



Hawkesbury City Council

attachment 1
to
item 60

Draft Hawkesbury Community
Strategic Plan 2017-2036 - Summary
on Community Engagement
Outcomes

date of meeting: 28 March 2017
location: council chambers
time: 6:30 p.m.



Summary of Community Engagement Outcomes associated with the Draft Hawkesbury Community Strategic Plan

Community Engagement Strategy

The adopted Community Engagement Strategy (CES) was prepared under Council's Community Engagement Policy as a Level 1 trigger that reflected the need to engage with the Hawkesbury community and all stakeholders in a transparent and collaborative manner.

It was also considered that there would be considerable benefits to the Hawkesbury Community Strategic Plan (CSP) review process if Councillors were directly involved in the implementation of various components of the CES, in addition to the actual review process. Such an approach has provided Councillors an opportunity to hear directly from the community on matters in a structured manner.

The CES implemented a range of engagement methods to inform, consult, and involve the community in the review of the CSP and what the Hawkesbury should aspire to be in 20 years. The engagement process spanned a seven week period from 23 January 2017 until 12 March 2017 which was significantly longer than the statutory 28 day public exhibition period prescribed by legislation, and importantly was reflective of the nature and importance of the reason for engagement.

The main aim of the CES was to verify with the community their aspirations for the future, their priorities, challenges/considerations for our future, and whether or not the directions and strategies contained within the Draft Hawkesbury CSP were an appropriate response.

Engagement Snapshot

As an outline of the engagement process undertaken as part of the CES, the following provides a snapshot:

- nine Town Meetings across the Hawkesbury attended by 350 people. Locations included Pitt Town, St Alban's, Kurrajong, Colo Heights, North Richmond, Glossodia, Windsor, Richmond and Bligh Park
- over 250 Big Picture Challenges for the future of the Hawkesbury raised by the community
- over 400 Individual Priorities for works or services within each neighbourhood identified
- shopping centre 'Listening Kiosks' held at Windsor, Richmond, Bilpin, North Richmond, and Wilberforce providing the opportunity to engage directly with the Hawkesbury community
- 'Listening Kiosks' at various events during the engagement process including, Australia Day Awards, Richmond Pool Party, and McLeod Park Opening
- targeted Youth Engagement - Richmond Pool Party, Western Sydney University Open Day and at the Family Fun Day at the Oasis Aquatic and Leisure Centre by way of Vox Pop's
- information postcards sent to all ratepayers with rates instalment notices and community newsletter
- an average of 30 people per day viewed the Draft Hawkesbury Community Strategic Plan via the Your Hawkesbury Your Say (YHYS) page which included the Online Survey
- in excess of 2,100 copies of the Draft Hawkesbury Community Strategic Plan document were given to residents through various sources (Town Meetings, Listening Kiosks, events, customer service counter, displays at libraries).



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Youth Engagement

Targeted Youth Engagement was undertaken at various locations, and specific events that were held during the engagement period. Feedback was obtained from the youth of the Hawkesbury via Vox Pop's which have been utilised to develop a short video clip that highlights the main issues. Through this process, it was possible to establish the main issues raised by the youth of the Hawkesbury which included:

- improve roads (safety and function)
- less traffic congestion
- impacts of dumping and littering
- managing development and urbanisation
- importance of the environment (rivers, green surrounds, conserve energy and water, and impacts of pollution)
- community building and connecting people (places to come together, a place to belonging, getting involved, invest in places, believing in young people)
- need for Infrastructure improvements (bridges and upgrades)
- improve public transport.

Big Picture Challenges

As part of the Town Meetings across the Hawkesbury there were a couple of exercises that we asked participants to undertake. One of these was the Big Picture Challenge which asked residents to provide feedback in terms of what they viewed as the biggest challenges facing the Hawkesbury and our considerations for the future. Through conducting this exercise across the Hawkesbury we received over 250 Big Picture Challenges from the community, and it was possible to highlight those Big Picture Challenges that were consistently raised by the whole community as follows:

- need to improve transport systems
- need for additional flood free bridge crossings
- improve quality of rivers and waterways
- balancing growth and addressing traffic congestion in the Hawkesbury
- increase opportunities for tourism
- increase opportunities for youth (employment, activities and engagement)
- need to improve waste services
- need for planned infrastructure
- improve access to and facilities at parks and reserves.

Online Survey Responses

The actual number of responses received via the Online Survey (22) was relatively low compared to the actual views of the Draft Hawkesbury Community Strategic Plan online (average of 30 views per day throughout the period of engagement). However, through the Online Survey, the community told us that they Agreed or Strongly Agreed with the Directions and Strategies for each Focus Area to the following extent:

Our Leadership	64%
Our Community	82%
Our Environment	68%
Our Assets	68%
Our Future	72%.

The Online Survey also included the capacity to provide comments in respect of the Draft Hawkesbury Community Strategic Plan. Comments received via the Online Survey have been considered as submissions, and a Summary of those points raised has been included as part of Attachment 2 of the report.



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Town Meeting Comments

As part of the Town Meetings held across the Hawkesbury during the period of engagement opportunities were provided to receive direct comments which were recorded. The main matters that were raised consistently during this process included (by way of Focus Area) the following:

Our Leadership

- The need for engagement with the whole of community, particularly engagement by Councillors.
- Ensuring financial sustainability.
- Providing Measure/Indicators that are specific and effective.
- Provide more communication/information including from Councillors and through a variety of methods.

Our Community

- Provide Measures/Indicators that are clear and match changing community needs.
- Provide more services for young people, including mental health, teenage pregnancy and depression.
- Provide access to improved health services.
- Encourage and facilitate more volunteering.
- Improve public transport options and availability.

Our Environment

- Managing river systems and waterways including water quality, pollution, improved health, and monitoring use.
- Reduce rubbish/pollution including illegal dumping, costs of tip for tyres and mattresses, tip capacity, and recycling.
- Managing urban development including targets, monitoring impacts, planning controls, and State controls.
- Potable water including drinking quality, pollutants, and testing.
- The need to lessen our ecological footprint.

Our Assets

- Need for road improvements including maintenance, timing, upgrades, load limits, cleaning of village roads/gutters, drainage, State cost-shifting, and impacts of development.
- Need for additional bridges crossings.
- Need for infrastructure improvements including halls (maintained), more public toilets, being climate change ready, reserves and parks (upgrades), sewerage system (improved/upgraded), and more public transport.
- Need for increased advocacy and lobbying of State and Federal Governments.

Our Future

- Need to manage impacts of development including densities, planning controls, state led obligations, consistent and timely outcomes for development applications, compliance, need for more affordable housing, provision of more aged care living, links to infrastructure, schools (capacity/upgrades), sustainability, and impacts from development in other areas i.e. North West Growth Sectors.
- Importance of heritage and tourism, and the links between each.
- Need for balanced growth.
- Need to address social issues including impacts of domestic and family violence, more jobs for low income families, and more affordable housing.



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Individual Priorities

Whilst one of the exercises at the Town Meetings asked participants about their priorities for works within their neighbourhood, it has been possible to establish common responses relative to each Focus Area which included:

Our Leadership

- Councillors (need to be open, transparent, available, representational, lead by example, respected, standing up for better development outcomes, action on issues, and non-political).
- The need to improve financial sustainability.

Our Community

- The need for more communication particularly in times of flooding, hazard reduction notices, update website information, and access to communication networks.

Our Environment

- River systems and creeks (quality and access).
- Waste (increase services, rural collection locations, litter control, and monitor dumping).
- Preserve riparian zones and trees, monitor land clearing.
- Weed control (community education and awareness, weed control along roads, trim roadside vegetation).

Our Assets

- Road improvements (load and speed limits, widening, road sealing, school signage, safety, drainage, maintenance).
- Provide additional bridge crossings and bypasses for Richmond, Windsor, Pitt Town.
- Parks and reserves (pet friendly, toilets, drinking water, exercise equipment, picnic tables, standard of ovals, weed control, improve quality, drainage, play areas for young people).
- Footpaths and cycleways (connections and repairs).
- Upgrades to community centres and halls.
- Maintenance of all infrastructure.

Our Future

- The need for town centre revitalisation (Windsor and Richmond).
- Less large scale greenfield development, and more of a focus on town centres.
- Development (expand existing towns, increase density, preserve agriculture, affordability, permit dual occupancy detached rural, and dwelling mix)
- Tourism (fund Hawkesbury Horizon initiative, support local events, and central office).
- Business (support home businesses, businesses along river, upgraded shopping, and foster local businesses).

The draft Hawkesbury Community Strategic Plan has been updated to reflect the key points raised through the engagement process in a succinct manner, but at the same time being reflective of the input from the community.