



COMMUNITY  
ENGAGEMENT REPORT  
OUR WOLLONGONG 2028



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## 1. EXECUTIVE SUMMARY

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In 2012, Wollongong City Council endorsed the Wollongong 2022 Community Strategic Plan. Six years later, it is time for a refreshed Community Strategic Plan following the input and involvement of stakeholders.

A discussion paper *Our Wollongong 2028* was released in November 2017 to commence conversations with the community on the future of Wollongong. A variety of promotional and engagement methods were used to seek the community and stakeholder views on the future of Wollongong.

Highlights from the engagement in November include:

- 1,026 people engaged, including 608 through the Community Satisfaction Survey;
- Engagement with 92 people through the Neighbourhood Forums;
- Engagement with 90 local primary school students;
- 131 people engaged through community kiosks and Wishes for Wollongong;
- Engagement with Councillors, Council staff and representatives from the NSW Government, University of Wollongong and business community.

The majority of responses were supportive of the current goals and vision for Wollongong. The most common themes identified through the consultation included:

- Ensuring appropriate levels of development in the city centre and near beaches;
- Urban greening;
- Increasing employment opportunities for local residents with an emphasis on youth employment;
- Housing affordability,
- Traffic, reducing congestion and improving public transport;
- Parking, including cost and availability in the city centre;
- Retaining green spaces; and
- Protecting our local environment and planning for and managing impacts of climate change.

In addition to the refresh of the Community Strategy Plan, strategic management plans including the draft Delivery Program 2018-2021 and Operational Plan 2018-2019, and attachments including the draft Operational and Capital Budget 2018-2021, draft Revenue Policy, Fees and Charges 2018-2019 and Resourcing Strategy 2018-2021 were developed.

This suite of documents was exhibited for 29 days from 9 April to 7 May 2018. The exhibition period allowed the community an opportunity to provide further feedback and input into the draft *Our Wollongong 2028* strategic management plans.

The exhibition included promotion via a media briefing, newspaper advertisements, on Council's Have Your Say Page and via Council's Libraries, Reference Groups, State Government, social media and emails to Our Wollongong 2028 discussion paper feedback providers. A number of engagement activities were also undertaken to seek feedback from the community on the draft Plans and attachments. This included attendance at all Neighbourhood Forums and a kiosk held in each ward.

Highlights from the exhibition period include:

- 241 people engaged,
- Engagement with 83 people through the six Neighbourhood Forums;
- Engagement with Councillors, Council staff, University of Wollongong and business community

A further 68 submissions were received from community members and organisations during this period. The submissions raised 135 items.

All submissions received during the public exhibition period have been reviewed and given due consideration. Based on this review a number of changes to the strategic plans are recommended to Council.

## 2. INTRODUCTION

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Under the *Local Government Act 1993*, each local government is required to have a strategic plan that identifies the main priorities and aspirations for the future. The Community Strategic Plan is a whole of community plan, in which everyone has an important role to play.

In 2011, Wollongong City Council carried out extensive engagement with more than 1,500 community members, government and partners. The *Community Engagement Strategy for the Community Strategic Plan* outlined a thorough process for engaging with the community and was developed using the spectrum developed by the International Association of Public Participation: *Inform, Consult, Involve and Collaborate*. It also included the social justice principles of *rights, equity, access and participation* to ensure all community members have the opportunity to actively participate.

This process led to the development of the Wollongong 2022 Community Strategic Plan, with the vision:

*From the mountains to the sea, we value and protect our natural environment and we will be leaders in building an educated, creative and connected community.*

The Wollongong 2022 goals include:

1. We value and protect our environment
2. We have an innovative and sustainable economy
3. Wollongong is a creative, vibrant city
4. We are a connected and engaged community
5. We are a healthy community in a liveable city
6. We have sustainable, affordable and accessible transport

Six years later, it was time for a refresh to ensure our vision, goals and strategies are still heading in the right direction. In June 2018, a refreshed CSP will be released, following input and involvement from a range of stakeholders, including representatives from our community, government, business, educational institutions, non-government organisations, Councillors and Council staff.



The refreshed CSP will be a whole of community plan, in which all levels of government, business, educational institutions, community groups and individuals have an important role to play.

Engagement with the community is an essential part of ensuring that the refreshed CSP meets the community's expectations and wishes. In order to seek the views of the community, Council undertook engagement during November- December 2017. A Discussion Paper *Our Wollongong 2028* was released to start the conversation with the community on the future of Wollongong which outlined what has changed over the last six years and the current issues and challenges facing our community. It looked back on what Council has achieved and asked a series of questions to encourage discussion and conversation about Wollongong's future to inform the development of the CSP refresh:

- What changes have you noticed or experienced in the Wollongong Local Government Area (LGA) since 2012?
- Are our vision and goals for the Wollongong LGA current or have they shifted?
- Where do we want to be in ten years' time?
- How will we get there?
- How will we know we have arrived?

The following documents were exhibited in April and May 2018.

- Our Wollongong 2028 Community Strategic Plan
- Delivery Program 2018-2021 and Operational Plan 2018-2019;
- Operational and Capital Budget 2018-2021;
- Revenue Policy, Fees and Charges 2018-2019 and
- Resourcing Strategy 2018-2021.

The engagement process utilised a wide variety of techniques to engage with a wide variety of stakeholders, with a number of different activities undertaken.

This report outlines the engagement activities undertaken and results that have informed the development of the draft refreshed CSP and associated documents.

### 3. METHODOLOGY

A media release *'Our Wollongong 2028: Have your say on City's future'* was issued on 8 November 2017 with information also distributed through social media, hard copy flyers and The Advertiser. A video on Council's Facebook page promoting the engagement process had 3,500 views, 73 likes, 22 shares and 27 comments. A further video aimed at young people had 3,500 views, 50 likes, 5 shares and 20 comments.

A media briefing was held on the 27 March 2018 to announce the exhibition of the suite of strategic planning documents of which three Illawarra Mercury articles were produced and a feature was aired on Nine News. An article in the Council newsletter was also distributed across the Local Government Area and the exhibition was promoted via social media.

Tables one and two outline the engagement activities undertaken.

**Table One: Engagement during Our Wollongong 2028 discussion paper exhibition**

Engagement type	Date & Activity	Number of people engaged
Wishes for Wollongong	Viva La Gong: Saturday 11 November 2017	102 people
	Thirroul Library and Community Centre: Thursday 16 November 2017	12 people
	Warrawong Plaza: Monday 13 November 2017	17 people
Neighbourhood Forums	Neighbourhood Forum 5 Wollongong: Wednesday 1 November 2017	28 people
	Neighbourhood Forum 4 Corrimal: Tuesday 7 November 2017	20 people
	Neighbourhood Forum 1 Helensburgh: Wednesday 8 November 2017	10 people
	Neighbourhood Forum 8 Dapto: Wednesday 8 November 2017	14 people
	Neighbourhood Forum 3 Thirroul: Tuesday 21 November 2017	8 people
	Neighbourhood Forum 7 Berkeley: 21 November 2017	12 people
Survey on "Have your Say"	Hard copies also provided at libraries, customer service desks, kiosks, neighbourhood forums, community hubs and to local Aboriginal groups.	45 surveys completed
Primary school students	Tarrawanna Primary School: Wednesday 8 November 2017	30 children
	Mt St Thomas Public School: Tuesday 14 November 2017	30 children
	Windang Public School: Monday 4 December 2017	30 children
Councillor workshop	Sunday 12 November 2017	17 people
Council staff workshop	Tuesday 7 November 2017	10 people
Local business community	Following a meeting with the Illawarra Business	2,400 people emailed

	Chamber, over 2,400 people were contacted via email seeking their thoughts and comments on the CSP refresh.	
Local Aboriginal community	Aboriginal groups were sent a pack with the discussion paper, surveys, FAQs and flyers	13 groups mailed
Workshop with NSW Government agencies	Department of Premier and Cabinet, NSW Police, NSW Health, Roads and Maritime Services, Office of Local Government, Family and Community Services and the Department of Planning and Environment: Thursday 7 December 2017.	17 people
Local multicultural community	Workshop held 1 December 2017	17 people
Community Satisfaction Survey 2017	IRIS Research were engaged to conduct a Community Satisfaction Survey on behalf of Council	608 people surveyed
University of Wollongong	Roundtable discussion held on 24 January 2018	9 UOW representatives

**Table Two: Engagement during exhibition of Our Wollongong 2028 and strategic planning documents exhibition**

Engagement type	Date & Activity	Number of people engaged
Kiosks	Thirroul Seaside Festival: 7 April 2018	19 people
	Eat Street Markets Wollongong: 12 April 2018	15 people
	Warrawong Markets: 21 April 2018	10 people
Neighbourhood Forums	Neighbourhood Forum 5 Wollongong: 4 April 2018	23 people
	Neighbourhood Forum 4 Corrimal: 1 May 2018	12 people
	Neighbourhood Forum 1 Helensburgh: 11 April 2018	10 people
	Neighbourhood Forum 8 Dapto: 11 April 2018	18 people
	Neighbourhood Forum 3 Thirroul: 17 April 2018	8 people
	Neighbourhood Forum 7 Berkeley: 17 April 2018	12 people
Submissions received	Hard copies provided at libraries, customer service desks, kiosks, neighbourhood forums and community hubs.	68 submissions
Letterbox Drop	Council newsletter distributed from Sat 7 April 2018	LGA
Councillor workshop	Saturday 17 February 2018	17 people
Council lunch and learn	13 April 2018	17 people
	30 April 2018	12 people
Media Briefing	27 March 2018	3 Illawarra Mercury articles 1 Nine News feature

Email	Groups and individuals engaged during discussion paper exhibition including; 'Have Your Say' participants, Illawarra Business Chamber, department of premier and cabinet and other state government groups, multicultural and aboriginal groups, schools, University of Wollongong, Healthy Cities Illawarra.	45 emails sent
Social Media post	Facebook	20 likes, 49 comments and 2 shares

### 3.1 Engagement Activities

#### a) Our Wollongong 2028 Survey

The *Our Wollongong 2028* survey was released for comment on Council's *Have your Say website* from 28 October – 26 November 2017.

As part of the survey, participants were asked five questions:

- What changes have you noticed or experienced in the Wollongong Local Government Area since 2012?
- Are the Wollongong 2022 goals still current and relevant? If not, what changes would you make?
- What do you consider to be the top 3 challenges facing the Wollongong LGA over the next three years?
- What are the top 3 priorities for the Wollongong LGA over the next 10 years?
- What would you like Wollongong to look like in 10 years?

#### b) Wishes for Wollongong

Community kiosks were held at Viva La Gong, Warrawong Plaza and the Thirroul Library and Community Centre. As part of this engagement, residents were asked to make a 'Wish for Wollongong' and identify what they would like Wollongong to look like in 10 years' time.



### c) Community Satisfaction Survey

IRIS Research was engaged by Council to undertake the 2017 Community Satisfaction Survey. This survey tracks Council's performance in the delivery of key services and facilities and provides an overview of the perceptions of Council and the needs of the community. The telephone survey was conducted in October 2017.

As part of the survey, participants were asked to name 3 key areas they would like Council to focus on over the next three years and what they would like Council to look in 10 years' time.

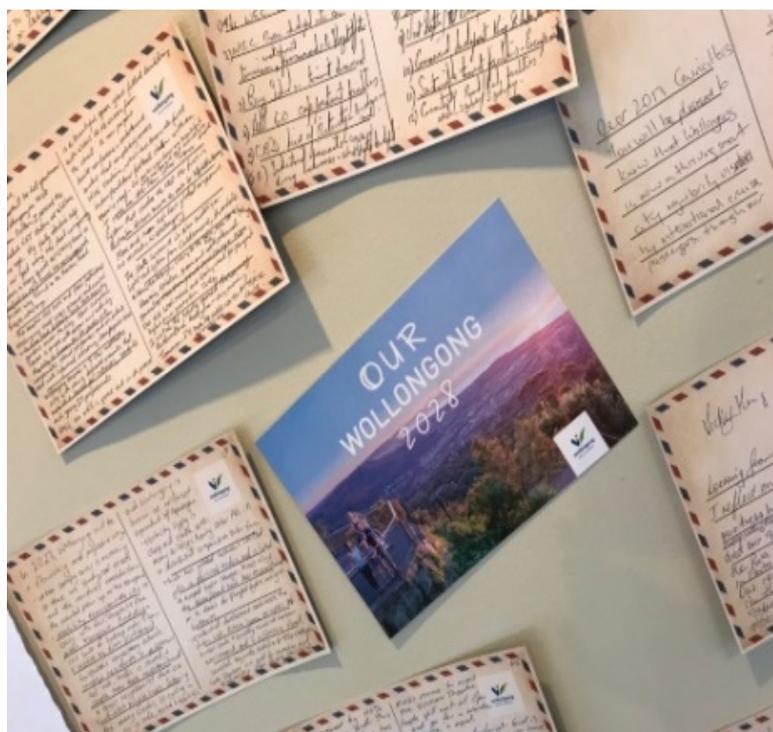
### d) Primary school students

Council staff engaged with three local primary schools to seek feedback and the thoughts of our children on the future of Wollongong, including Tarrawanna Primary School, Mount St Thomas Public School and Windang Public School. The children aged 5 to 12 years were provided the opportunity to voice their opinions, which have informed the CSP refresh.

### e) Councillor workshops

Councillors attended a full day workshop in November 2017 and February, where they participated in a range of activities to inform the future direction of Wollongong. In November, Councillors participated in an activity where they were asked to hypothetically allocate money to ideas to demonstrate their priorities, recognising that resource constraints are a reality. A broad range of opportunities and ideas were suggested and prioritised which will inform future planning.

Councillors were also asked to complete a destination postcard, sending Council a postcard from the year 2028. This is a well utilised visioning exercise that helps test whether our Wollongong 2022 vision and goals still reflect our desired state.



In February, Councillors were given the opportunity to provide feedback on the draft CSP, delivery program and operational plan. They also workshopped the community indicators to be used in these documents.

#### **f) Neighbourhood Forums and regional action groups**

Council staff attended six neighbourhood forums to provide an update on the refreshed CSP and to encourage members to participate in the engagement process.

- Neighbourhood Forum 5 Wollongong: Wednesday 1 November 2017
- Neighbourhood Forum 4 Corrimal: Tuesday 7 November 2017
- Neighbourhood Forum 1 Helensburgh: Wednesday 8 November 2017
- Neighbourhood Forum 8 Dapto: Wednesday 8 November 2017
- Neighbourhood Forum 3 Thirroul: Tuesday 21 November 2017
- Neighbourhood Forum 7 Berkeley: 21 November 2017

This was followed by staff attending all six Neighbourhood Forums held in April and May 2018 during the exhibition of the suite of strategic management documents.

#### **g) Multicultural Workshop**

In December 2017, members of the Illawarra's various multicultural communities met to review Wollongong 2022 and identify areas of improvement as part of the CSP refresh. Participants engaged in an activity where they had to hypothetically allocate funds to identify priority areas for the coming year. This was followed up by emailing the group in April 2018 advising that the planning documents were on exhibition and encouraging the group to provide feedback.



### **g) Government workshop**

A workshop was held with key state government agencies including Department of Planning and Cabinet, NSW Police, NSW Health, Roads and Maritime Services, Office of Local Government, Family and Community Services and Department of Planning and Environment. The rail network, economic development, West Dapto challenges, land prices, changes in the industry from the traditional to the new, specific group initiatives as well as other projects and priorities were discussed. This was followed by a letter to the members outlining where the CSP aligned with regional state priorities and encouraging feedback on the plans.



### 3.2 Engagement Results

In total, 1,275 people were engaged, including 512 people through face to face activities. An overview of the participation results is shown below.

**Diagram 1: Engagement Activities and Participation Results**



## 4. FEEDBACK – WHAT WE HEARD

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This section outlines the key findings of the community engagement undertaken in the development of the refreshed CSP.

### a) Our Wollongong 2028 Survey

A webpage on Council's *Have your Say* website was created for this project. The page 'Our Wollongong 2028' included a link to the survey, FAQs and a range of documents including the Discussion Paper, End of Term Report, Wollongong 2022 CSP and Wollongong 2022 Children's Report. The survey was available *Our Wollongong 2028* survey was released for comment on Council's *Have your Say website* from 28 October – 26 November 2017.

In total, 658 people visited the webpage 'Our Wollongong 2028' to view the survey.

45 people participated in the survey, including 38 online and 7 through hard copy. The usage statistics for the project page on Council's website are shown in Table 2 below.

**Table 2: Our Wollongong 2028 website usage statistics**

Measure and Explanation	Usage
Unique Site Visits – Total number of visits to the project page	658
Aware – Total number of users who viewed the project page	479
Informed – Total number of users who opened hyperlink	194
Engaged – Total number of users who completed survey	38

As part of the survey, participants were asked five questions, with the results outlined below.

The most noticeable changes in the Wollongong LGA were identified as:

- Density of housing and high-rise
- Decline in state government train services
- Increase in traffic and less parking
- Infrastructure improvements particularly in the CBD, rock pools, children's playgrounds and the Blue Mile
- Increase in arts and cultural events

70% of respondents agreed that the Wollongong 2022 goals are still current and relevant. Other comments regarding the goals include increasing the emphasis to protect the environment (Goal One), increased emphasis on increasing local jobs (Goal Two), increase emphasis on housing affordability (Goal Five) and improving public transport including rail and buses (Goal Six).

Participants identified the top challenges for Wollongong over the next 3 years as:

- Environment, climate change, waste management and renewable energy

- Transport, parking and connectivity
- Employment and local jobs

Similarly, the top three priorities for the Wollongong LGA over the next 10 years were identified as:

- Environment, green spaces and waste management
- Transport – Gong Shuttle, buses, bikes and trains
- Employment, education and local jobs

Participants envisioned Wollongong in 2028 to have preserved natural environment and open green spaces, to have a clean city with well-maintained community facilities and to continue to improve on roads, infrastructure, cycle ways and footpaths.

### **b) Wishes for Wollongong**

A total of 131 wishes were made. As a whole, residents were quite content with Wollongong, and most wishes were centred on how the city can continue to improve and become more innovative.

Dominant themes included:

- Environment: more trees, retaining green spaces
- Transport: retain the free Shuttle Bus, extend the free shuttle route, increasing parking spaces and reducing parking fees in the city centre, bike lanes
- Employment: more employment opportunities particularly for our young people
- Young people: more parks and playgrounds
- Mall: revitalise the mall, more shops/cafes/small bars/markets and events
- Community: better support for disadvantaged members of our community



### **c) Community Satisfaction Survey**

IRIS Research was engaged by Council to undertake the 2017 Community Satisfaction Survey. This survey tracks Council's performance in the delivery of key services and facilities and provides an overview of the perceptions of Council and the needs of the community. The telephone survey was conducted in October with 608 residents participating.

As part of the survey, participants were asked to name 3 key areas they would like Council to focus on over the next three years and what they would like Council to look in 10 years' time.

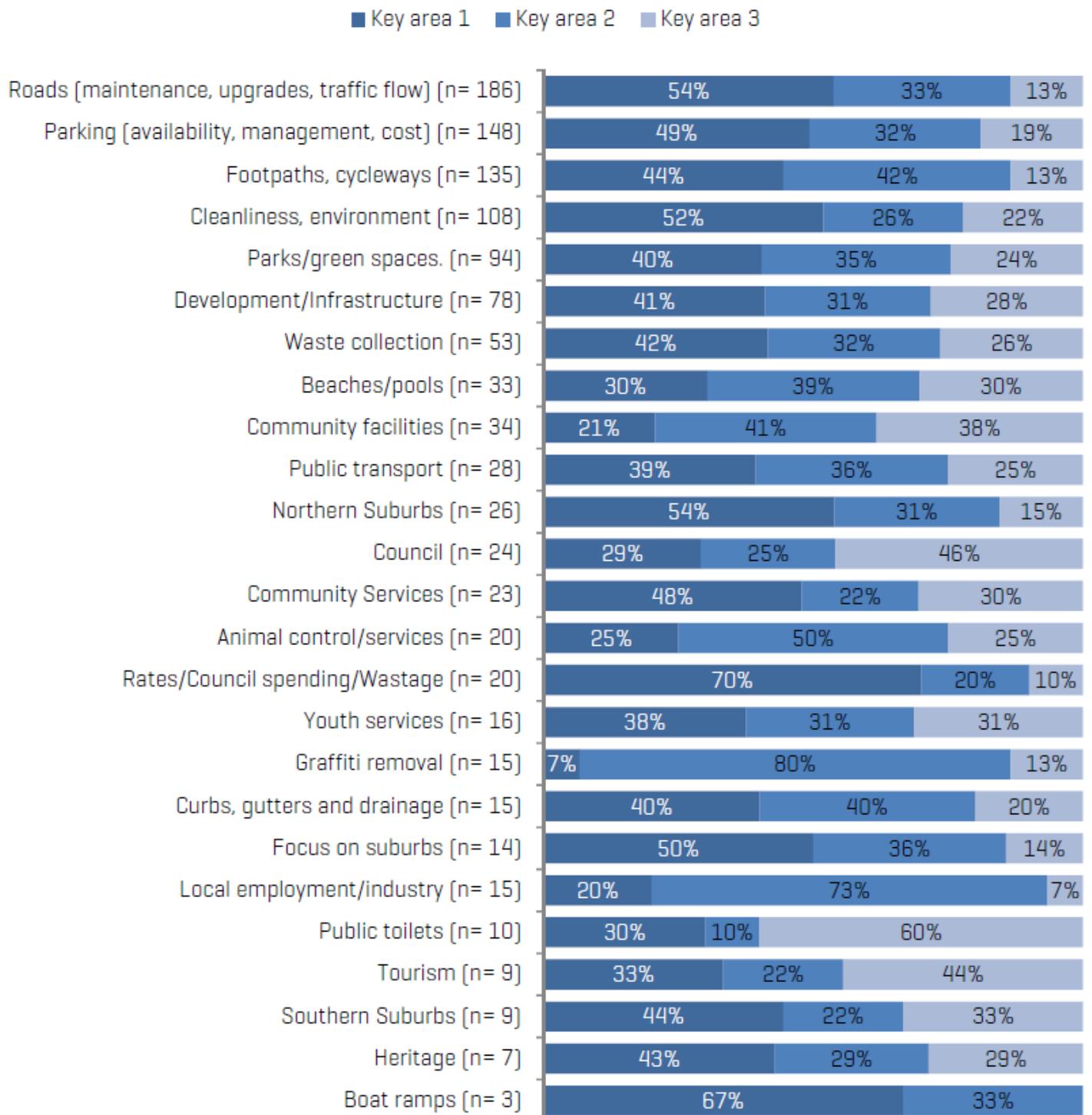
#### ***What key areas should Council focus on over the next three years?***

The top responses included:

- Roads (maintenance, upgrades and traffic flow)
- Parking (availability, management and cost)
- Footpaths and cycle ways
- Cleanliness and the environment
- Parks and green spaces

Roads was selected by 54% of residents as the first key priority. 54% of respondents who mentioned roads suggested it is the first key improvement area. Parking, including availability, management and cost, were suggested as the first key improvement area by 49% who mentioned it.

**Figure 2: Key improvement areas over the next three years (IRIS Research)**



### ***What would you like Wollongong to look like in 10 years' time?***

In order of prevalence, the most common themes were:

1. Less high rise development, particularly in the CBD and around beaches.
2. Wollongong to be a clean, liveable and inviting city
3. a green city with parks, gardens and trees
4. Wollongong to be a modern and vibrant city (arts, nightlife, restaurants and infrastructure)
5. Maintain the status quo
6. Improvements to the city centre and making Wollongong a tourist destination.

#### **d) Primary school students**



Council staff engaged with three local primary schools to seek feedback and the thoughts of our children on the future of Wollongong. The children aged 5 to 12 years were provided the opportunity to voice their opinions on the CSP refresh. 80% of the children agreed that Wollongong was a good place to live.

Children identified the natural environment (beaches, botanic gardens, bushwalks, cleanliness and parks); the good quality schools and the quietness as the best aspects to living in Wollongong.

They identified key issues for improvement, which included more bins provided, affordability of products, graffiti managed better, libraries and Windang jetty improved and more public transport.

The children envisioned that in 2028, Wollongong will have more jobs, new parks, no rubbish, the Windang jetty fixed, cheaper housing, less pollution, more sporting facilities, more animal areas/shelters, free Wi-Fi, more activities, bins and skate parks and no smoking/cigarettes.

In 2016, the Lord Mayor met with the school captains from high schools across the LGA to discuss issues of importance of young people<sup>1</sup>. Key issues discussed included:

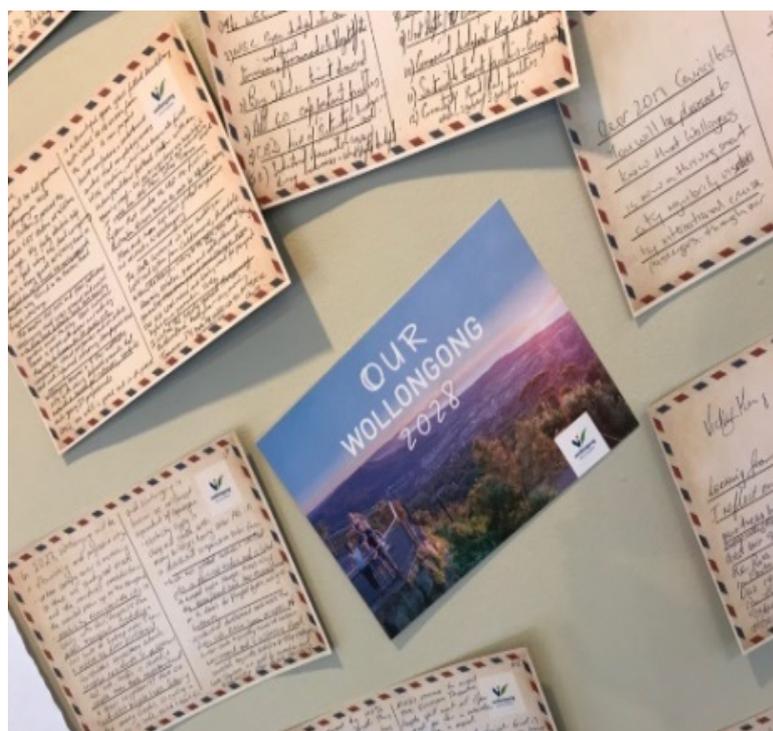
- Employment prospect pathways to employment, i.e.; mentors
- Affordable housing
- Poverty gap
- Cost of tertiary education
- Teachers not vested in students – individual learning styles need to be addressed
- Opportunities to develop a sense of self
- Promote Wollongong as a great place to live
- Be a voice of people who can't be heard
- Better planning for the city in relation to tourism opportunities and how to encourage people to come off the F6 and visit us but still uphold balance.

#### e) Councillor workshops

The most common themes envisioned from the postcards exercise included:

- Wollongong is a vibrant, well-connected, green city that uses renewable energy and is accessible by all.
- With our low unemployment levels, Wollongong is thriving because of the tourism sector boom and the 24/7 CBD.
- There is world class art and our suburbs are reflective of the communities.

In February, Councillors also workshoped projects that aligned with the visions and goals of the community which have been incorporated into the plans as actions.



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<sup>1</sup> This was not specifically part of the CSP engagement undertaken, however, provided another opportunity for young people to discuss issues of importance.

## **f) Neighbourhood Forums and regional action groups**

Neighbourhood Forum Five (NF5) provided a submission to Council, suggesting the inclusion of an additional goal 'We have a transparent and accountable Council which manages resources efficiently and effectively.'

A number of changes were noticed in the Wollongong LGA since 2012, including a reduction in tree cover; growth of the University and decline of TAFE; increase in high rise development; lack of Council engagement; increased traffic congestion and parking frustration; and a decrease in interaction with other organisations and agencies.

NF5 envisioned the following for Wollongong LGA in 2028:

- a greener city with fewer carbon emissions;
- increased role of economic development in promoting the growth of services in the city centre, the re-use of redundant industrial land and the creation of Business Parks providing employment for a variety of sectors;
- a successful University and TAFE;
- improved activities and ambience in the city centre;
- greater community participation and collaboration;
- up-to-date Master and Action Plans for all major parks;
- sustainable planning controls to make development responsive to its immediate context by improving liveability and protecting the ambience of ordinary streets;
- implement a City Centre traffic and parking regime with a few large parking stations and greater connectedness;
- improved public transport connections to Sydney and elsewhere; and
- improved participation and ideas from leading organisations.

NF5 suggested that these could be achieved by:

- Implementing the Urban Greening Strategy and providing more resources for natural area management;
- Providing extra economic development resources and creating stronger links to business, politicians and government;
- Improve liaison with the University and lobby for TAFE recovery;
- Implement further actions and initiatives of the Public Spaces Public Lives program;
- Empower and support local communities, particularly Neighbourhood Forums, and create more reference groups;
- Prepare park plans in collaboration with users and communities; and
- Review controls.

Corrimal Regional Action Group Two (CRAG2) identified a need for cycle ways and shared pathways from east to west which will in turn increase walkability and the use of bikes. Other items identified by CRAG2 in their submission include:

- The need for Ziems Park Sporting Complex be addressed and turned into a state class level sporting complex.
- Bellambi boat ramp and surrounding area turned into a marina.
- Consideration given to the development of the Aboriginal area in Bellambi, 'Keeping Place' into a cultural heritage site, providing tourist facilities. Promoting this cultural heritage can also be achieved through the integration of 'Bush tucker' vegetation along the east-west pathways proposed.
- Upgrade to the railway station and a bridge over Railway Street need to be considered, given the pending Coke Works development.

During the exhibition of the suite of planning documents in April and May 2018, three submissions were received from Neighbourhood Forums 1, 5 and 7.

Neighbourhood Forum 5 requested:

- an amendment of Solar Panel requirements in the City Centre
- certain inclusions are considered when reviewing the City Centre Planning and Design
- preference to include deep soil zones within residential development
- a review of the Keiraville/Gwynneville Implementation plan and a request to include processing the Planning Proposal for Keiraville/Gwynneville.
- MacCabe Park masterplan inclusion
- Amend Development Control Plan (DCP) to require parking spaces for customers to be clearly marked.
- Amend DCP to extend the single storey restriction to all development on battle-axe lots and to clarify site width definition.
- Requested discussion and input into the following major projects and proposals:
  - development assessment process improvements
  - review the Economic Development Strategy 2013-23;
  - City Centre Revitalisation - preferably through a Reference Group;
  - review of City Centre Planning and Design;
  - updated Landscape Master plan for Stuart and Galvin Parks, North Wollongong;
  - review of Inner City Parking Strategy 2010-2026;
  - Expansion of Paid Public Parking Regime;
  - Review of Wollongong City Centre Access and Movement Strategy 2013-23;
  - review of the Wollongong Bike Plan; and
  - development of an Integrated and Sustainable Transport Strategy.

Neighbourhood 7 submission included:

- suggestions on how to improve communication and engagement
- a request that future high-rise developments considered need to cater for green space, parking spaces, sewage & water management, & social amenities included.
- Ideas on promotion of IT and information access

Neighbourhood Forum 1 requested clarity on some monetary figures displayed in the Operational budget.

### **g) Multicultural Workshop**

In December 2017, 17 members of the Illawarra's various multicultural communities met to review Wollongong 2022 and identify areas of improvement as part of the CSP refresh. Participants engaged in an activity where they had to hypothetically allocate funds to identify priority areas for the coming year. The areas which received the highest allocation of funds were:

- Public transport: faster bus and train service, Free Gong Shuttle, ferry service between Wollongong and Kiama
- More accessible Council website and material – easily translatable or interpreter services available
- Partnerships with local community groups (e.g. University, local businesses)



Participants of the workshop all felt strongly that creating a more accessible network of services, as well as having a more readily available public transport network, would create a more connected and engaged community.

### **g) Business Community**

Council officers met with representatives of the Illawarra Business Chamber(IBC).

Following this meeting, over 2,400 people were contacted via email seeking their thoughts and comments on the CSP refresh.

The IBC prepared a formal submission in November 2017 and May 2018, identifying that the Wollongong economy is undergoing a transition, which presents an important opportunity for the NSW and national economies. Key recommendations from the submission included:

- Investment in transport connectivity to facilitate growth and investment
- Provision of a certain, affordable and effective planning scheme including a new Wollongong City Council, Local Environment Plan
- Direct and immediate action to increase the supply of affordable housing
- Sustaining and supporting local business through directed procurement measures

- Providing more employment and training opportunities to address youth unemployment
- Reducing payment timeframes to businesses by Wollongong City Council.

A formal submission was also received from Food Fairness Illawarra, which focused on reducing our ecological footprint, local food initiatives, improvement employment opportunities through local food production, consideration of regional food security, creating supportive environments for healthy eating and suggesting new development plans for access to healthy food choices. A number of objectives were also identified under Goal 5, including considering regional food security and creating supportive environments for healthy eating.

#### **h) University of Wollongong**

Representatives from the University of Wollongong (UOW) and Council held a round table meeting to discuss the refreshed CSP. UOW representatives agreed that the current vision and goals are still relevant and acknowledged that a lot of work went into the development of these in 2011. It was noted, however, that Goal Four could be less Council specific and more inclusive and collaborative.

Since 2012, UOW staff have noticed a transition in the economic sector of Wollongong and that we are now more closely aligned with the state through diversification and advancement. The way the city presents itself has improved, specifically the Blue Mile is in its final stages, improving the face of the city for visitors. The CBD and public domain has improved and there is greater pride in the city. Wayfinding has improved but Aboriginal heritage needs to be incorporated. There has been an increase in tourism, including the cruise ship visits and the change in expectations of the community has placed greater pressure on services. Housing affordability was also identified as a major concern.

By 2028, UOW representatives noted that they would like to see the LGA leverage opportunities with Western Sydney. UOW would like to see Wollongong embedded as a 'University town', noting the positive flow on effects this could have on the local economy. It was noted that the current vision statement mentions education, however, this is not specifically mentioned in the goals. The importance of the flow on effects from an educated community on our local community were noted.

Challenges for the LGA discussed include:

- The ageing population will provide interesting challenges as post war immigrants may revert back to their native language and cultural ways.
- Housing affordability.
- Appropriate management of growth.
- An increase in community expectations (resulting in reduced turnaround times).
- Service delivery through digital platforms increased but don't exclude community members that don't have access

Priorities identified for the LGA include:

- Walkability momentum continued to link with the healthy community goal
- East West cycle links
- Support aspirations of Aboriginal and Torres Strait Islanders – collaborate with UOW, Council and the community
- Decrease gaps of wealth and underprivileged
- Improve measures and indicators
- ‘Internet of Things’
- Keeping up with current technology trends, the digital age and rapid growth
- Modern smart city and NBN implementation

The University of Wollongong in collaboration with Healthy Cities Illawarra also submitted a submission during the later exhibition period. It praised the inclusion of the United Nations Sustainable Development Goals and outlined how the addition could be refined.

#### **h) State Government and other organisations**

##### ***Office of Environment and Heritage***

The Office of Environment and Heritage (OEH) supported the inclusion of Aboriginal culture in the Community Strategic Plan and encouraged ongoing strategic planning that integrates Aboriginal heritage culture conservation with economic and social development. The OEH encouraged particular focus on conserving heritage areas in the West Dapto development and Lake Illawarra area. The OEH also recommended that Objective 1.1 be expanded to include 'protecting, managing and improving biodiversity in terrestrial natural areas' as it would further contribute to the actions under goal 5 of the Illawarra Shoalhaven Regional Plan. They also requested that the CSP elaborate on Council's flooding in preparing Coastal Management Plans and Floodplain Management Plans as it would be a strategic alignment with the Illawarra Shoalhaven Regional Plan and NSW Coastal Management Framework.

##### ***Family and Community Services***

Family and Community Services (FACS) highlighted key aspects of the Plan that closely align with overarching strategic goals for FACS, in particular:

- Community engagement activities for families with children and young people in priority locations of disadvantage.
- Working in partnership to strengthen our communities and celebrate diversity.
- Local crime prevention and partnerships toward a safe, accessible and resilient community.
- An integrated transport system focussed on reducing private car dependency by increasing the use of public transport, cycling and walking.
- Diverse and accessible recreation and lifestyle activities to foster community wellbeing for people of all ages, abilities, cultural backgrounds.

They also support continuation and strengthening of Council's role in the following:

- Strategic support by Council to improve access to a range of affordable housing options that are located close to transport links, jobs and other important infrastructure; this is referenced in Objective 5.3 'Residents have improved access to a range of affordable options'.
- Provision of affordable and accessible transport to allow our vulnerable target groups to access education and employment opportunities as well as maintain health, social connection and wellbeing - this appears to be included in Objectives 6.1 'Wollongong is supported by an integrated transport system'; 6.2 'Connections between our city and Sydney are strengthened' and 6.3 'Provide connected and accessible places and spaces'.
- Opportunities for local employment, which are key to breaking the cycle of disadvantage. FACS encourages and appreciates local government support for new business investment and for Social Enterprises and Social Businesses to give vulnerable people work experience and training opportunities - this is referenced in Objective 2.1 'Local employment opportunities are increased with a strong local economy.'
- Provision and maintenance of high quality community facilities in key locations (both centres and outdoor areas that can be used by a range of community groups including those funded by FACS) - this is referenced in Objectives 5.1 'There is an increase in the health and wellbeing of our community' and 5.2 'Participation in recreational and lifestyle activities is increased'
- Opportunities for local employment, which are key to breaking the cycle of disadvantage. FACS encourages and appreciates local government support for new business investment and for Social Enterprises and Social Businesses to give vulnerable people work experience and training opportunities - this is referenced in Objective 2.1 'Local employment opportunities are increased with a strong local economy.'

### ***Wilderness Society Illawarra***

The Wilderness Society Illawarra (WSI) stated Council's current draft planning documents for the next decade do not currently specify greenhouse gas (GHG) emission reduction targets in line with Australian commitments. They requested five changes to the council's current 10-year draft planning documents: four changes to the Draft Our Wollongong 2028 Community Strategic Plan and one change to the Draft Delivery Program and Operational Plan 2018-2021. The requested changes are as follows:

- Requested Change 1: Within the 2028 Community Strategic Plan, specify strongly and clearly that Wollongong needs to reduce its greenhouse gas emissions, and to do its share to limit climate change.
- Requested Change 2: Within the 2028 Community Strategic Plan, change the Goal 1 list of community indicators to include a measure of total GHG emissions in addition

to the already-included Emissions per permanent resident measure, and specify yearly caps for total GHG emissions and for GHG emissions per permanent resident.

- Requested Change 3: Within the 2028 Community Strategic Plan, make a strong commitment to make the region's economy more sustainable with a transition to green jobs.
- Requested Change 4: Within the Draft Delivery Program and Operational Plan 2018-2021, accelerate the Global Covenant of Mayors steps.
- Requested Change 5: Within the Draft Delivery Program and Operational Plan 2018-2021, add an ethical investment strategy under objective 4.3 which currently reads "Our council is accountable, financially sustainable, and has the trust of the community". Ethical investment should be clearly stated as a strategy for Council to achieve trust of the community by showing positive leadership and values. WSI submits that divestment from companies that are a part of the fossil fuel industries or invest in fossil fuel projects must be part of this strategy.

### ***Destination Wollongong***

Destination Wollongong wrote a comprehensive submission around the strong strategic alignment to visitor economy growth. They were also encouraged by the review of Tourist Accommodation planning controls planned. Destination Wollongong commended work undertaken at Mt Keira and Beaton Park and are looking forward to seeing the final masterplans produced for these two areas. Destination Wollongong mentioned the parts of the plans that focus on the renewal of certain assets such as North Wollongong Surf Club, Tourist Parks, Port Kembla and Flagstaff Hill.

They showed support for Grand Pacific Way/ Walk that is a project that amplifies the work undertaken by Destination Wollongong on the Grand Pacific Drive and fits perfectly into the healthy living aspects of the City.

## 4.1 Summary of feedback

Overall, 1,280 people were engaged throughout the process.

An overview of the major themes that came through the engagement process are presented below (Diagram 2).



**Diagram 2: Key Themes from Engagement – Our Wollongong 2028 Discussion Paper**

Based on the extensive engagement and feedback received from the community a refreshed Community Strategic Plan, Our Wollongong 2028 was produced and exhibited. The community's thoughts were referenced and adjustments to the strategies and objectives are now better align with the community's priorities and aspirations for the future.

Following the exhibition of the strategic planning documents in April and May 2018, the following items were included within submissions:

**Diagram 3: Key Themes from Engagement – Our Wollongong 2028 Strategic Planning Documents**



## Attachment A: Overview of engagement activities

Event	When	Location	No. people
Neighbourhood Forum 5 Wollongong	Wednesday 1 November 2017, 7pm	Wollongong Town Hall, Corner Crown and Kembla streets, Wollongong	28
Neighbourhood Forum 4 Corrimal	Tuesday 7 November 2017, 7pm	Towradgi Community Hall, Corner Towradgi and Moray roads, Towradgi	20
Staff Workshop	Tuesday 7 November 2017, 3:45	Council Building, Burelli Street, Wollongong	10
Tarrawanna Primary school activity	Wednesday 8 November 2017, 10am-11am	Meadow Street, Tarrawanna	30
Neighbourhood Forum 1 Helensburgh	Wednesday 8 November 2017, 7pm	Helensburgh Community Centre, Walker Street Helensburgh	10
Neighbourhood Forum 8 Dapto	Wednesday 8 November 2017, 7pm	Dapto Ribbonwood Centre, Princes Highway, Dapto	14
Viva La Gong	Saturday 11 November 2017 12pm to 3pm	MacCabe Park, Burelli Street, Wollongong	102
Councillor Workshop	Sunday 12 November 10am to 4pm	Council Building, Burelli Street, Wollongong	17
Warrawong Plaza	Monday 13 November 2017 11am to 1pm	Corner King and Cowper streets, Warrawong	17
Mount Saint Thomas Public School	Tue 14 November 2017 2pm-3pm	Taronga Avenue, Wollongong	30
Thirroul Library and Community Centre	Thursday 16 November 2017, 11am to 1pm	Thirroul Community Centre, Lawrence Hargrave Drive, Thirroul	12
Neighbourhood Forum 3 Thirroul	Tuesday 21 November 2017, 7pm	Thirroul Community Centre, Lawrence Hargrave Drive Thirroul	8
Neighbourhood Forum 7 Berkeley	Tuesday 21 November 2017, 6pm	Collegians, Port Kembla Leagues Club, Port Kembla	12
Windang Public School	Monday 4 December 2017, 10am	Oakland Avenue, Windang	30
NSW Government workshop	Thursday 7 December 2017	Level 0 Conference Room, 84 Crown Street, Wollongong	17

Councillor Planning Workshop	Saturday 17 February 2018	Council Building, Burelli Street, Wollongong	12
Neighbourhood Forum 5 Wollongong	Wednesday 4 April 2018, 7pm	Wollongong Town Hall, Corner Crown and Kembla streets, Wollongong	23
Thirroul Seaside Festival	Saturday 7 April 2018, 7pm	Thirroul Community Centre, Lawrence Hargrave Drive, Thirroul	19
Neighbourhood Forum 1 Helensburgh	Wednesday 11 April 2018, 7pm	Helensburgh Community Centre, Walker Street Helensburgh	10
Neighbourhood Forum 8 Dapto	Wednesday 11 April 2018, 7pm	Dapto Ribbonwood Centre, Princes Highway, Dapto	18
Eat Street Markets Wollongong	Thursday 12 April 2018, 5pm	Crown Street Mall	15
Council Staff Lunch and Learn	Friday 13 April 2018,	Council Building, Burelli Street, Wollongong	17
Neighbourhood Forum 3 Thirroul	Tuesday 17 April 2018, 7pm	Thirroul Community Centre, Lawrence Hargrave Drive Thirroul	8
Neighbourhood Forum 7 Berkeley	Tuesday 17 April, 6pm	Collegians, Port Kembla Leagues Club, Port Kembla	12
Warrawong Markets	Saturday 21 April, 9am	By the lake, Northcliffe Drive, Warrawong	10
Council Staff Lunch and Learn	Monday 30 April 2018,	Council Building, Burelli Street, Wollongong	12
Neighbourhood Forum 5 Wollongong	Wednesday 4 April 2018, 7pm	Wollongong Town Hall, Corner Crown and Kembla streets, Wollongong	23