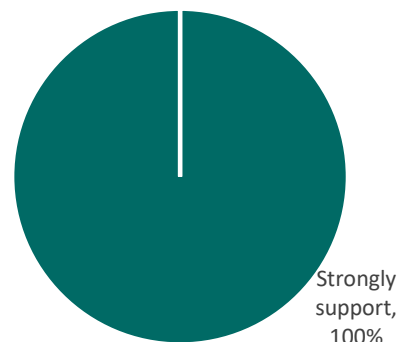


Increase in percentage of residents who feel part of their local neighbourhood community



Decrease in percentage of residents that have problems accessing services and activities

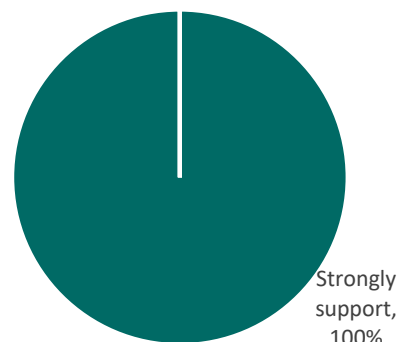
No comments made



Measures for Outcome 3 - A City that is liveable

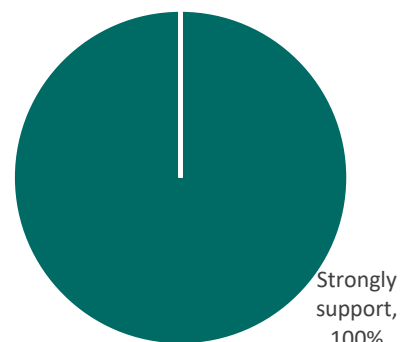
Increase in appeal of Willoughby LGA as a place to live

Comment: Not by increasing the number of residents at expense of living conditions higher building and increased FSR



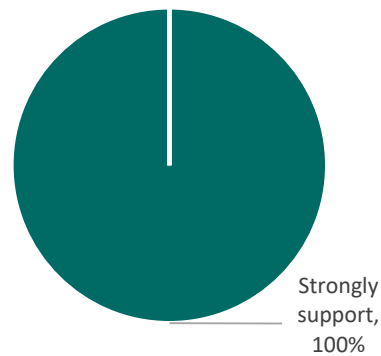
Increase in perception of Willoughby as safe

Comment: It would be good if the council would take more active involvement in providing shelter for homeless. There are so many people living on the streets here now.



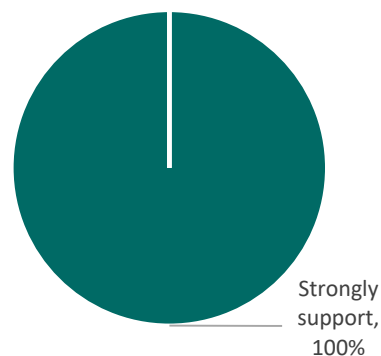
Low crime rate

No comments made



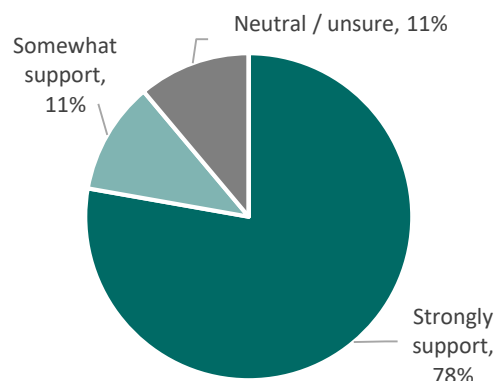
Increase in percentage of residents who feel safe walking alone in their local area at night

Comment: Already very safe



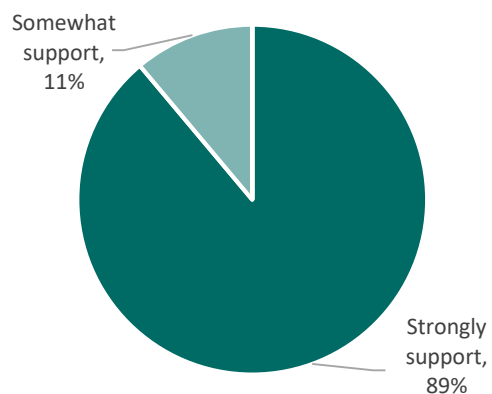
Percentage of residents living and working in Willoughby

Comment: This is the key to sustainable living! Less congestion etc.



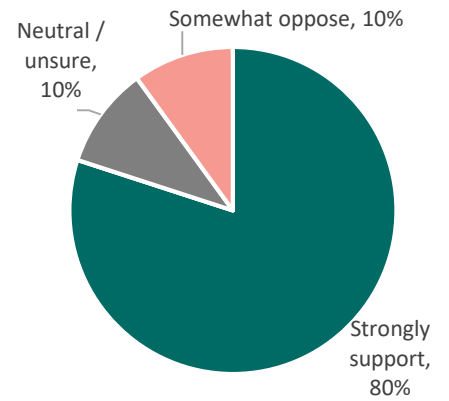
Increase in percentage of residents satisfied with the opportunities to participate in sporting and recreation activities in the local area

Comment: Agree - another slide in Artarmon Reserve = buttons on bubblers easier for kids to use



Increase in percentage of affordable housing as a percentage of housing stock

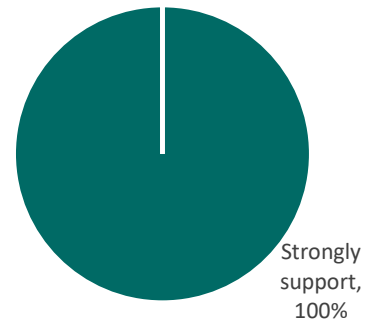
Comment: Eliminate vacant units and houses.
Mandatory minimum affordable housing in new developments.



Measures for Outcome 4 - A City that is prosperous and vibrant

Increased Gross Regional Product

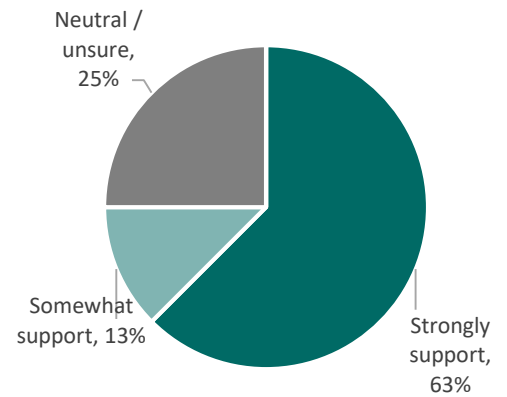
No comments made



Increase in tourism visitors

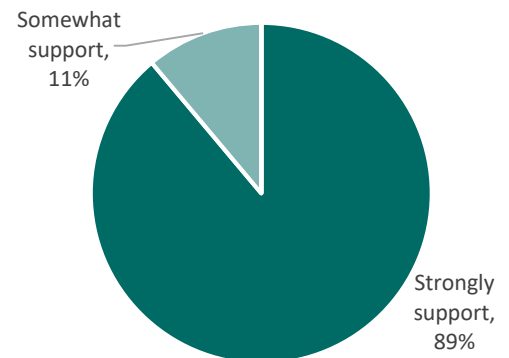
Comments:

- I like the gnomes, special nights - more of these please
- Markets on a weekend (not just Thu/Fri)



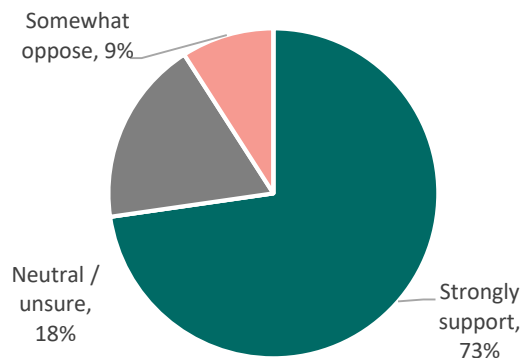
Increase in jobs-to-worker ratio

No comments made



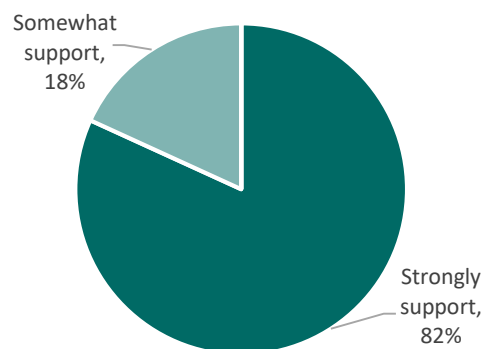
Increase in total consumer spend between 6.00pm and 6.00am

No comments made



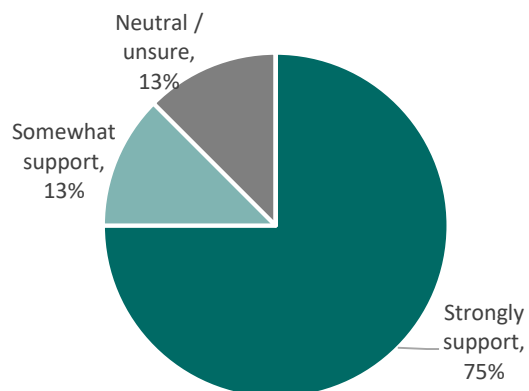
Increase the number of jobs in the creative and innovative sectors

No comments made



Vacancy rates in local centres below metropolitan average

No comments made

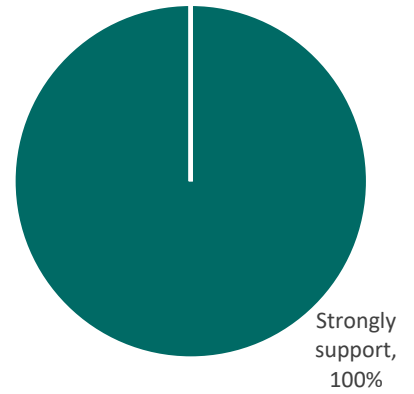


Measures for Outcome 5 - A City that is effective and accountable

Increase in percentage of residents satisfied with opportunities to contribute to Council's decision making process

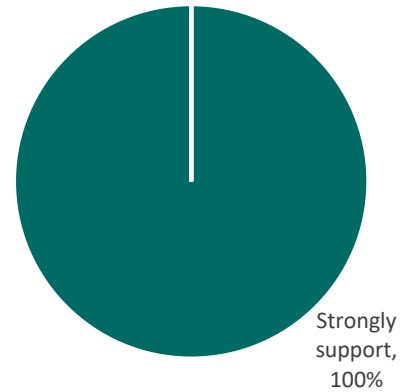
Comments:

- Increase submission times and displays - library, retail, train station, civic centre
- Time to discuss at meetings



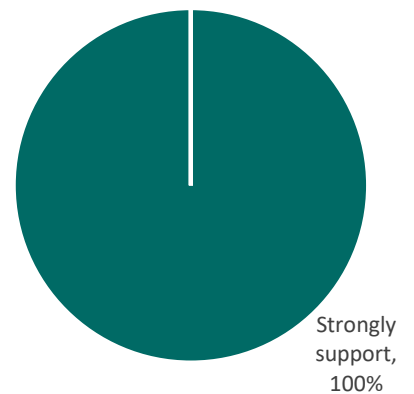
Meet Local Government financial and asset benchmark ratios

Comment: What does this mean?



Improve customer service satisfaction

No comments made



9 Delivery Program 2022-2026 feedback

9.1 Overall survey feedback on Delivery Program

The exhibited Delivery Program 2022-26 outlined how council intends to deliver the *Our Future Willoughby 2032* priorities over the coming four years.

Some seven participants answered an online survey asking “to what extent do you overall support the Delivery Program 2022/23-2025/26?” All of these participants were either strongly or somewhat supportive of the Delivery Program.

Some 57.0% of participants were somewhat supportive, with a further 43.0% being strongly supportive.

9.2 Overall comments on Delivery Program

Five comments were made specifically on the Delivery Program.

These comments raised a range of issues, including the need the update the Willoughby Council Bike Plan, opposition to a footpath at Rembrandt Drive at Middle cove and the need for asset renewal. These are shown below.

Figure 7: Overall comments on Delivery Program

Submission type	Comments made
Individual submission one	<ul style="list-style-type: none"> • I recommend that the Willoughby Council Bike Plan 2017, to be refreshed in light of increased cycling patronage as a result of COVID-19. • In the former Channel 9 site at Willoughby, it will also be converted into 460 apartments and there is no bike lane connection to this site, despite installing bike infrastructure as part of development (i.e. bike racks, bike locks and bike repair workshops). • A new public park will also be built as part of development. Furthermore, the Bike Plan 2017 needs to be aligned with Transport for NSW's Strategic Cycleway Corridors Eastern Harbour City Overview - Program Update (April 2022), which includes three projects that are of immediate priority that relates to Willoughby Council. • The Delivery Program should also include the separated cycleway between St Leonards and Artarmon via Herbert Street. • I think that Willoughby Council should have more ambitious plan to build cycling infrastructure. Will there be cycleways built to connect to the Crows Nest metro station which will be complete in 2024? Will Community Transport 'The Loop' and

	<p>'Artarmon Loop' be expanded by including more services?</p>
<p>Individual submission two</p>	<ul style="list-style-type: none"> • The proposed program fails to detail how aged and failing facilities - like public toilets, change rooms and hire facilities are going to be managed as they are at their end of life. • Many of the current facilities at parks and sporting grounds are unsuitable for the current level of use. • For example Northbridge Oval, Naremburn Oval, Bicentennial Reserve, Castle Cove Oval, Artarmon Oval, to name a few.
<p>Individual submission three</p>	<ul style="list-style-type: none"> • Opposing Rembrandt Drive, Middle Cove footpath.
<p>Naremburn Progress Association</p>	<ul style="list-style-type: none"> • It is not clear what some of the goals mean or how they will be achieved ie) “Improving and activating local centres at Artarmon and Naremburn and the laneways on Mills, Spring” (page 6). Further clarity and consultation about what “activating” means would be helpful. • “No net decline in waterways” (Page 11): appears to be a very low bar given that waterway quality is generally poor – what can be done to improve our waterway quality? The community are also increasingly concerned with a wider range of waterway health criteria ie Heavy Metals and Plastics? We would like to see the local waterway health report card expanded to provide a fuller picture when it comes to waterway health. • The delivery program refers to “Reduce parking and traffic congestion” (Section 2.4) however the deliverables are limited and specific. We would like to see targets specific to Naremburn included here and traffic calming and solutions which reduce speed, accidents, and commuter parking in local streets. With the proposed changes to the LEP it is also important to account for the impact of cumulative developments i.e., Chatswood, St Leonards and not only one build at a time considerations regarding increased traffic. • Be honest, transparent, and accountable in all that we do (section 5.1) We agree that transparency is an essential element of the delivery program. We would encourage council to set as a goal community participation and open council meetings along with the continuation of consultative committees. With DA turnaround times becoming shorter and challenges with the mail system it is essential that council provide for more timely communication around new DA’s and major projects. This communication needs to be done electronically and be easy to track at all stages of planning regardless of who the planning authority is.

	<ul style="list-style-type: none"> • We note that council will “Complete the roll out of Phase 3 of CONNECT (corporate systems) project by December 2023”. It is not clear to the community what this system entails. We would encourage council to prioritise any system that allows for easier access to DA’s and real time tracking. We would like to see DAs made available to the public as soon as they are submitted and also Complying Development Plans being made immediately accessible. We would like clarity on why council is having to pay for an individualised system when all councils will be needing to create an interface system to the planning modules? • Regarding Reporting we would like to see better quantification of the 6 monthly report. The current criteria simply state “On Track” however some items have in fact been rolled forward to the 2022/2023 Operational Plan indicating they were not on track. It would be helpful to understand if a project has commenced and at what % completion it is alongside reporting to budget.
<p>Cancer Institute of NSW</p>	<ul style="list-style-type: none"> • Regarding the Delivery Program, the Institute suggests: <ul style="list-style-type: none"> • Add another Initiative to Community Priority 1.1: Incorporate requirements for well-designed natural and built shade into Willoughby Development Control Plan • The following strategies/programs should include specific reference to shade and its benefit of reducing over-exposure to UV radiation: <ul style="list-style-type: none"> • ‘Beat the Heat’ program (p11) • Resilient Willoughby Strategy and Action Plan (p14) • The following projects should include specific planning and budgeting for well-designed built and natural shade: <ul style="list-style-type: none"> • Bike network extension and shared path (p13) • Public domain projects in Council’s parks and local centres (p15) • All recreation, open space and public domain projects under 3.2, 3.3, 3.4 and 3.5 on p15.

9.3 Submissions suggesting additional Delivery Program items

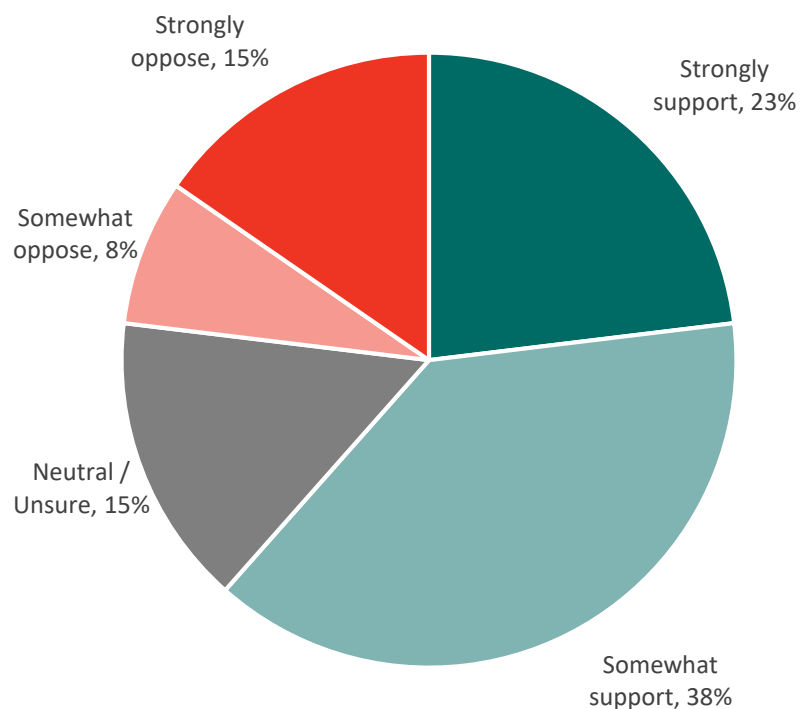
In the Council’s Have Your Say portal, the following six comments were made in answer to a question asking whether there should additional Delivery Program items.

Figure 8: Submissions suggesting additional Delivery Program items

Submission type	Comment made
Individual submission one	<ul style="list-style-type: none"> • Are there any delivery targets for tree plantations? There has been studies that there has been a significant loss of trees in Willoughby. I am concerned that we are not doing enough to reduce urban heat by planting more trees.
Individual submissions 2-3	<ul style="list-style-type: none"> • Ideally don't rip up green space including trees, bush and grass to put in concrete footpath in Rembrandt Drive, Middle Cove. If you feel compelled, please use aggregate concrete rather than bright white concrete in Rembrandt Drive footpath. Locals largely don't agree with footpath but please make it more palatable. • My concern is, will the council deliver on its delivery plan. I live in Middle Cove and have witnessed first-hand the council not consulting residents on a pavement. There was no indication this was going to happen as it is hidden under missing links in the operational plan. I hope council can deliver.
Individual submission four	<ul style="list-style-type: none"> • Greater investment into EV chargers, apartment solar, community batteries. Make it easier for the community to use cleaner energy sources.
Individual submission five	<ul style="list-style-type: none"> • If a home owner does renovation works which requires tree removal, need to have greater controls of contributing to the replacement of this lost resource. Not just by planting a sapling, but financial arrangement into other sites which are planting trees for long term growth.
Individual submission six	<ul style="list-style-type: none"> • Yes, look at using developer public open space funding to upgrade or replace high use facilities as part of this program.

10 Operational Plan 2022-2023 feedback

There were a total of 13 responses to an online survey seeking overall feedback on the Operational Plan 2022-23. Some 61.0% of survey participants supported the Operational Plan, however there were reasonably significant levels of opposition, mainly related to the proposed laying of footpaths at Rembrandt Drive, in Middle Cove.



10.1 Overall comments on Operational Plan

Some 11 comments were made in the Council’s Have Your Say portal, or at the 18 May drop-in session on the Operational Plan, mostly relating to concerns about the proposed installation of footpaths on Rembrandt Drive, Middle Cove. These are outlined below.

Figure 9: Overall comments on Operational Plan.

<p>Individual submissions 1-7</p>	<ul style="list-style-type: none"> • Strong opposition to construction of footpaths in Rembrandt Drive, Middle Cove. • We are opposed to these works because of the risk to safety, security and damage to local flora and fauna. Continuing on with the oath will compromise tree root of large trees which will likely require felling to avoid damaging houses. Residents have and are willing to work with council to resolve access and safety concerns. • Residents have asked for studies on foot traffic, engineering studies of steep verges, environmental studies, and have yet to receive any information. • There has been no consultation with residents.
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	<ul style="list-style-type: none"> • Residents support kerbs and guttering, but based on overwhelming feedback from residents, they do not support the proposed pavement. • Reading the plan, the council outlines 'transparency and accountability' as a priority and this is clearly contrary to its stated goal. • Council also states 'green' and climate as a priority and installing a default brushed concrete footpath without considering alternatives to enhance our green space is again contradictory to its stated objective. • Concrete is a material contributor to CO2 emissions and urban warming and does not in anyway support our green community or climate objectives. • The proposed works also states the removal of a number of trees, further reducing our green canopy - another of council's targets in contradiction. • The works are a waste of money, particularly given Willoughby Council's financial position. • Middle Cove's charm is that it is not 'suburbia', but its natural landscape, as is the case for many green Sydney areas backing on to bushland. Locals and visitors alike enjoy the local environment. • Mayor Taylor has campaigned and been voted in on a platform of environmental preservation and enhancement. This plan removes local flora. With more concreted surfaces, council is increasing localised heat trap effect and reducing rain absorption for local flora and fauna. • Council has argued that the footpath would provide access to Harold Reid Reserve for out of area walkers. However, Council has not provided any information to support this demand, other than one letter from a person who passed away several years ago, and a preference from Mayor Taylor to walk on a footpath. • Range of other concerns raised.
<p>Individual submission 8</p>	<ul style="list-style-type: none"> • Increase operational spending on native reserves, eg Harold Reid, Northern Escarpment to reduce/eliminate invasive weeds. • Improve local centre streetscapes and car parks through better cleanliness, tidiness, parking arrangements and plantings, etc. • Improve street "island" plantings, general tidiness.
<p>Individual submission 9</p>	<ul style="list-style-type: none"> • Renew kerb and gutter at The Rampart, Castlecrag – this is misleading or false as there is no kerb & gutter on The Rampart. • The Rampart is narrow, so cars park on the west side nature strip, and pedestrians walk on the road.

	<ul style="list-style-type: none"> • Does The Rampart project have similar problems to Rembrandt Drive? (opposition on the basis of practicality, poor use of scarce resources). • Middle Harbour walking track network upgrade - Without knowing details, I support any walking track upgrades, also near housing, which often prove the greatest risk to our wonderful bushland (through encroachments, dumping, “viewitis”). • Manual cleaning of creeks - Given WCC’s at times desultory cleaning of GPTs, I would like to see this budget doubled.
<p>Individual submission 10</p>	<ul style="list-style-type: none"> • (Need for) 50m pool at Willoughby leisure centre and enhanced gym. • (Need to) upgrade mountain bike track adjoining Northbridge golf course and upgrade walking track – foreshore below golf course. • Additional street lighting in streets near Beauchamp Park and tree pruning (too dark).
<p>Naremburn Progress Association</p>	<ul style="list-style-type: none"> • 302131 Flat Rock Gully restoration, Small Street, Naremburn 1 \$30,000 – this street is in Willoughby not Naremburn. The item number was 301879 on the 2021-22 plan and the 6 Month review stated it was on track. It is not clear what this project is and why it has been re-issued? • 302103 Upgrade Naremburn Park and Artarmon Reserve cricket net \$77,000 – the cricket nets do come into high use however this figure appears to be very expensive. Could council please provide a breakdown of what is involved? • 301983 Naremburn local centre streetscape - design \$1,050,000 – it is understood the project will be at construction rather than design stage at this point and that the amount quoted includes a Federal Government Grant? • 25 Grafton Ave Naremburn, retaining wall \$0 – clarity is needed as to why this has been removed and the risks involved given the reported subsidence in the area. • 302094 Renew Road pavement, Merrenburn Avenue, Naremburn (Willoughby Road - Warringah Freeway) \$100,000 – this item has been repeated as the road surface has already been sealed recently. We would suggest considering paving the Willoughby side of Chandos St or allocating funds to grade separated bike paths in Naremburn. • Local Area Traffic Management - Willoughby Road near Lawson Lane Naremburn - pedestrian and bicycle refuge \$0 - this appears to have been removed but is still needed. Other projects such as a set of lights at Merrenburn and Slade are also required in liaison with the State Government.

	<ul style="list-style-type: none"> • 302202 Storm Water Renewal at Cnr Merrenburn Ave and Willoughby Rd –streets down near Flat Rock appear to have a more pressing need for Stormwater Management.
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10.2 Comments suggesting additional Operational Plan items

A total of nine comments to the Have Your Say portal suggested additional Operational Plan items, as outlined below.

Figure 10: Comments suggesting additional Operational Plan items

Submission type	Comment made
Individual submission one	<ul style="list-style-type: none"> • Bring problems to the community and build solutions together. Consider shared access areas and base decisions on data, shared with community.
Individual submissions 2-6	<ul style="list-style-type: none"> • Ideally dont rip up green space including trees, bush and grass to put in concrete footpath in Rembrandt Drive, Middle Cove. • If you feel compelled, please use aggregate concrete rather than bright white concrete in Rembrandt Drive footpath. Locals largely don't agree with footpath but please make it more palatable. • Other comments in opposition to a footpath in Rembrandt Drive, Middle Cove, including alleged lack of community consultation,
Individual submission seven	<ul style="list-style-type: none"> • Outline how you will balance the stated priorities eg. how green community will be considered when working towards providing further development, facilities and services. The council may deliver an additional facility, but has failed the community and its plan when it does this at the cost of the natural environment.
Individual submission eight	<ul style="list-style-type: none"> • I am not sure there is sufficient management and oversight of public spaces. The open spaces plan seems vague and without precise deliverables for the next 12 months. More progress needs to occur so improvements in outcomes are made in 12 months rather than recurring year-on-year expenditure just delivering a "stand-still" position,
Individual submission nine	<ul style="list-style-type: none"> • I would just like to commend WCC on <ul style="list-style-type: none"> • Excellent weekly rubbish collection, and the 3 special collections per annum • Walking track construction and regular maintenance – please keep it up. Particularly appreciated during Covid lockdowns,

11 Resourcing Strategy 2022-23 feedback

The draft Resourcing Strategy 2022-23 outlined to the community how the Council was going to resource the delivery of services and projects to meet the priorities of the community. It included the:

- Long Term Financial Plan
- Workforce Plan
- Asset Management Strategy.

Of the three people who responded to the overall survey on the Resourcing Strategy, one was strongly supportive with two somewhat supportive.

11.1 Overall comments on Resourcing Strategy

Two comments were made on the Resourcing Strategy, as per below, including one saying the additional special rate variation should not be ongoing.

Figure 11: Overall comments on Resourcing Strategy

Submission type	Comment made
Individual submission 1	<ul style="list-style-type: none"> • Ideally don't rip up green space including trees, bush and grass to put in concrete footpath in Rembrandt Drive, Middle Cove. • If you feel compelled, please use aggregate concrete rather than bright white concrete in Rembrandt Drive footpath. Locals largely don't agree with footpath but please make it more palatable.
Individual submission 2	<ul style="list-style-type: none"> • The 2022/23 Long-Term Financial Plan is proposing a permanent 1.3 per cent Additional Special Variation to rates (ASV), to apply on an ongoing basis from 2022/23. • I do not believe the ASV should be ongoing. It should be limited to, for example, for 3 years and then reviewed and opened again for public comment.

11.2 Comments on additional items in Resourcing Strategy

When asked what additional items should be included in the Resourcing Strategy, a comment was received opposing the construction of footpaths in Rembrandt Drive, Middle Cove.

12 Engagement approach

The draft *Our Future Willoughby 2032* was on public exhibition for a period of 28 days from 2 May to 30 May 2022. This section of the report explains the engagement approach.

12.1 Highlights of the Have Your Say Online Survey

The following provides an overview of the visits to Council’s Have Your Say engagement platform as at 1 June 2022.

Total Visits to the Have Your Say website	740
Maximum Visitors Per Day	81
Engaged Visitors – participated in surveys or registered for a webinar or drop-in session	153
Aware Visitors (visited at least one page on the site)	573
Informed Visitors (clicked on something)	286
Downloaded draft <i>Our Future Willoughby 2032</i> or a supporting document	264
Viewed the webinar video	10

This indicates that a large number in the community have received information and now have awareness of the document and its intent.

12.2 Consultation Traffic Channels

The following provides a break-down of how participants arrived at Council’s Have Your Say website to participate in Council’s engagement activities during the exhibition period. The combination of a URL or direct links, targeted email distribution and social media proved the most successful channels to encourage participation and generate traffic to the website.

Direct - typing in the URL or clicks on a link	322
Social media - Facebook	40
Social media - Twitter	6
Have Your Say emails – clicks on a link	317
Search Engine - Google	27
Government websites	24
Referrals from other	3

12.3 Interactive community engagement session on 11 May

An interactive webinar session included the option to attend in person or to dial in. This session aimed to:

- Provide understanding about the draft *Our Future Willoughby 2032* development process and IP&R requirements
- Outline Analysis of Community Strategic Plan key trends and issues
- Outline council’s response to these trends in the refreshed Community Strategic Plan
- Provide a summary of the proposed major capital works, financial summary, rating and fees and charges
- Seek comment to capture feedback and respond to questions throughout the presentation.

- Outline other opportunities to comment and next steps

More than 40 people participated in this forum.

12.4 Drop in session on 18 May and pop-up engagement session on 26 May

Two interactive sessions were held out in the community to reach out to where people congregate.

The proactive engagement sessions aimed to encourage participation of hard to reach young people and busy working families.

Drop-in at The Concourse Theatre Foyer – Wednesday 18 May 2022 – 6pm to 8pm

Approximately 50 participants

- Outcome Area posters to **test support for community priorities** - five point scale
- Outcome Area posters to **test support for the measures** - five point scale
- Map location poster to **test support for the major projects** planned in 2022 - 2023
- Posters were **manned by subject matter experts** and senior managers
- Participants provided **one vote (dot) per priority** or measure
- **Lucky door prize incentive** to participate. The prize was of one of four \$50 dinner vouchers from The Concourse.
- Community engagement personnel **handing out flyers** to community members attending the Gnomes event at the Concourse – targeting young families and young people.

Pop-up installation at the Chatswood Library – Thursday 26 May 2022 – 9pm to 3pm

Approximately 100 participants

- Outcome Area posters to **test community priorities** - five point scale
- Posters **manned by staff** to encourage library users to participate
- Participants provided **one vote (dot) per priority**.

12.5 Communication strategies through the public exhibition period:

- Four lucky door prizes to restaurants located at The Concourse valued at \$50 each - incentive to attend the drop-in session
- Flyers distributed in Chatswood Mall and Local Centres at peak times in the lead up to the interactive information session
- Have Your Say newsletter email – 6,250 subscribed participants
- Email marketing to relevant existing stakeholders to engage hard to contact or interest groups
- Email marketing to key stakeholders including Progress Associations, Chamber of Commerce, Better Business Partnership
- Combined databases from Electronic Direct Mail- 1,780 community members.
- Media release for launch (include webinar dates) and close of public exhibition period
- Willoughby City News (1777 electronic and 41,000 hard copies delivered to all residences) and Council News (1,100 electronic)
- On-line information at Have Your Say
- QR Code on all posters and flyers linking to Have Your Say located at all regional libraries and Council facilities
- Advertisement or story in Progress Association Newsletters
- Social Media Posts - also shared with relevant stakeholder group networks e.g. Willoughby Living

- Tailored marketing material developed including A0 posters displaying CSP Outcomes and Priorities
- Social Media Advertising, for example: “We’ve introduced new actions to make Willoughby Greener, what do you think?”
- Northside Radio 99.3FM
- Internal communications - Intranet and CEO newsletter.

12.6 Have Your Say website and surveys

People have different preferences for how they like to make submissions on Have Your Say, depending on their level of interest and time available.

Council established five surveys so people can choose how they respond to the draft *Our Future Willoughby 2032*, and individual surveys for both the *Delivery Program 2022-2026*, *Operational Plan 2022-2023* and *Resourcing Strategy 2032*. Respondents could choose one or more of these options.

All surveys asked for a scaled rating about their level of support ‘Strongly supported’, ‘Somewhat supported’, were ‘Neutral / unsure’, ‘Somewhat opposed’ or ‘Strongly opposed’. All scaled questions about the level of support provided a separate optional free text comment box to explain the response sentiment.

All of the questions were non-mandatory, other than demographic questions and respondent details.



Home » Our Future Willoughby 2032

Our Future Willoughby 2032

Thank you to everyone that took the time to complete a survey, email a submission, write a comment, attend a workshop or webinar, or talk to one of our staff at a pop-up stall, to tell us what was important to you.

The final draft *Our Future Willoughby 2032* along with the four year *Delivery Program 2022-2026*, and one year *Operational Plan 2022-2023* will be reported to Council on Monday 27th June 2022.

The final adopted *Our Future Willoughby 2032* and supportive suite of documents will be uploaded here with the Council report by the end of June 2022.

In May 2022, Willoughby City Council released a comprehensive update to its Integrated Planning and Reporting Framework, which included:

- A five-year review of council's Community Strategic Plan (CSP), *Our Future Willoughby 2032*, which was published in 2018
- A new four-year *Delivery Program* which outlines the programs and actions which will implement the Community Strategic Plan
- An *Operational Plan*, which includes the Council's major projects and capital works, fees and charges and financial policy in 2022/23
- A *Resourcing Strategy*, which includes a Long-Term Financial Plan (LTFP), Asset Management Strategy and Workforce Plan

incorporates four years of community consultation including through community information seminars and a community perception survey in 2020. Building community resilience to shocks and stress and boosting tree canopy coverage were among the proposed changes to the exhibited CSP.

Read the draft documents

- Draft Community Strategic Plan, *Our Future Willoughby 2032* - The CSP is accompanied by an [explanatory paper](#) which explains how and why the plan has changed
- *Delivery Program 2022-2026* - outlines the programs and actions which will implement the Community Strategic Plan
- *Operational Plan 2022-2023* - includes the Council's major projects and capital works, fees and charges and financial policy in 2022/23
- *Resourcing Strategy 2022* - includes a Long-Term Financial Plan (LTFP), Asset Management Strategy and Workforce Plan. [LTFP is published in 2022/23](#)

Your Language

Please note: Google Translate, located at the top left of this screen, is a guide only and may not be accurate.

You can call us using an interpreter if you need to speak to Council staff in your home language by calling the Translating and Interpreting Service on 131450, and ask them to call us on (02) 97771000.

Sign up. ▶

Stay engaged.

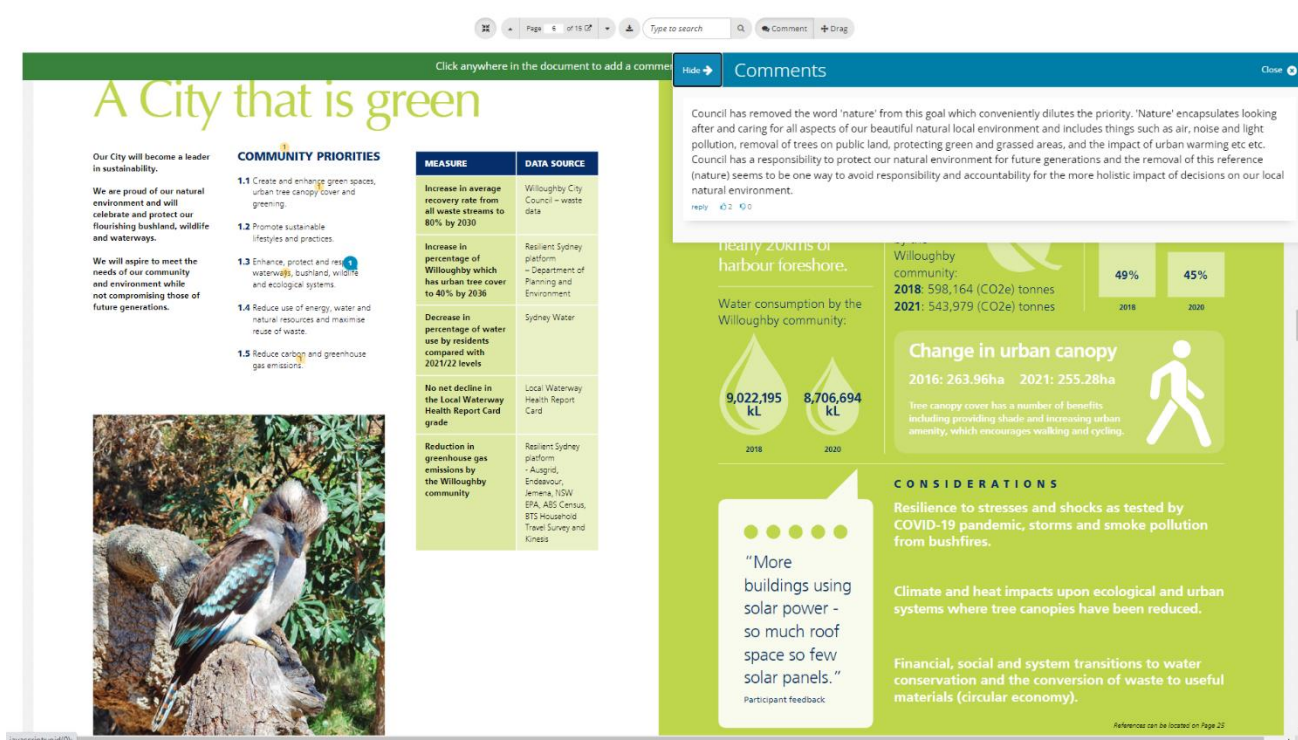
have your say

Webinar Recording Wednesday 11 May 2022

A circular graphic with icons representing various themes: a tree, a person, a house, a gear, and a lightbulb. The text 'EMERGING TRENDS AND ISSUES' is in the center. Surrounding the circle are four points: 'Trend 1: COVID-19', 'Trend 2: Resourcing', 'Trend 3: Enhanced customer service and', and 'Trend 4: Sustainability'.

12.7 Have Your Say online document review

Participants could leave a public comment on a PDF copy of *Our Future Willoughby 2028* in an online comment-tracking tool, Konveio. This new methodology was intended to allow all comments to be seen by all respondents. This did not however prove to be a preferred method of contribution receiving only a small number of participation. This is likely due to the unfamiliar process for the regular Have Your Say participants or possibly some discomfort in having comments in the public domain.



12.8 Written Submissions

Written submissions could be made:

- Via mail to: Our Future Willoughby 2028 Submissions, Willoughby City Council, PO Box 57 Chatswood NSW 2057
- In person: Ground floor, 31 Victor St, Chatswood
- Emailed to: email@willoughby.nsw.gov.au

12.9 Suburb location of participants

Participants were most likely to be from either Chatswood or Middle Cove. The table below is based on data from events and surveys where participants were asked to nominate their suburb.

It should be noted that, for some events, suburb data was not collected (such as the library pop-up engagement session).

Figure 12: Home suburb of participants

Participant suburb	Number of participants from this suburb
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Chatswood	46
Middle Cove	22
Naremburn	13
Willoughby	9
Northbridge	8
Castlecrag	8
Artarmon	8
Chatswood West	7
St Leonards	6
Castle Cove	5
Roseville	4
North Willoughby	3
Willoughby East	3
Kirribilli	2
Lane Cove	2
Forestville	1
Turrumurra	1
Lane Cove North	1
Brookvale	1
Wahroonga	1
Carlingford	1

12.10 Other information

See Attachments 1-3 for information on social media posts released, the posters filled out at the 18 May drop-in session and the media release issued on 2 May.

12.11 Engagement prior to exhibition of draft documents

In 2017-18, Council undertook several months of extensive community engagement, which was synthesised and incorporated into the development of a completely renewed Community Strategic Plan (CSP), known as *Our Future Willoughby 2028* (which was published in 2018). The development of the CSP was informed by the collection of over 6,000 comments during four phases of engagement.

Since this time, Council has been consulting and collecting evidence to help inform a review of *Our Future Willoughby 2028*. This review sought to build on, rather than replicate, the extensive community engagement that underpinned the development of *Our Future Willoughby 2028*.

In developing the updated draft CSP, a series of nine targeted workshops were held in late 2021 with key agencies, community groups, and volunteers to:

- present the existing community priorities and our performance to date
- discuss the changing micro and macro environment
- review the environmental changes against existing priority areas
- identify relevant plans or strategies, and identify gaps.

The review also incorporated and built on community feedback received over the past five years through a *Community Wellbeing Report* in 2019 and *Community Perception Report* in 2020 and range of other policy-specific strategic documents (such as the Willoughby Housing Strategy).

Importantly, the review also responded to a range of broader trends, including a response to COVID-19 issues and a changing government regulatory environment.

The rationale and evidence base to support the changes from *Our Future Willoughby 2028* to the draft *Our Future Willoughby 2032* were explained in an explanatory paper which formed part of the exhibition package in May 2022. This is available at www.haveyoursaywilloughby.com.au/ipr-csp-review-2022

13 Attachments

13.1 Attachment 1 - Social Media

Promotional posts were uploaded to Facebook.



Willoughby City Council ✓

Published by Sprout Social · 10 May at 12:25 · 🌐



We are proposing to make Willoughby more liveable, with a greater focus on inclusion. What do you think?

Our refreshed draft Community Strategic Plan (CSP), is informed by extensive research, and input from our community. It's a major overhaul of the plan in 2018.

Have your say about what's most important to our community.

 <https://bit.ly/WCC-CSP2022>





Willoughby City Council ✓

Published by Sprout Social · 18 May at 11:48 · 🌐



We've written up some plans for the future of Willoughby and would love to hear your thoughts.

Come along to our drop-in session this evening between 6-8pm at [The Concourse Chatswood](#) and speak to our staff. Find out about the details of the plans and put in your two cents.

<https://www.haveyoursaywilloughby.com.au/ipr-csp-review-2022>



[haveyoursaywilloughby.com.au](https://www.haveyoursaywilloughby.com.au)



Willoughby City Council ✓

Published by Sprout Social · 19 May at 12:04 · 🌐



There was a positive vibe in the room as our locals came to give their opinion about our plan for the next 10 years.

Last night, we had a community session at The Concourse, with residents dropping in to talk to our staff (and the Mayor) about our plans for the future. We had posters on the walls listing areas we plan to prioritise and our locals came up to put stickers on the ones that they supported.

You can still give us your opinion at:

<https://www.haveyoursaywilloughby.com.au/ipr-csp-review-2022>





Willoughby City Council ✓

Published by Sprout Social · 17 May at 17:20 · 🌐



Have your say before Monday 30 May 2022 about our refreshed draft Community Strategic Plan (CSP), informed by extensive research, and input from our community. It's a major overhaul of the plan in 2018.

Have your say about what's most important to our community.

👤 <https://www.haveyoursaywilloughby.com.au/ipr-csp-review-2022>



13.2 Attachment 2 – Drop-in and Pop-up Posters

Drop-in and pop-up example posters

OUTCOME 1

A City that is green

DOTS <small>Green = Agree Orange = Neutral Red = Oppose</small>	COMMUNITY PRIORITIES	COMMENTS
	1.1 Create and enhance green spaces, urban tree canopy cover and greening.	
	1.2 Promote sustainable lifestyles and practices.	
	1.3 Enhance, protect and respect waterways, bushland, wildlife and ecological systems.	
	1.4 Reduce use of energy, water and natural resources and maximise reuse of waste.	
	1.5 Reduce carbon and greenhouse gas emissions.	

OUTCOME 1

A City that is green

DOTS <small>Green = Agree Orange = Neutral Red = Oppose</small>	MEASURES	COMMENTS
	Increase in average recovery rate from all waste streams to 80% by 2030	
	Increase in percentage of Willoughby which has urban tree cover to 40% by 2036	
	Decrease in percentage of water use by residents compared with 2021/22 levels	
	No net decline in the Local Waterway Health Report Card grade	
	Reduction in greenhouse gas emissions by the Willoughby community	

Major projects planned in 2022/23: have your say



- 1 The Incinerator, Small Street Willoughby - structural ground floor repairs
- 2 Rolling roof replacement program
- 3 Essential housing - Abbott Road, Artarmon - design and construction
- 4 Bus stop signs upgrade - construction
- 5 New Warren Park, Macarthur works - lower green - construction
- 6 Hampden Road Artarmon, three stage stage 2 - construction
- 7 Artarmon Redbank Pavilion - construction
- 8 Core PA Oval design - stage 2 works
- 9 Council building - Chamber and office - Victor Street, Chesham - design and upgrade
- 10 Water harvesting program
- 11 Water asset maintenance
- 12 Water saving urban design program
- 13 Naremburn Local Centre makeover - design
- 14 CONNECT software implementation Phase 3
- 15 The Concave car park upgrade
- 16 Road parking order \$5,000
- 17 Artarmon loop and extended bus services
- 18 Resource collections - central library
- 19 Pacific Highway shared path, Chesham to St Leonards
- 20 Nature area management - Middle Park maintenance
- 21 Reserve playground-Bake Park, North Willoughby
- 22 Chesham CBD Special event - Culture Week
- 23 Willoughby Linear Centre - construction for major upgrade of pool hall
- 24 Stormwater Renewal - pipe relining program - design and construction
- 25 Stormwater upgrade at Willoughby Road and Macarthur Avenue, Naremburn
- 26 Council Building Major Capital Works Program
- 27 Chesham Linear Centre - plant and equipment replacement
- 28 Edward Street, Willoughby - pedestrian and cyclist improvement works
- 29 Local area traffic management at Royal North Shore Hospital Precinct
- 30 Building performance assessment consulting
- 31 The Concave - membrane & water leak remediation (rain roof)
- 32 Northbridge Baths - renewal & repair works
- 33 Reserve road pavement, Arthur Street, Chesham (Albert Avenue - Macarthur Road)
- 34 Bicentennial Reserve stormwater repair

Add your comments or sticky notes to this map to:

- Tell us what do you think of these projects
- Suggest and point to additional project locations you think should be considered

13.3 Attachment 3 – Media Release

2 May 2022

Media Release

Draft Community Strategic Plan, Delivery Program, and Operational Plan, now on exhibition for the City of Willoughby

Building community resilience to shocks and stresses and boosting tree canopy coverage are among proposed changes to Willoughby City's draft Community Strategic Plan.

The public exhibition of the draft Community Strategic Plan - *Our Future Willoughby 2032* was launched today, representing a major milestone towards setting the direction and vision of the community for the next decade.

The draft plan builds on comprehensive research informed by community engagement, community perception surveys, information sessions and responses to significant strategies and projects. The research identified changes over the next decade and has refined the community priorities within five aspirational outcomes. The proposed changes include a greater focus on community resilience, greener places and spaces, housing choice and affordability, excellent customer service and community engagement and maintaining financial sustainability.

Willoughby residents are encouraged to take part and provide feedback to the proposed draft plan until 30 May via www.haveyoursaywilloughby.com.au.

The website includes an explanatory paper on social, environmental, economic and civic leadership challenges and opportunities for our community. This analysis provides a summary of the key trends and issues that have emerged since 2018. It also outlines how the Community Strategic Plan proposes to respond to the changing landscape.

Also on public exhibition alongside the draft Community Strategic Plan will be the draft Delivery Program 2022 - 2026, the draft Operational Plan 2022/23 and the draft Resourcing Strategy 2032.

The **draft Delivery Program 2022-2026** is Council's four-year program that translates the community's priorities and aspirations into actions. This document sets out the activities that will be delivered during the Council term aligned to each Community Strategic Plan outcome.

The **draft Operational Plan 2022/23** is Council's one-year plan, which sets out specific programs, projects and activities to be completed in the coming financial year and how these will be funded. The Operational Plan includes the annual budget, fees and charges and the

rating structure. One proposed change that will be welcomed by the community is a reduction in rates. A proposed rate increase through an additional special variation will be netted by the cessation of the seven-year infrastructure levy, resulting in an overall rate reduction for Willoughby ratepayers.

The **draft Resourcing Strategy 2032** outlines how Council will allocate resources to deliver the aspirations and priorities of the Community Strategic Plan. This includes Council's Long-Term Financial Plan, Asset Management Strategy and Workforce Plan.

To support community involvement, Council is hosting two engagement sessions. To be involved and share your thoughts about the proposed changes in the draft *Our Future Willoughby 2032*, Delivery Program 2022 - 2026, Operational Plan 2022/23, and Resourcing Strategy 2032 residents can visit www.haveyoursaywilloughby.com.au, complete a survey and attend the webinar or drop-in session.

Webinar Wednesday 11 May 2022 6pm - 8pm

Drop-in Session Wednesday 18 May 2022 6pm - 8pm, (The Concourse foyer)

Willoughby Mayor Tanya Taylor said: "Willoughby is a city of great diversity that will continue to thrive and grow by adapting positively to change. This refreshed plan provides a renewed way forward, informed by the thoughts of residents, workers and visitors who all play an integral role in our future."

"*Our Future Willoughby 2032* reflects the current and emerging trends as well as the community's priorities and needs. I urge all residents to learn about the changes at a webinar session and be involved in the main priorities and aspirations of our local community."

Visit www.haveyoursaywilloughby.com.au for more information and webinar registration.

- Ends -

Media enquiries:

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13.1 Attachment 4 – Organisational submissions to Our Future Willoughby 2032

Submission 1 – Naremburn Progress Association

NAREMBURN PROGRESS ASSOCIATION

Founded 1901; Incorporated 2004 (INC9881895)

PO Box 393 St Leonards NSW 1590

www.naremburnprogress.org.au – secretary@naremburnprogress.org.au

Larissa Penn
President

Matthew Smythe
Vice President

Carmen Loecherer
Treasurer

Lara Winten
Secretary

30th May 2022

Re: Response to Willoughby Council's Community Strategic Plan, *Our Future Willoughby 2032*, *Delivery Program 2022-2026*, *Operational Plan 2022/23*, *Resourcing Strategy 2032* and *Fees and Charges Have your Say*.

We would like to firstly commend Willoughby Council for the work that has been undertaken to produce this review. We commend the consultative approach taken, the vision developed regarding diversity, green space, active and public transport, and the future direction of Willoughby outlined.

Our Community Strategic Plan/ Delivery Program 2022-2026

Comments:

OUTCOME 1: A City that is green

It's positive that the council has recognised that we have had a reduction of tree cover and has set a substantial target regarding recovering trees.

We would encourage council to further strengthen this strategy by committing to limiting the use of synthetic turf – particularly where fields are in direct connection to waterways and catchments.

OUTCOME 2: A City that is connected, inclusive and resilient

We support council's goal to increase active and public transport connections however this goal is hampered by the recent reduction in bus routes through Willoughby and the plans to build toll road tunnel which will increase reliance on vehicle transport. We would encourage Willoughby Council to incorporate into their goals an intention to continue to lobby and work with the State Government to decrease Willoughby's Car Reliance. Naremburn is particularly impacted by traffic and rat running and has a lack of connected active transport links. We strongly encourage the council to work with the State Government to reinstate/develop the Gore Hill to North Sydney cycleway link and replace the dangerous active transport bridge over Willoughby Rd.

Delivery Program 2022-2026

Comments regarding the Delivery Program are as follows:

- **It is not clear what some of the goals mean or how they will be achieved ie)** “Improving and activating local centres at Artarmon and Naremburn and the laneways on Mills, Spring” (page 6). Further clarity and consultation about what “activating” means would be helpful.
- **“No net decline in waterways”** (Page 11): appears to be a very low bar given that waterway quality is generally poor – what can be done to improve our waterway quality? The community are also increasingly concerned with a wider range of waterway health criteria ie Heavy Metals and Plastics? We would like to see the local waterway health report card expanded to provide a fuller picture when it comes to waterway health.
- **The delivery program refers to “Reduce parking and traffic congestion” (Section 2.4)** however the deliverables are limited and specific. We would like to see targets specific to Naremburn included here and traffic calming and solutions which reduce speed, accidents, and commuter parking in local streets. With the proposed changes to the LEP it is also important to account for the impact of cumulative developments i.e., Chatswood, St Leonards and not only one build at a time considerations regarding increased traffic.
- **Be honest, transparent, and accountable in all that we do (section 5.1)** We agree that transparency is an essential element of the delivery program. We would encourage council to set as a goal community participation and open council meetings along with the continuation of consultative committees. With DA turnaround times becoming shorter and challenges with the mail system it is essential that council provide for more timely communication around new DA’s and major projects. This communication needs to be done electronically and be easy to track at all stages of planning regardless of who the planning authority is.
- **We note that council will “Complete the roll out of Phase 3 of CONNECT** (corporate systems) project by December 2023”. It is not clear to the community what this system entails. We would encourage council to prioritise any system that allows for easier access to DA’s and real time tracking. We would like to see DAs made available to the public as soon as they are submitted and also Complying Development Plans being made immediately accessible. We would like clarity on why council is having to pay for an individualised system when all councils will be needing to create an interface system to the planning modules?
- **Regarding Reporting we would like to see** better quantification of the 6 monthly report. The current criteria simply state “On Track” however some items have in fact been rolled forward to the 2022/2023 Operational Plan indicating they were not on track. It would be helpful to understand if a project has commenced and at what % completion it is alongside reporting to budget.

Operational Plan 2022-23

Regarding the Items listed in the Operational Plan which relate to Naremburn specifically we have the following comments:

- **302131 Flat Rock Gully restoration, Small Street, Naremburn 1 \$30,000** – this street is in Willoughby not Naremburn. The item number was 301879 on the 2021-22 plan

and the 6 Month review stated it was on track. It is not clear what this project is and why it has been re-issued?

- **302103 Upgrade Naremburn Park and Artarmon Reserve cricket net \$77,000** – the cricket nets do come into high use however this figure appears to be very expensive. Could council please provide a breakdown of what is involved?
- **301983 Naremburn local centre streetscape - design \$1,050,000** – it is understood the project will be at construction rather than design stage at this point and that the amount quoted includes a Federal Government Grant?
- **25 Grafton Ave Naremburn, retaining wall \$0** – clarity is needed as to why this has been removed and the risks involved given the reported subsidence in the area
- **302094 Renew Road pavement, Merrenburn Avenue, Naremburn (Willoughby Road - Warringah Freeway) \$100,000** – this item has been repeated as the road surface has already been sealed recently. We would suggest considering paving the Willoughby side of Chandos St or allocating funds to grade separated bike paths in Naremburn.
- **Local Area Traffic Management - Willoughby Road near Lawson Lane Naremburn - pedestrian and bicycle refuge \$0** - this appears to have been removed but is still needed. Other projects such as a set of lights at Merrenburn and Slade are also required in liaison with the State Government.
- **302202 Storm Water Renewal at Cnr Merrenburn Ave and Willoughby Rd** –streets down near Flat Rock appear to have a more pressing need for Stormwater Management.

Naremburn Progress Association would welcome further consultation regarding the above projects and others in the area.

We look forward to continuing our work with Council to the betterment of Naremburn and Willoughby.

Yours Sincerely,

Larissa Penn

President Naremburn Progress Association

On behalf of Naremburn Progress Association

Submission 2 – Gordon Rugby Club and Gordon Cricket Club

Gordon Rugby Club and Gordon Cricket Club proposed inclusions for the Chatswood Park precinct

We recognise that Willoughby City Strategy 2013-2029 specifies key strategic directions to form a vital hub of the region where a diversity of lifestyles is provided and environmental, cultural and economic interests are balanced. It sets out overarching principles which should be used to design the future of Chatswood Park including the following:

- Providing more recreational facilities and opportunities.
- Supporting a cohesive and inclusive community.
- Conserving the natural ecosystem for its intrinsic ecological, educational, scientific, and recreational value.
- Improve the recreational facilities and amenities.

Concept Overview

It is well recognised by all stakeholders that the building infrastructure in the Chatswood Park precinct is in need of upgrade to meet community expectations.

Gordon Rugby club and Gordon Cricket club have engaged with Council, Willoughby Councillors, state and federal parliament members to explore options to create a best practice shared use community precinct for the collective benefit of the entire local community.

Given the unique attributes of the site and its proximity to Chatswood CBD, the Chatswood Park precinct warrants a considered, well-designed quality facilities that serve established users of the park and the broader Willoughby community that relies on such a rare site for recreation and open space activities.

With this in mind, as discussed, please find following our proposed inclusions for the precinct.

Chatswood Oval

Multipurpose grandstand/building on the western edge to the north of the former Cedric Pike stand replacing the Donnelly Stand linking in with a renovated Trumper stand.

Seating for 1000 spectators. Similar to Shore School Ovals Northbridge or Sydney Uni #2
<https://www.youtube.com/watch?v=HmYSNeq9pPo>

Recognition and incorporation of the heritage design elements of the Trumper stand and the Chatswood Park precinct.

Function room/hospitality and community space that can be hired by the public. Similar to Mollie Dive Stand North Sydney Oval

Dedicated space for child care (refer below)

4 Change rooms for both Men and Women's sport

Space under the grandstands to accommodate game day requirements (ie Officials Room, Medical Room, Media Room)

Canteen Facilities

Community BBQ area on the former Cedric Pike Stand site

Permanent storage for Gordon Rugby and Cricket

Multi purpose meeting rooms for community and Gordon Rugby and Cricket

Gym facilities under the grandstand

Safety netting on Western boundary near railway line

Floodlighting upgrade to Australian Standards

Public toilets

If a new grandstand was constructed we are open to the demolition of the Donnelly stand to reduce the number of buildings on the site provided we can erect temporary grandstand seating for the Winter booking season. This is in adherence with the objectives of the Park Masterplan to reduce the number of buildings on the site.

Alternatively allow the installation of mobile metal tiered seats on the Eastern precinct to increase spectator seating for the Winter season. https://www.alibaba.com/product-detail/Grandstand-portable-outdoor-mobile-metal-tiered_60821853531.html?spm=a2700.details.0.0.2b23c738iF9fok

This is on a similar basis to what Randwick council permits on Coogee Oval



Park entry to be moved to the western corridor in line with the Park Masterplan.

Ideally we would propose the Child Care centre be relocated to a stand-alone purpose built building at the Northern corner of the precinct. Alternatively incorporation of Child care centre into the new grandstand but in a designated space on ground level. Similar to the facility at North Sydney Oval <https://www.ku.com.au/childcare/centres/kugrandstand>

Western Precinct

Linkage via path between Chatswood Oval and the Chatswood Park Western precinct for community recreational space.

Chatswood Croquet clubhouse to be retained.

Retention and refurbishment of 2 Croquet Greens to Championship standard immediately accessible from the Croquet club house.

Construction of an undercover, floodlit all weather synthetic surface on the Southern half of the site (ie existing tennis court and one croquet green) that can accommodate broader community recreational activities and sports such as

- Cricket training (all weather nets)
- Rugby Training
- Football
- Basketball
- Netball
- Volleyball
- Badminton
- Petanque/Boules
- Tai Chi

We have had preliminary discussions with the Croquet club about the use of the site. At this stage they have indicated a desire to retain 3 croquet lawns, albeit with a potential willingness to move one of the courts to the vacant tennis court and to free up approx. 1./4 of the site for other potential uses. While this would be a step forward we believe that half the site would need to be converted to maximise its potential as a multi-sport area. We will continue to have dialogue with the croquet club with the aim of trying to find a solution that works for all and improves community use of the site.

Submission 3 – Cancer Institute



Cancer
Institute

Working together to lessen
the impact of cancer

General Manager
Willoughby Council
PO Box 57
Chatswood NSW 2057

Dear General Manager,

Re: Submission to Draft Our Future Willoughby 2032 Community Strategic Plan and Delivery Program 2022-2026 – regarding shade and UV protection

Thank you for the opportunity to provide feedback on the *Draft Community Strategic Plan* (CSP) and *Delivery Program* (DP) recently prepared by Council.

The Cancer Institute NSW (the Institute) is the state government's cancer control agency responsible for the delivery of the *NSW Cancer Plan* to reduce the incidence of cancer in NSW and the *NSW Skin Cancer Prevention Strategy*. The Institute works closely with key stakeholders with health and built environment expertise to reduce the incidence of skin cancer by improving access to adequate shade in NSW. The Institute also promotes sun protection and healthy lifestyle behaviours, including physical activity, which reduce the risk of certain cancers.

The Institute is committed to supporting your Council to reduce skin cancer and improving access to adequate shade in your LGA and has prepared the following submission that:

- outlines the importance of well-designed shade for the prevention of skin cancer
- offers specific comments and suggestions regarding the draft CSP and DP
- provides further information and contacts to assist Council in budgeting, planning, designing and constructing good quality shade.

1. Skin cancer and shade in your LGA

Skin cancer is the most common cancer in Australia, and it is estimated that cases of non-melanoma skin cancers exceed all other cancer types combined.¹ At least 99% of non-melanoma skin cancers² and 95 per cent of melanoma skin cancers³ are caused by overexposure to ultra-violet radiation (UVR) from the sun. UVR is a class 1 carcinogen, and two in three Australians are expected to develop skin cancer before the age of 70.⁴ In your LGA, the incidence rate of melanoma skin cancer in 2017 was 40.3 per 100,000 population.⁵

Across NSW, Bureau of Meteorology records show UVR levels are high enough to damage unprotected skin for at least 10 months of the year. Unlike temperature, UVR can't be seen or felt and damage to unprotected skin can still occur on cool or overcast days.

The good news is that skin cancer is highly preventable. In addition to personal protective behaviours (*Slip Slop Slap Seek Slide*), there is evidence that well-designed and correctly positioned shade, from both natural vegetation and built structures, can reduce exposure to UVR by up to 75 per cent.⁶

The provision of good quality shade is integral to assisting the community in reducing its exposure to UVR. However, quality shade needs to be planned, provided and maintained with careful thought if it is to be effective. This is where your Council can play an important role through the budgeting, planning, design and construction of good quality shade.

The flyer *Shade: A planning and design priority that helps prevents skin cancer* gives Council staff and Councillors an excellent overview of the benefits of well-designed shade.

Record number: E22/01964~40

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2. Specific comments regarding the draft CSP and Delivery Program

The Institute recognises that the CSP is the highest level of planning undertaken for your LGA, and is a shared community vision that will inform Council's projects and programs for the next 10 years.

The Institute is pleased to see that the benefit of shade is mentioned in the CSP, in the 'facts about the urban forest' on p11, and notes that the urban canopy decreased from 2016 to 2021.

However, it is suggested that the importance of built and natural shade is also included in the following relevant sections of the CSP (suggested additions are shown in *italics*):

- Community Priority 1.1 Create and enhance green spaces, urban tree canopy cover, *effective shade* and greening
- Add a Measure to Outcome 3 'A city that is liveable': *Increase in percentage of residents who can find shade in public places when they need it.*
- Add to 'Consideration' in Outcome 3: Ensuring adequate resourcing to provide quality *shaded* parks, public and recreation spaces.

Regarding the **Delivery Program**, the Institute suggests:

- Add another Initiative to Community Priority 1.1: *Incorporate requirements for well-designed natural and built shade into Willoughby Development Control Plan*
- The following strategies/programs should include specific reference to shade and its benefit of reducing over-exposure to UV radiation:
 - 'Beat the Heat' program (p11)
 - Resilient Willoughby Strategy and Action Plan (p14)
- The following projects should include specific planning and budgeting for well-designed built and natural shade:
 - Bike network extension and shared path (p13)
 - public domain projects in Council's parks and local centres (p15)
 - All recreation, open space and public domain projects under 3.2, 3.3, 3.4 and 3.5 on p15.

To support these suggestions, Council may like to consider the following evidence:

1. The Institute is aware that the provision of shade to public spaces has consistently been a concern of the community over many years. For example, analysis in 2018 ⁷ found that:
 - around 41% of the NSW adult population always or often sought shade when they were out in the sun for more than 15 minutes between 11am and 3pm; although
 - 35% of the population were not able to easily find shade in sporting areas; and
 - people use shade when it is provided.
2. In recent Cancer Institute NSW research regarding benchmarking shade in NSW playgrounds (as yet unpublished), it was found that 19% of the 2592 audited NSW playgrounds (over 91 LGAs) had no shade over play equipment. In the shaded playgrounds, shade was found most commonly over only ¼ of the playground area.

Record number: E22/01964~40

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Feedback from stakeholders indicated shade in community-based playgrounds to be extremely important, with specific feedback being:

- a desire for built shade to be used while waiting for immature trees to grow, and
- a desire to improve planning and design of playgrounds to match seasonal and regional variations with preference for some winter sun, and shade in summer to reduce heat.

The Institute suggests that Council, the CSP and DP recognise that well-designed built and natural shade:

- **is an asset** that is critical to ensuring the health, comfort and well-being of your community, and has many benefits.
- **should be provided in all public spaces** including playgrounds, parks, recreation and sporting facilities, key footpaths and cycleways, town centres, adjacent to community buildings, within parking areas and at public transport approaches and waiting spaces including bus stops and train stations.
- **is a natural hazard akin to heatwaves, floods and bushfires.** As an explanation - overexposure to solar UV radiation is a meteorological hazard caused by the interaction of the sun, ozone and other natural processes. As explained earlier, this hazard is present in the region at levels high enough to damage unprotected skin for at least 10 months of the year. As such, UV radiation could be recognised as a natural hazard in the CSP.
- **needs dedicated planning and budgeting.** In this respect, the Institute recommends that the planning and construction of well-designed built and natural shade is recognised in Council's DP.

3. Further information and assistance regarding shade for all staff within council

The Institute's key message is that the provision of well-designed, appropriately located and properly budgeted built and natural shade is integral to assisting the community in reducing its over-exposure to UVR, and hence in reducing the risk of skin cancer in the community.

As such, the Institute will be pleased to provide support to Council that will assist in the planning, design and construction of shade. Some resources are provided in the *Additional Information* section below. Further technical documents, information and assistance can be obtained from the Institute:

Nikki Woolley, Skin and Lifestyle Cancer Prevention Portfolio Manager
Email: CINNSW-SkinCancerPrevention@health.nsw.gov.au or Phone: 8374 5604

A consultant Registered Planner, Jan Fallding RPIA (Fellow), has been engaged to assist in preparing this submission and to offer further support to Council via the Institute. She will only be available until the end of June 2022.

You may like to forward this offer of assistance to the various staff within Council who are responsible for different areas relating to shade planning and construction – for example:

- planning staff writing Development Control Plans or other planning strategies
- infrastructure and recreation staff designing and budgeting for built and natural shade
- staff involved in community programs where education about sun smart behaviour can be beneficial.

Record number: E22/01964~40



Cancer
Institute

Working together to lessen
the impact of cancer

Thank you for the opportunity to comment on the draft CSP, and the Delivery Program. Please keep the Institute informed as to the progress of the CSP, the Delivery Program and any further relevant policy or strategy related to shade.

Yours sincerely,

Ms Sarah McGill

A/ Chief Executive Officer

Cancer Institute NSW

30 May 2022

Copy:

Northern Sydney Local Health District

References

1. Australian Institute of Health and Welfare 2016. *Skin cancer in Australia*. Canberra: AIHW; 2016 [cited 2021 Aug 11]. Available from: www.aihw.gov.au/getmedia/0368fb8b-10ef-4631-aa14-cb6d55043e4b/
2. Armstrong BK. 2004. *How sun exposure causes skin cancer: an epidemiological perspective*. In: Hill D, Elwood JM, English DR, editors. *Prevention of Skin Cancer*. Dordrecht: Springer Netherlands; 2004. p. 89–116.
3. Arnold, M., de Vries, E., Whiteman, D, Jemal, A., Bray, F., Parkin, D, Soerjomataram, I., 2018. *Global burden of cutaneous melanoma Attributable to ultraviolet radiation in 2012*. *International Journal of Cancer* 3(6):395-401.
4. Australian Institute of Health and Welfare 2016. *Skin cancer in Australia. Cat. no. CAN 96. Canberra: AIHW*
5. Cancer Institute NSW Statistics Portal [https://www.cancer.nsw.gov.au/research-and-data/cancer-data-and-statistics/cancer-statistics-nsw#/\(Accessed February 10 2022\)](https://www.cancer.nsw.gov.au/research-and-data/cancer-data-and-statistics/cancer-statistics-nsw#/)
6. Parsons, P., Neale, R., Wolski, P. & Green, A. 1998, *The shady side of solar protection*, *Medical Journal of Australia*, 168: 327-330.
7. Cancer Institute NSW 2021. [Sun protection behaviours in target populations for skin cancer prevention: Analysis of the 2018 NSW Adult Population Health Survey](#)

Record number: E22/01964~40

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Submission four – Northern Sydney Local Health District

The General Manager
Willoughby City Council
PO Box 57
Chatswood
NSW 2057
27th May 2022



Dear Sir/Madam,

Re: Our Future Willoughby 2028 Submissions

Thank you for the opportunity to comment on the draft Our Future Willoughby 2032 Community Strategic Plan (CSP). Northern Sydney Local Health District (NSLHD) Health Promotion has an active interest in ensuring that the built environment has a positive impact on the health and wellbeing of individuals and the wider community.

The CSP is an ideal opportunity to include health considerations which support people to lead active and healthy lifestyles. We refer to our letter to Council on 17th November 2021 which included detailed advice on addressing health and liveability in the CSP. We are pleased to see this advice reflected in parts of the draft and would be interested in feedback from Council to know if this information was indeed helpful. Please feel free to contact us via the email address provided below.

For this submission, we have developed tailored feedback on specific features of the draft CSP for Council's consideration.

Draft CSP current wording	Comments and suggested amendments/additions
<i>Measure and Data Source</i> tables on pages 10, 12, 14, 16 and 18.	<p>Comment: There are no baseline figures of the measures to evaluate if the CSP has been effective in the future.</p> <p>Add: Include a column for a 'Baseline' figure in each of the tables.</p>
<p><i>Outcome 1 – A City that is green</i></p> <p><i>Community Priorities</i></p> <p><i>1.1 Create and enhance green spaces, urban tree canopy cover and greening (page 10)</i></p>	<p>Comment: Open spaces are important as they provide places for people to meet, socialise, play and connect. Access to open space is associated with increased physical activity and improved mental health. With the growth of cities and loss of private open space due to increased housing density, it is therefore critical that high-quality public open spaces be provided and maintained to support liveability in urban environments.</p> <p>Amend to: 1.1 Create and enhance quality green open spaces, urban tree canopy cover and greening</p>

Page 1 of 3

	<p>Add a Measure and Data Source for quality green open space: Measure – Increase in percentage of dwellings within 400m of public open space larger than 1.5 hectares Baseline – 29.9% (2018) Data Source – The Australian Urban Observatory</p>
<p><i>Facts and Considerations</i> <i>Climate and heat impacts upon ecological and urban systems where tree canopies have been reduced (page 11)</i></p>	<p>Amend to: Climate and heat impacts on population health, and ecological and urban systems where tree canopies have been reduced</p>
<p><i>Outcome 2 – A City that is connected, inclusive and resilient</i></p> <p><i>Community Priorities</i> 2.5 Create neighbourhoods that connect people from all types of households and families (page 12)</p>	<p>Amend to: 2.5 Create neighbourhoods that connect people from all types of households and families and promote wellbeing</p>
<p><i>Outcome 3 – A City that is liveable</i></p> <p><i>Community Priorities</i> 3.1 Foster feelings of inclusion, safety and cleanliness. 3.2 Create recreation spaces for all. 3.3 Promote an active and healthy lifestyle. 3.4 Create desirable places to be and enjoy. 3.5 Activate local spaces in creative ways. 3.6 Promote housing choice and affordability (page 14)</p>	<p>Comment: We commend Council on the inclusion of wording to promote a healthy and active lifestyle. We offer the following suggestions to strengthen these Community Priorities and better measure desired outcomes.</p> <p>Amend to: 3.1 Foster feelings of inclusion, wellbeing, safety and cleanliness. 3.2 Create quality recreational and green open spaces for all which support people to be active. 3.3 Create walkable neighbourhoods with well-connected active transport options to encourage an active and healthy lifestyle. 3.4 Create desirable and healthy places to spend time and enjoy. 3.5 Activate local spaces in creative ways that encourage social connection and community participation. 3.6 Provide housing choice and affordability.</p> <p>Add: Measure – Percentage of dwellings within 400 m or less distance of a neighbourhood recreation park (>0.5 ha) Baseline – 71.7% (2018) Data Source – The Australian Urban Observatory</p> <p>Measure – Percentage of dwellings with access to regular public transport Baseline – 71.9% (2018) Data Source – The Australian Urban Observatory</p>

	<p>Measure – Increase in average number of daily living destination types (0-3) within 1600m Baseline – 2 (2018) Data Source – The Australian Urban Observatory</p> <p>Baseline figures available from the Australian Urban Observatory (2018) LGA level: https://auo.org.au/ Updated 2021 data available soon. NSLHD has a paid subscription to AUO and can provide data to Council on request.</p>
<p><i>Outcome 4 – A City that is prosperous and vibrant</i></p> <p><i>Community Priorities</i> 4.3 Create memorable food destinations. (page 16)</p>	<p>Amend to: 4.3 Create memorable food destinations and facilitate access to local, fresh, and affordable foods to support healthy eating choices.</p> <p>Add: Measure – Increase in percentage of dwellings within 1km of a supermarket Baseline – 59.9% (2018) Data Source – The Australian Urban Observatory</p>
<p>Council implementing the vision</p> <p>Guiding Principles (page 22)</p>	<p>Comment: We commend Council for including ‘health’, ‘equity’ and ‘social justice’ in the guiding principles to implement the vision of the CSP.</p> <p>Consider adding key partners that can help towards this vision, including Northern Sydney Local Health District.</p>

We appreciate the opportunity to provide comment on the draft Our Future Willoughby Community Strategic Plan 2022- 2032. We look forward to continuing our work with Council to support projects that benefit the health, wellbeing and engagement of the community.

Yours sincerely,

Nicola Groskops
 Health Promotion Officer, Healthy Built Environments
 NSLHD Health Promotion
Nicola.groskops@health.nsw.gov.au

Submission five – Beauchamp Park Parkcare Group (received via Cllr Samuel)

I was out and about earlier in the week with the Beauchamp Park Parkcare Group. They are by and large a well informed and engaged with our community. We were discussing the long term plans for Willoughby and in particular the strains on existing green space.

Ted who is also on the Croquet Committee and referees various community soccer matches was keen to suggest that Council build reserves specifically to buy land adjacent to existing parks near the CBD over time. He believes (and I agree with him) the housing along the Western side of Beauchamp Park would be obvious candidates on Edmund Street.

I throw this in to the mix with all the other responses to a rather extensive set of planning documents.

13.2 Attachment 5 – 11 May webinar comments and questions

Comments in webinar chat feature

1. You have identified housing affordability as a challenge but you are not allowing apartments at 10 Brown St, Chatswood to be used as residential apartments but instead keep it as service apartments. Council is not walking the talk.
2. What is the cost of switching to 100% Renewable Energy ? How long is it scheduled to take ?
3. Can't see any Resilience provision for local flooding due incessant rainfalls or equipment needed for contingency responses, emergency accommodation, typical SES gear.
4. Council rates are based on a percentage of land value. With the increase in land value during the last few boom years, Council should be receiving higher rates. So how is it that Council received less revenue?
5. I have had to step in to interrupt the unauthorised lopping of major trees in my street. Many residents are unaware they must seek permission. This has not been widely advertised by Council. Also on weekends (after hours) Rangers take up to 2 hours to arrive - too late!
6. Tree canopy has been scientifically proven to decrease ambient temperature by a significant amount. The increase in high rise contradicts this. Small plants are not as effective as trees.
7. Problems: State govt. previously wanted people to travel on public transport and Councils are now reducing the number of parking spaces in units and streets..
8. Problem: Units being built are smaller in area making it difficult for people working from home.
9. How do you stop residents/developers poisoning trees to develop their property ? Is there a "go to" in Council to assist ?
10. There have been new technology to treat waste like converting plastics into road base materials, converting waste into energy, etc Have Council explore such new technologies?
11. There is an abandoned car on Berkeley Court (no-stopping zone), it has been there for weeks! Can it be removed from the street?
12. did, two weeks before, it's still there.
13. Another comment on heights: I understand that buildings along the Pacific Highway will be permitted to be much higher than those at present - up to three times the height of 815 Pacific Highway (Chatswood Chambers). This excessive height allows overshadowing of dormitory zones and is detrimental to your goal of city liveability. Will there be stepping down of heights at the edges of the CBD?
14. How many trees are being removed in the Willoughby Leisure Upgrade, given the Council emphasis on trees, tree canopy and trees required to help with climate change?
15. "The Canopy" at Lane Cove is an exceptional example of what a liveable city environment might be like. Does this development offer lessons for Willoughby?
16. How is that a housing project costs only \$3m while upgrading the Leisure Centre costs \$10m?
17. How does the shared path fit with the just announced state strategy? Here is a link hopefully <https://t.co/g9sknrXtUE> To the new state bike strategy

18. Does Council have any control over road signage? Two examples: Fuller's Rd where excessive numbers of No Stopping signs stand alongside excessive numbers of Clearway signs with the stretch having become resulting in an unsightly visual clutter. Another example is Victoria Av where last week an overly large "Mobile Speed Cameras used in this area" sign has been erected in the pedestrian area of Victoria Av. This is excessively large and now dominates the streetscape of this popular area. Can we have our streetscape back?
19. There was no elaboration on advocating on infrastructure proposals especially the Beaches Link Tunnel. Please advise the Council's position on this.
20. I recall funds were once allocated for a bike path from the Chatswood Golf course to Middle Harbour. This was announced as a planned project some 10 years ago. Whatever happened to the plan?
21. where will be the new public school sited?
22. There are significant parallels of concerns for hospital services with the issues of Primary/Secondary school capacity
23. There was new school proposed for Cnr Mowbray Rd and Pacific Highway dive site.
24. Agreed. There is a State General election in the next 12 months. Well worth mentioning to your local member, candidates and the responsible Ministers
25. Yes, but with Council approving so many high rise buildings in the LGA, did Council check out the availability of schools for the new residents, etc. Even though building schools and hospitals is the State Govt's responsibility, Council needs to make sure such facilities are available.

Questions asked:

1. I live on Archer street where 90m high buildings will be permitted on the East side of the road. My unit only has windows facing East so the potential new developments will completely block the sunlight. It will result in zero sun. How will council deal with proposals that will block sunlight into adjoining sites?
2. My understanding from residential people in the community is that council has not been listening to concerns about the new DCP's increase in density. Can you provide information about the community's feedback to council about the increase in density in Chatswood? specifically in density!!!
3. Is there any likelihood of NSW Govt revisiting LGA amalgamations? If so what prospect is there of pressing for devolution of State functions with associated resources to achieve economies of scale and efficiency dividends
4. "What is the latest update on the Castlecrag Quadrangle re-development ?
5. Is the model displayed in the Council paperwork the final design ?
6. With the number of additional units being built what are the traffic implications for entry and egress particularly in peak times ?
7. How long will the centre be off the air ?"
8. I believe the Canopy has a lot of insight to offer the Quadrangle. These two offer would seem to have a degree of synergy.
9. Digital billboard proposed by Department of Planning, Industry and Environment at Chatswood rail bridge. Does not Council have any control whatsoever over issues like that which have a permanent affect on our City?
10. 10 Brown Street Chatswood. Appealed to Council about change of use to the apartments from serviced apartments to residential and the Council keep saying well this is a commercial area. This is most unfair. I mean there's no business there

because of the pandemic so this apartment is not popular anymore but the Council wants to stick to its guns and keep it as serviced apartments.

11. Royal North Shore Hospital. Plans to redevelop some vacant land there. Is Willoughby City Council lobbying against this?
12. In this process how do you engage with young people? Is that something you can do better as well? Are you getting their (people born overseas) their voices as well? Are they having their say as much as perhaps they should?
13. Increasing capacity and increasing property and heights to cater for increase numbers and provide more facilities but increasing apartments puts pressure on infrastructure, transport, schools and hospitals. How does Willoughby City Council sit on that?