



hear every voice, know where you stand

STRAIGHTTALK

AN OPEN AND CREATIVE CITY

City of Sydney Deliberative Workshops

Report

February 2018



Contents

| | |
|---|-----------|
| 1. Executive summary | 2 |
| 2. Introduction | 6 |
| 2.1. Strategic context | 6 |
| 2.2. Deliberative aims and objectives | 6 |
| 3. Methodology | 8 |
| 4. Outcomes of the deliberation | 9 |
| 4.1. Workshop one | 9 |
| 4.2. Workshop two | 10 |
| Appendix A The detailed findings | 13 |
| Appendix B Participant feedback | 31 |
| Appendix C LGA and participant statistics | 32 |
| Appendix D Key facts handout | 33 |
| Appendix E City of Sydney Discussion Paper | 34 |

Document

An open and creative city -
Deliberative workshops

Client

City of Sydney

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1. EXECUTIVE SUMMARY

The City of Sydney (the 'City') undertook community consultation on proposals for new planning rules that aim to realise the City's vision for a night time and cultural city under its OPEN Sydney late Night Economy Action Plan, Creative City Cultural Policy and Action Plan and the Live Music and Performance Action Plan.

The purpose of the consultation was to gather informed feedback from a broadly representative sample of local residents to understand preferences around new planning rules which could increase economic and cultural activity in key locations across the Local Government Area (LGA).

The City hosted two, two-and-a-half hour deliberative workshops on Tuesday 14th November and Tuesday 21 November 2017 with 33 residents from the LGA.

The deliberative workshops invited feedback on three major proposal areas:

1. A diverse evening economy
2. Small scale cultural uses
3. Fair management of entertainment noise.

The first workshop introduced participants to the ideas and specific details of each proposal through a number of presentations. These were followed by opportunities to discuss each proposal at table groups and amongst the broader group.

In the second workshop all the participants had a chance to discuss and comment on the specific details of each proposal, outlining the components they either agreed or disagreed with. Each table group was asked to discuss and report back to the room on the items they felt they had gained the most, and least agreement, on. There were few areas with opposing views.

Overall, there was significant support for all three proposals. Almost universally any concerns that were raised were related to how the proposals would be implemented and how compliance issues would be addressed, rather than the proposals themselves. Group discussions were also focussed on exploring potential amendments to the proposals, however no suggested amendment gained complete support from the majority of participants. A summary of participant sentiment about each of the proposals follows:

1. Proposal one – A diverse evening economy

Almost all participants indicated strong support for this idea. The broad sentiment across the room was that this was a good initiative. There were a small number of people whose focus was on the detail of how this proposal would be managed, in terms of whether there would be appropriate levels of public transport or garbage management however, there were no outright opposition to the proposal as it stands currently.

Some participants suggested a positive change to the proposal would be to extend the proposed areas to include other key city locations, such as Broadway, William Street or Oxford Street, as these were identified as obvious, active commercial areas. This suggestion did attract support from a number of participants. There was strong support for the proposal to ensure the broadest range of retail and service options be available. Almost all participants agreed with the proposed times for extended trading being 7.00am – 10.00pm.

2. Proposal two – Small scale cultural uses

This proposal evoked a strong positive reaction with all participants. There was a lot of discussion about the potential for this plan to stimulate the creative arts scene in Sydney, clear support for the proposal. There was consistent attitude across a majority of the participants, that if small businesses took up the opportunity there could be an exciting and diverse cultural offering across the LGA. A notable number of participants had travelled, or were born, overseas and were vocal about wanting Sydney to increase its offering of cultural events. Younger participants, generally 35 years and under, expressed a desire for more night life options not involving bars and drinking.

However, much discussion about this proposal related to how it would be implemented and how compliance, and non-compliance, and cumulative impacts would be managed. In particular, participants wanted to ensure that the proposal would only apply to artistic and cultural events.

A diverse mix of ideas for suggested changes to the proposal were discussed. These different suggestions reflected the wide range of participants who attended across a broad spectrum of ages, cultural backgrounds and interests. Some specific suggestions included things like: cultural grants to encourage cultural diversity; a strong communications plan to broadcast the initiative to everyone in the community; ensuring increases in public transport services to support new events; and ensuring families are considered in terms of event end times and managing noisy pedestrians. Many participants suggested that the 50-person limit was not flexible enough to respond to different sized venues or different types of events that are limited and low impact.,

Proposal three – Fair management of entertainment noise

Around half of the participants freely supported this proposal and the other half were challenged by their concerns about the implementation of the proposal, which would define the quality of the outcome. It was generally agreed that the proposal sounded fair and intended to both protect areas with music venues and create more local event options for people outside of drinking venues and food/restaurants.

Participants acknowledged that high density living can be an adjustment for people and considering different people's needs and expectations is important. Making venue information available would provide clarity for existing and future residents, and help manage expectations around reasonable noise. This view resulted in a small number of participants suggesting that implementing a business register for the City to manage, with the intention that it would be visible to the public so people can see what is going on in an area at any given point, would be beneficial.

Some of the most frequently mentioned concerns were around existing noise issues and how they might be addressed. This included managing the expectations and needs of existing, long terms residents in comparison to new residents coming fresh to a given area. Most participants agreed that noise levels should not be set assuming the windows of a residence are closed, given there are many situations where apartment residents would reasonably keep their windows open.

Participants mostly agree with each other on the specific questions under this proposal. Much of the discussions about this proposal centred on developers. There were some differences of opinion around exactly whose responsibility it is to inform residents, whether it was ultimately up to the developers or Council. There is evident distrust of developers with some residents asserting that developers generally

need to take more responsibility for a number of things like the quality of their buildings, being held accountable for their designs and materials, and not being allowed to pass on their costs to patrons. These opinions appear to be based on enduring negative perceptions as opposed to the specific details of this proposal, given most of the feedback on the proposal related to how the burden of responsibility should reasonably shift between residents, the City and developers depending on the situation.

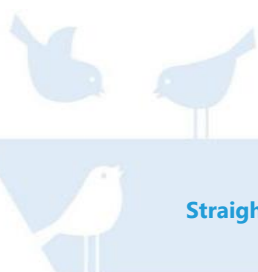
The deliberation and conclusions

The overall response to all three proposals was positive. Proposal one and two evoked more excitement as participants anticipated a scenario where small business, visitors to the area and residents take full advantage of the proposed changes. All of the proposals were generally accepted as initiating positive changes to the cultural and night time fabric of the city. Participants were keen to address the needs of the diverse community that resides in the LGA, being mindful that different people with families, backgrounds, lifestyles and interests all need to be considered. The range of participants in the room closely reflected the varied and distinct nature of residents within the LGA. While it was clear that not every new policy could meet everyone's needs, participants were happy to compromise on reasonable outcomes and provide clarity around how they felt the expectations of others in the community could be met or managed.

For all the reasons participants liked the proposals and the promise of change that they brought, suggestions were still offered in order to improve them. For proposal one, participants really wanted to maximise the available opportunities for this to work. The key suggestions were around increasing the proposed locations to include other high foot traffic areas and increasing the coverage of proposed uses. While there were a few vocal participants who said the upper night time limit could increase from 10.00pm to 12.00midnight, the majority said that this would not be fair and reasonable for the surrounding residents. Suggestions were focussed on creating clarity and support for those businesses willing to take up the new opportunities.

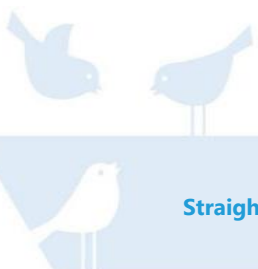
The second proposal also appeared to offered a lot of promise to participants in the form of culture, vibrancy, a sense of community and more opportunities for creative expression. Similarly, the third proposal was generally accepted as offering some great, well intentioned changes that balanced the needs of residents and patrons. However, both proposals attracted a number of suggested improvements.

For the second proposal, participants asserted that having a diverse range of cultural events was important, as was making sure event patrons could stay out at reasonably late times during the night and that events were able to be run with enough frequency to make it economically viable for the host. There was some mixed feedback around the frequency and duration of events, but participants mostly pointed out the suggested policies should incorporate a greater amount of flexibility for appropriate situations (large venue or quiet events) which have a more limited impact on neighbours and therefore could reasonably stretch the allowable limits.



In relation to proposal three there were varying views around how different types of residents, recent or long-standing, should manage their expectations of noise and the availability of information indicating where noise is being created. These discussions did not result in consensus by participants on how to address these issues.

It was clear that there were a small number of participants who believed that noise levels should be at those similar to more suburban areas, older participants and those with young families were likely to share this view. There was no agreement about the exact noise levels which could be considered to be reasonable, however most agreed that residents should have access to information around existing venues, and that residents should be protected against sleep disturbance and annoyance in the evening.



2. INTRODUCTION

Straight Talk was engaged by the City of Sydney (the 'City') to design, facilitate and report on two deliberative workshops with local residents to inform the proposed changes to planning controls to better support culture and the night time economy in the Local Government Area (LGA).

2.1. Strategic context

The City has developed a strong and vital vision for a global, green and connected city. Sustainable Sydney 2030 has provided a practical and vibrant roadmap for pursuing this vision. The success of the strategy is evident across the LGA in the way the City provides services, facilities and support for its residents, visitors and businesses.

To support the implementation of its vision, the City has been researching effective approaches to better support the cultural life within the LGA and its night time economy. Additionally, the City has been engaging with the community and stakeholders about their lived experiences in this regard, the challenges and difficulties they face, and how these could be addressed.

As a result, the City has drafted a discussion paper - An Open and Creative City: planning for culture and the night time economy - which details the planning and regulatory reforms it proposes to better facilitate a move towards a City that is culturally vibrant and has a diverse and safe night time economy, with a thriving live music scene.

The discussion paper outlined three discreet but related areas for reform, in order to:

- 👉 Make it easier for shops and businesses to trade in Central Sydney and the village centres from 7am to 10pm, 7 days a week
- 👉 Make it easier for small-scale cultural uses to take place in existing buildings
- 👉 Protect live music and performance venues and encourage the fair management of noise.

In accordance with the City's commitment to engaging with its community about matters that may affect them, and to ensuring community feedback informs the City's decision-making, it has been undertaking a suite of community engagement activities. Included in these activities were two deliberative workshops that Straight Talk designed and facilitated, which are the subject of this report.

2.2. Deliberative aims and objectives

The City identified that a deliberative process would be an effective method of garnering informed and considered feedback from local residents given the:

- 👉 Detailed nature of the changes the City is proposing to its planning controls
- 👉 Need to balance the competing interests of residents, businesses, cultural producers and visitors that these changes involve.

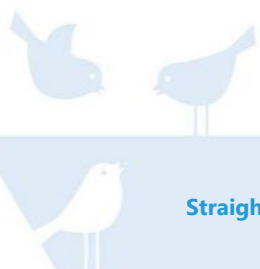
The aim of the workshops was to provide a broadly representative sample of local residents with information about the proposed changes, an opportunity to ask questions and seek clarification about the

proposed changes, and the time needed for them to reflect on the implications of the proposals for themselves and other local residents.

The objectives of the workshops were to identify the:

- 👉 Factors that were of most importance to residents when they considered each proposal
- 👉 Level of support, or otherwise, participants had for each proposal
- 👉 Changes participants believed would enhance each of the proposals.

Straight Talk designed a deliberative process which involved a representative mix of residents from across the LGA attending two workshops, one week apart. The same participants were required to attend both workshops, in order to allow appropriate time to absorb, discuss and refine feedback on the planning proposals the City is considering.



3. METHODOLOGY

Two deliberative workshops were conducted. The first session was held on Tuesday 14 November and the second session was held one week later on Tuesday 21 November 2017. Both were hosted at a meeting room in Customs House on Alfred Street in the Sydney CBD, from 6.00pm to 8.30pm.



Image 1: Participants indicated their place of residence on a map of the City of Sydney

Participants were recruited through a combination of discreet Facebook advertising and random telephone surveying. Potential attendees were screened to ensure a mix of ages over 18 years old, mixed gender, and a broad representation of residents across the LGA.

Thirty-two participants attended the workshops. Each participant received a \$200 cash stipend in appreciation of their time.

Both workshops were facilitated by Straight Talk's Principal Consultant, Nicola Wass.

The first workshop introduced participants to each other with some exercises to get everyone comfortable with the other people in the room. Then participants were introduced to the ideas behind deliberation and critical thinking. The rest of the first session consisted of presentations by the City on each of the three proposals they were asking for feedback on.

Participants were given opportunities to ask questions and report back on their initial impressions.

The group was invited to reflect on a number of questions in the week between the two workshops. This 'homework' asked participants to consider the balance between what was important to them and what could work for the other residents and visitors to the LGA.

The second workshop was focused on gathering deeper feedback on the three proposals. Participants spoke about the things they had learned from the previous week and had an opportunity to ask further questions that had come up for them during that time. Following this, there were a number of table exercises designed to allow participants to give detailed feedback on each proposal. These discussions were in the presence of a City staff member who recorded the feedback and answered technical questions as they arose.

At the end of the second workshop, participants were invited to complete a feedback form on their experience and the process. The report of participants feedback is provided at section 6: Participant feedback.

Finally, participants were sent a thank you email which outlined the next steps for the project and the website links to further information.

4. OUTCOMES OF THE DELIBERATION

4.1. Workshop one

The initial workshop was broken into two segments. The first segment focused on introducing participants to the deliberative process and the second segment was run with a presentation by Ben Pechey, Manager Planning Policy, on each of the planning proposal areas followed by comments and questions.

In this workshop, the room was broken up into six different tables. After each presentation, the six table groups discussed their initial impressions and reactions to the overall policy and the proposed changes, then reported their key discussion points back to the room.

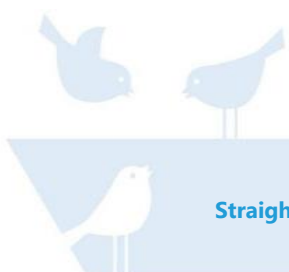
Key findings from these first impressions are as follows:

4.1.1. Proposal 1 - A diverse evening economy

- 👉 A majority of participants at each of the six tables agreed that this proposal outlined a lot of positive changes. Overall, they liked what was being proposed
- 👉 Participants most liked that it would create more convenient hours for a broader range of the community like shift workers and others who work non-standard hours. They also liked the resemblance to other international cities with business hours open later into the night
- 👉 There were questions around whether there would be enough public transport services to support the extended hours of operation and how traffic and garbage would be managed.

4.1.2. Proposal 2 - Small scale cultural uses

- 👉 There was a high level of support for this proposal overall
- 👉 Participants most liked the potential for unique events in diverse spaces, adding to a vibrant atmosphere in different neighbourhoods
- 👉 A small number of participants believed a business register would be a good idea for ongoing issues management and compliance
- 👉 Participants needed to feel confident that operational issues would be effectively managed over the long-term and the proposal was silent on how these aspects would be addressed.



4.1.3. Proposal 3 - Fair management of entertainment noise

- 👉 The proposal was generally seen as positive
- 👉 The participants liked that it enabled greater transparency around noise limits and development regulations
- 👉 A number of participants were concerned that the proposal does not address current noise issues. Some predicted that venues might lobby against having noise restrictions imposed on them

4.2. Workshop two

In the second workshop, participants were again broken up into six tables with opportunities to discuss overarching opinions about each proposal. In this session they were asked to give specific feedback on the proposal questions posed by the City in the October Discussion Paper – An Open and Creative City.

Feedback on the specific discussion questions are as follows:

4.2.1. Proposal 1 - A diverse evening economy

1. Are the areas for the proposed changes, right?

- Most participants agree that the areas should be expanded to include other key commercial locations like Broadway, William Street and the little connecting corridors
- Including less popular areas like Green Square or Moore Park could allow smaller areas to be more competitive. A small number of participants supported this, but more were inclined to keep it to well populated areas with high foot traffic
- There was broad agreement that public transport services need to be updated to accommodate for any changes.

2. Are the proposed uses, right?

- Many participants say yes, but they would like the proposed uses to be as broad as possible so there are many opportunities available
- The general sentiment within the group is that cafes and restaurants close too early and these are the most obvious services which should be open later.

3. Are the times (7.00am-10.00pm) correct?

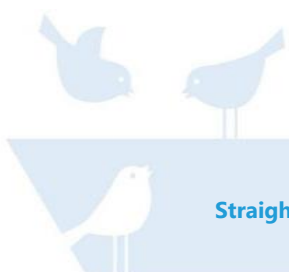
- A majority of participants agree with these times as extending the night time boundary might have a negative affect on residents. 10.00pm is seen as a reasonable time for the most number of people.

4.2.2. Proposal 2 - Small scale cultural uses

4. Is this correct – Maximum number of people – 1 person per square meter including patrons, staff and performers and no more than 50 people?

- Most participants think that 50 people is a reasonable definition for being small-scale however, they would prefer more flexibility to allow for more people in certain circumstances

- Most agree that minimal impact events, like non-performance events should be excluded from the 50-person maximum
 - A small number of people pointed out that exclusions to the rule should not get too complicated.
- 5. Is this correct – Frequency of events – up to 26 days a year and on no more than eight days a month and two days in a row?**
- There was general agreement that this was ok
 - Some participants suggested increasing the run of days or the number of times per year and this was also seen to be more financially attractive to those who might consider running events
 - There was some agreement that increasing the frequency could work, but most were mindful that neighbours and residents' needs should also be taken into consideration.
- 6. Is this correct – Duration of events – a maximum of four hours on any day, finish no later than 9pm Sunday to Thursday and 10.00pm Friday and Saturday**
- There was general agreement that this was correct
 - It was important for some participants to note that noise may continue on after the event as patrons leave or linger.
- 7. Is this correct – Service of alcohol – must be either consistent with an existing license or served by a caterer using an off-premises authorisation**
- All participants agreed.
- 8. Is this correct – The locations or areas allowed**
- Participants generally agreed with this
 - A small number of participants noted that there were extra small streets and lanes which could appropriately be included in the proposed area. The City map with the proposed areas does not highlight some key laneway areas in Redfern which could be used. E.g. Maddison Street.
- 9. Is this correct – Locations/areas amplified music is allowed – only in Central Sydney and zones that don't allow residential uses**
- Most participants were comfortable with this.
- 10. Does the definition capture the types of cultural uses residents want to see?**
- Participants felt that the definition should give more specific examples in order to be more useful.
- 11. Does the definition allow for other uses to occur that are not wanted (Is there a loop-hole)?**
- No specific loop-hole was identified, subject to there being appropriate regulation and compliance to avoid parties and other non-allowable uses. However a couple of participants explicitly mentioned not allowing sporting events to fall within the definition.



4.2.3. Proposal 3 - Fair management of entertainment noise

12. Is the 'agent of change' approach fair? If not, what is a fairer solution?

- Most participants agree with this approach
- There was some existing, negative developer sentiment from a number of participants which created some scepticism around the degree to which developers will be held accountable to changes.

13. Is it reasonable to expect residents to moderate their night-time noise expectations, depending on the area they live?

- Most participants agree with this
- Residents who have been living in their area for a long time believe that the proposal does not address existing noise concerns. It only addresses new noise issues for new situations and developments. These participants were also most likely to suggest that there should also be a long-term noise management plan
- Almost all participants agree that people coming into an area have a responsibility to check noise issues and local venues themselves.

14. Should residents be informed about existing venues and how should that occur?

- Participants agree that the appropriate information should be made available to residents and future residents.

15. When thinking about protection from noise, what should the priorities be?

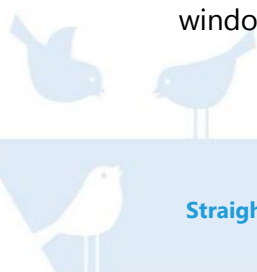
- Participants agreed that sleep disturbance and annoyance in the evening are the most important priorities
- A few participants continue to say that having a business register would help create transparency.

16. When thinking about defining 'night time noise', when should night time commence and how long should it be?

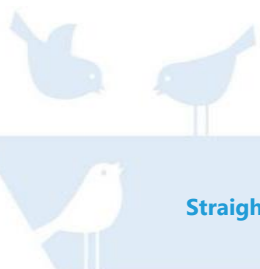
- Participants generally agree that an 8-hour period is reasonable and commencement times could be different for week days compared to the weekend
- There were different options about what times would be appropriate with no agreement in the group.

17. Should noise levels be set assuming the windows of a residence are closed?

- Most participants say that noise levels should not be measured with the windows closed as there are too many likely situations where the windows would normally be open
- Some participants pointed out that levels of acceptable noise vary significantly from one individual to the next and so noise levels should be set with the windows closed as having windows open is up to the individual.



APPENDIX A THE DETAILED FINDINGS



Workshop one

The following section outlines the feedback raised during discussions about each topic area.

Proposal 1 - A diverse evening economy

Initial impressions:

- 👉 'This is positive'
- 👉 'Sounds sensible'
- 👉 'More convenient'
- 👉 'There are infrastructure considerations like traffic and parking for the extra people out'
- 👉 'What about security and safety? Will there be more police on the beat?'

Considerations:

- **It is more convenient.** Particularly for shift workers or people who work non-standard hours. It provides opportunities for people to access services at more advantageous times
- **It lends itself to the habits of international cultures.** Having cafes and similar style food places open later in the evening encourages a more open culture similar to that across Europe or Asia
- **It creates a sense of community ownership.** It allows the community a greater level of control over how the City is run and what the evening should look like. It also provides an opportunity for new ideas to open up and flourish
- **It creates a standard rule.** So that the areas in question have one set of guidelines or regulation

Need for further consideration:

- **How will traffic and garbage be managed?** Council will need to manage increased garbage and consider a new schedule for garbage collection
- **Do local businesses want to do this?** There should not be pressure on small, local businesses to participate if they cannot afford to
- **Will there be extra public transport services?** There needs to be new service times for different crowds and people moving around
- **Will it be safe enough?** There needs to be more police on the beat to ensure there is enough security and people are safe at night.

Initial agreed decision:

- 👉 A majority of participants in the room liked and agreed with this proposal. They brought up many reasons why this would be a good idea.
- 👉 A few people continually brought up the belief that Sydney should mirror the culture overseas across Europe and Asia where food, cafes and shops were open late into the night
- 👉 Around one or two people per table had a more restrained reaction to the proposal because they had questions about how any changes would affect the community. They brought up questions around whether there would be enough local services to support extending business hours.

Proposal 2 - More small scale cultural uses

Initial impressions:

- 👉 *'This will be good for the neighbourhood. It will add vibrancy and more things will happen. This is more exciting than a retail store'*
- 👉 *'This is good because the queues are huge for things at the moment because there's only a few things to do that aren't drinking'*
- 👉 *'My biggest concern is that having this approval leaves it open to abuse at the cost of residents'*
- 👉 *'Scale and frequency need to be considered'.*

Considerations:

- **This could lead to more indoor and outdoor venues.** More options and more diverse spaces means more unique events to go to
- **Providing grants to businesses and guidelines around what small scale cultural uses are acceptable.** Both Action 2 and 3 proposed by the City are reasonable and acceptable
- **Enables clear sight for potential property buyers or renters.** Having the above register would be useful to help people choose which neighbourhood they would like to live in. They will be able to see what is going on in each area
- **Have a business register.** This can track which people are doing what activities, which is useful for policing adherence to the rules but also creates an opportunity to show everyone else what's going on and where they can go to do things. This could double as an events calendar.

Need for further considerations:

- **Sound proofing and noise pollution is expected to be an issue.** When there are commercial and residential borders, noise levels need to be managed so residents can still sleep and have their own space
- **There needs to be sustainable management.** Events need to be tracked, approved, recorded and communicated in a way that is transparent to residents and users of the area
- **Will residents end up being at a disadvantage?** If something goes wrong, residents will have to wait and see what it is before chasing it for months with Council to do something to fix it.

Initial agreed decision:

- 👉 Almost everyone in the room was excited about the potential for changes to positively affect a sense of community, creative and cultural inclusion within the City of Sydney LGA
- 👉 There were a couple of people in the room who consistently pushed the idea that having a business register of present and future events would be a good way to increase transparency for the neighbours to event sites and build enthusiasm for the initiative within the community
- 👉 Around a third of participants in the room were uncomfortable with the lack of visibility around risk management. There were general concerns that there might be noise issues, or unforeseen problems which would go unmanaged until residents had to make official complaints to the City.

Proposal 3 - Fair management of entertainment and noise

Initial impressions:

- 👉 'Generally positive'
- 👉 'This allows the pubs and small music venues to still do their thing'
- 👉 'This only deals with changing situations, not the existing situation'.

Considerations:

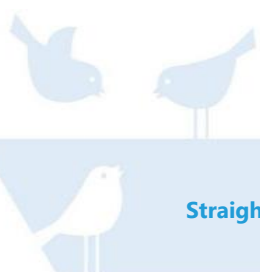
- **A good idea for all residents of the area.** As long as new residents are not allowed to try and change the rules once they move in. They should accept the area as it is
- **This will contribute to the local tapestry.** Particularly if good design and smart developments are put in place to ensure everyone wins
- **This enables and creates transparency.** Ensuring clear rules around what is allowable and what is not allowable.

Need for further considerations:

- **There is an existing problem with noise.** This will continue being a problem every once in a while, and residents need to be informed when they are making decisions about where to live
- **There are concerns that entertainment venues will lobby against any restrictions.** In order to avoid responsibility to their neighbours.

Initial agreed decision:

- 👉 Over half of the participants in the room were concerned about the details of how this proposal would be implemented and managed into the long term
- 👉 Around half of the participants said that the proposal was a positive step in the way it took into consideration the needs of venue patrons as well as neighbours and residents
- 👉 There were a few notable concerns around how the proposal will address existing noise problems or address the potential for venues and developers to lobby against the proposal. This led to accumulated agreement and interest across the room
- 👉 A small number of participants were optimistic about how the proposal could contribute to the vibrancy of the local community. They said this was reliant on good design and ensuring the focus of developments remained on making sure everyone wins, both the venue and its neighbours



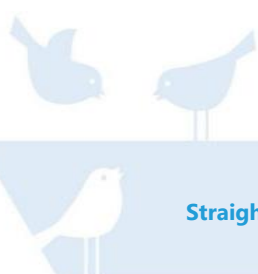
Workshop two

In this session, participants gave comments in relation to the specific questions featured in the City's discussion paper. These questions required answers on precise elements of each proposal which could guide the future adjustments to the proposed planning control changes.

General feedback

| What do you LIKE about this proposal | Reasons why |
|--|--|
| <ul style="list-style-type: none">• It creates opportunities for people to have more options to go out and have experiences at different types of events and venues• It creates opportunities for people to work if businesses extend their opening hours• Businesses have a choice about whether they open later or not• It spreads the load of traffic and peak times for transit if there is a greater window for people to go out to complete domestic chores or tasks• It creates greater flexibility for people to move around during different times of the day. Great for shift workers and it would be great for banks and the post office to be open outside of office hours• It encourages diversity of lifestyle so people can do things when they want to do them• It encourages geographic diversity so small, local businesses become a hub in their area | <ul style="list-style-type: none">• Sydney has a reputation for being a dead city• There are economic benefits if more businesses are open later• Small businesses may not choose to open later, but bigger businesses and retailers will be able to and that adds to the vibrancy and people who will be able to access services• If there are more people around there is an increased level of safety• The areas for the proposed changes are well spread out and cover all the key spots |

| What do you DISLIKE about this proposal | Reasons why |
|--|---|
| <ul style="list-style-type: none">• The proposal should but does not include a midnight option in the extended trading hours proposition• There are not enough details about the expected or likely impacts of these changes• There needs to be options for smaller areas which do not have the same footfall or natural attraction as the high streets• Poor transport links exist between the villages• The proposal should but does not include an extended delivery and after-hours service schedule | <ul style="list-style-type: none">• There needs to be accommodation for different needs. Midnight trading is exciting and a 10.00pm limit could end up being limiting• The proposed changes need to appeal to everyone in all residential and demographic segments• It is hard to travel directly between all the villages at present• There is already a lack of availability of parking. If people are coming from outside the area they will need public transport or places to park• Businesses that require extra deliveries and servicing late at night will result in more noise from their ongoing business |



| What would you like to CHANGE about this proposal | Reasons why |
|---|--|
| <ul style="list-style-type: none"> Extend the proposed areas to Central Park Mall, Broadway and Central Consider William Street and Green Square Have a register which shows who is opening up, who is not opening up and whether there is an application in progress The City should be clearer about all the steps it will take to help businesses through the process Create a mechanism to measure the program's success and take up | <ul style="list-style-type: none"> Residents want to know who is taking advantage of the changes and whether it is working A register can help services be planned and help understand the impacts this might have on the city Small businesses might not want to apply because the process is complicated and scary There should not be an automatic assumption that the project is a success if no one is complaining. On the flip side, it should not be the registering of complaints that indicates there are problems The City should use the data it keeps to help the program and guide businesses around what is working and not working |

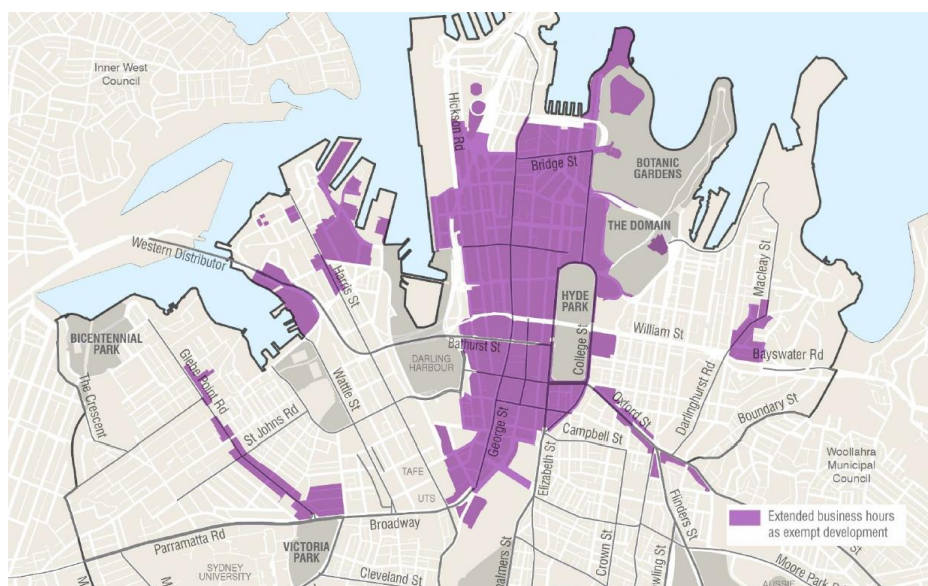


Image 3: Areas where proposed exemptions for extended business hours would apply in the City of Sydney

Feedback on the discussion questions

1. Are the areas for the proposed changes, right?

| If not, what areas should be removed or included? | Reasons why |
|---|--|
| <p>Include the following:</p> <ul style="list-style-type: none"> Broadway – between Central and Broadway William Street – College to 'Darlo' Road Crown Street to Oxford Street Regent Street Green Square generally as well as Erskineville Road Glebe Point Road – including St John's Road Moore Park Road – and Moore Park | <ul style="list-style-type: none"> The main additions are key commercial areas This will lead to an increase in pedestrians This will allow smaller areas to be more competitive Existing and future bus routes need to be considered in the planning of included and exempt areas |

| If not, what areas should be removed or included? | Reasons why |
|---|-------------|
| <ul style="list-style-type: none"> Other areas off the high streets Little connecting corridors – in the areas between the high streets like in Chippendale | |

Overall agreed position:

- Participants agreed that the areas that are currently proposed are right
- There were a number of extra areas which participants said should be obviously included because of their central location and popularity. This would ensure those businesses could make the best use of the proposed changes
- A couple of participants suggested allowing areas into the proposal that were not currently high foot traffic areas to support them into becoming more attractive and lively.

2. Are the proposed uses, right?

| If not, what areas should be removed or included? | Reasons why |
|--|--|
| <p>Include the following:</p> <ul style="list-style-type: none"> Cafes, restaurants and other food shops Mixed businesses like cafes/bookstores Childcare | <ul style="list-style-type: none"> Generally, have more uses, which allows for more options and a less stressful lifestyle This will ensure there is something else to do other than drink alcohol Having more cafes means there is coffee available all day which would be good for shift workers Cafes currently close too early There needs to be more places where you can eat and hang There should be a review of services, but waste removal should be during normal business hours |

Overall agreed position:

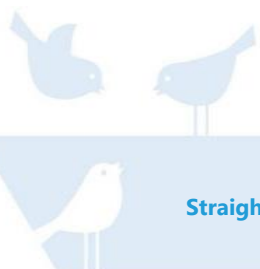
- Participants all agreed that the proposed uses were correct
- A notable number of participants specifically requested cafes and restaurants, while a majority simply agreed that having a range of other uses was a good idea

3. Are the times (7.00am to 10.00pm) correct?

| If not, what times do you suggest would be better? | Could different times apply to different areas and how? |
|--|---|
| <ul style="list-style-type: none"> 7.00am – 10.00pm (7 days a week) 8.00am – 10.00pm Extend night time trading to 12.00am | <ul style="list-style-type: none"> There is a concern about noise and how this would affect residents Different timings could be confusing Customers won't know which area trades to what time Sydney is already too complicated If all high streets are open to 10.00pm then there would be no need to manage impacts |

Overall agreed position:

- 👉 Almost all participants agreed that the suggested time of 7.00am to 10.00pm, was correct
- 👉 One participant said they preferred 8am as the start time as they had concerns about noise in the morning
- 👉 A few of participants suggested and agreed with extending the 10.00pm limit to 12.00am. These participants were also enthusiastic about illustrating the benefits to residents and consumers, where other international cities in Europe and Asia have businesses open late into the night, sometimes 24-hour operations.



Proposal 2: More small scale cultural uses

General feedback

| What do you LIKE about this proposal | Reasons why |
|--|---|
| <ul style="list-style-type: none"> • The proposal is small and non-intrusive • It will bring life out onto the streets and revitalise the area, night activity is very quiet in Sydney • There are no requirements for a DA • There are sound controls in amplification areas • This gets people together, encourages people to meet each other and creates more participation in the community • It enables more things to do other than go to a pub or restaurant. It encourages an eclectic range of people and mix of activities • This provides opportunities for creative expression and new cultural experiences | <ul style="list-style-type: none"> • It creates lower interference from bureaucracy • It adds vibrancy and options • It enriches the community and creates social cohesion • It builds an audience and a reason to come to the area • It encourages a shared economy • There could be block parties |

| What do you DISLIKE about this proposal | Reasons why |
|---|--|
| <ul style="list-style-type: none"> • It is generally unclear how this proposal would work, there needs to be a clearer picture about the mechanics and outcomes • It is unclear how the financial aspect would work – it seems that small businesses might need an investment from the City • Capping the number of people at 50 and pre-deciding the frequency is an issue. It really depends on the space and the location • There is no mention of policy • It is unclear whether the City will have the resources to manage this • There needs to be certainty that the areas are right and appropriate • How will noise impacts be managed? There is the threat of noise from 8pm onwards • Are these areas only inside? Outdoor areas should be encouraged so the Sydney climate can be enjoyed • Will there be enough parking? What will the traffic impact be? • Will there be accessibility options available for older people or public transport users in general • How will extra rubbish be removed and managed? • Will animals and pets be allowed at these new events? | <ul style="list-style-type: none"> • The proposal is ambiguous and therefore, it is hard to make a judgement about whether it is good or bad • The rules may be too rigid and if that is the case, then the suggested changes are not viable • Extra mess and bad behaviour needs to be managed properly • People should be encouraged to be on the streets and outdoors as this makes areas safer because there are more people around • Families should be allowed to enjoy peace and quiet |

| | |
|---|--|
| <ul style="list-style-type: none"> Will smoking on footpaths be allowed? How will this be managed? | |
|---|--|

| What would you like to CHANGE about this proposal | Reasons why |
|--|--|
| <ul style="list-style-type: none"> Small cultural grants should be used to encourage a diverse range of cultures to participate. There could be many different uses of some premises There should be more information about what other countries are doing over the world. Show different spaces and uses in different contexts Have resources allocated to communications so everyone knows what is going on through: flyers, social media, newsletters and the City of Sydney newsletter Ensure there are transport options available for a range of locations and times. Either choose areas with good transport links or consider having the venue provide a bus or transport It needs to be clearer as to whether this is designed for locals or to attract visitors from other areas What does 10.00pm end really mean? Is that a complete close or just when the event finishes? Consider separating out performance activities from cultural activities as a way to resolve any potential impact issues | <ul style="list-style-type: none"> If this is building the local economy then this will impact on parking and parking arrangements need to be updated There needs to be a focus on the diversity of events being offered and approved. (Not just more yoga classes) It needs to be easy to find information about what is going on or what is coming up Areas with families need to be considered in terms of end times and people being out and noisy Transport is an issue with some areas having buses finishing early |

Feedback on the discussion questions

4. Is this correct?

Maximum number of people – 1 person per square meter including patrons, staff and performers and no more than 50 people

| If not, how should they be changed? | Reasons why |
|---|--|
| <ul style="list-style-type: none"> 50 people is a very small group, it should not be the absolute maximum, as small could still reasonably accommodate more people This is too rigid. A space could be comfortable with more people, depending on the venue 50 people could work in a terrace for an art exhibition There should be more flexibility within these constraints There should be more than 50 people There could be 50 to 100 people | <ul style="list-style-type: none"> It needs to be viable for the people putting on the event There could be more lenience for a non-performance event which would be minimal impact It needs to be more flexible depending on the space and the venue There should be flexibility for areas which could afford to have higher numbers Ensure rules do not get too complicated |

Overall agreed position:

- 👉 About half of the participants agreed that 50 people seemed like a reasonable amount as a maximum
- 👉 The other half of participants thought of a number of real-life examples of themselves in particular venues and suggested that 50 people may not be appropriate and that the number was too small. They brought up a range of reasons to support this including: the size of the venue, the nature of the event (quiet events have limited impact and should therefore allow more people) generally having more flexibility if the general impact and noise impact is minimal.

5. Is this correct?

Frequency of events – up to 26 days a year and on no more than 8 days a month and two days in a row

| If not, how should they be changed? | Reasons why |
|---|---|
| <ul style="list-style-type: none">• There should be a longer run of days, up to five or six days• Should extend to three or four times per year• Having a register is important• There should be a limit on the areas that are allowable. Have different limits per street and for different weeks of the year | <ul style="list-style-type: none">• Having more days means that events will be more viable for the people running events. It could also mean attracting more professional types of events• Having a higher frequency of events means that producers and patrons can plan better• A register will give people information about what's going on. It will also help young people understand where they want to live and what an area is like. The register should include a complaint record and also show when the allowable limits have been reached for a certain venue• There needs to be a greater level of flexibility |

Overall agreed position:

- 👉 Most participants agreed this was correct and appropriate
- 👉 A small number of participants suggested increasing the run of days from two days, up to six days and increasing the allowable number of periods per year
- 👉 There were a couple of participants who raised the issue of having a business register to help with planning and scheduling these events

6. Is this correct?

Duration of events – a maximum of four hours on any day, finish no later than 9pm Sunday to Thursday and 10pm Friday and Saturdays

| If not, how should they be changed? | Reasons why |
|--|--|
| <ul style="list-style-type: none">• 9.00pm is a little early. Consider 10.00pm, or 11.00pm on the weekends• The noise should stop at 10.00pm• There should be rules around the timing for bumping in and out. It should not be happening all night | <ul style="list-style-type: none">• These hours need to fit in with existing working hours and hours that people are dining• This needs to consider transport and travel times as well as people who are leaving the premises |

| | |
|--|---|
| | <ul style="list-style-type: none"> During the week, the finish time could be anywhere between 6.00pm and 10.00pm |
|--|---|

Overall agreed position:

- Most participants were comfortable with this and agree that four hours is ok
- A small number of participants suggested that 9.00pm on a Sunday could reasonably be extended
- A number of other participants disagreed, with concern that there could be excess noise continuing on after this time anyway and this needed to be accounted for by keeping the originally suggested time at 9.00pm on Sunday and 10.00pm on Friday and Saturday

7. Is this correct?

Service of alcohol – must be either consistent with an existing license or served by a caterer using an off-premises authorisation

| If not, how should they be changed? | Reasons why |
|---|---|
| <ul style="list-style-type: none"> This is fine. Comfortable with this | <ul style="list-style-type: none"> - |

Overall agreed position:

- All participants agreed with this.

8. Is this correct?

The locations or areas allowed

| If not, how should they be changed? | Reasons why |
|---|--|
| <ul style="list-style-type: none"> Generally comfortable Ensure public transport access Concerns about small streets | <ul style="list-style-type: none"> There needs to be transport for people coming in from other areas There needs to be appropriate infrastructure in all the areas in question |

Overall agreed position:

- A majority of participants agreed with this
- A small number of participants suggested that some of the smaller streets should be included in the proposed areas. These were in areas that were well-known or close to participants residence and they believed these streets could reasonably host small-scale cultural events. Some examples include Maddison Street and Chelsea Street in Redfern which are not included in the original City map.

9. Is this correct?

Locations /areas amplified music is allowed – only in Central Sydney and zones that don't allow residential uses

| If not, how should they be changed? | Reasons why |
|--|--|
| <ul style="list-style-type: none"> Generally comfortable with this There should be noise testing | <ul style="list-style-type: none"> There needs to be appropriate sound proofing Drinking should end at 10.00pm There should be other areas allowable with support |

| | |
|---|--|
| <ul style="list-style-type: none"> Consider Eveleigh, Moore Park, King Street and Darlinghurst Road up to 10.00pm Other outside areas should be allowed | |
|---|--|

Overall agreed position:

- 👉 A majority of participants said they were comfortable with this
- 👉 A small number of participants suggested noise testing so that appropriate sound proofing could be implemented
- 👉 A small number of participants suggested expanding the allowable area

10. Does the definition capture the types of cultural uses residents want to see?

| |
|--|
| If not, what other cultural uses need to be covered? |
| <ul style="list-style-type: none"> The definition is not clear, there needs to be more examples available to people We can borrow ideas from elsewhere |

Overall agreed position:

- 👉 Most participants agreed but wanted other examples to make sure
- 👉 There was some confusion around what specific examples the definition could include and the exact range of different types of events. Some participants wanted more clarity in order to make a firm and confident decision

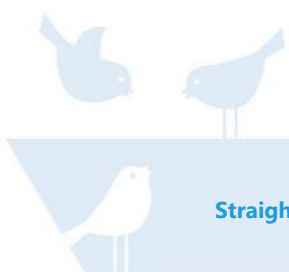
11. Does the definition allow for other uses to occur that are not wanted (is there a loop-hole)?

If yes, what is it and how could the definition be changed?

| |
|---|
| If yes, what is it and how could the definition be changed? |
| <ul style="list-style-type: none"> No sport. Only cultural events in the more arts end of the definition |

Overall agreed position:

- 👉 A small number of participants were quite vocal about not wanting to include events that already have enough focus. They wanted to ensure that the focus remained on artistic and cultural events only. They did not outline any obvious loop holes.



Proposal 3: Fair management of entertainment noise



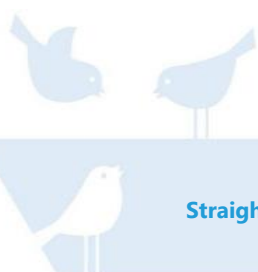
Image 4: Noise management proposals

General feedback

| What do you LIKE about this proposal | Reasons why |
|--|---|
| <ul style="list-style-type: none"> It sounds fair This creates more options at night that are less restrictive and allow people to do things outside of alcohol and food It encourages cultural development and a range of activities for people outside of their working hours This will protect areas with music venues This will be positive for businesses and employing people It will encourage developers to tailor their buildings and push better designs and better materials It creates a definition around, what is night time 12.00am on weekends is considered ok, whereas the maximum time during the week should be 10.00pm or 11.00pm depending on the location. This assumes that most of the activity also stops around this time so that noise can be reasonably diminished. Redfern and Newtown would be different to suburban Glebe or Surry Hills where there is a quieter atmosphere This assigns responsibility and makes it clear who is responsible While this provides guidelines to agents of change it is hard to understand | <ul style="list-style-type: none"> High density living can be an adjustment for people. Knowing that buildings are built better will help the community If there are noise restrictions, there will be less tension within the community. Less noise complaints means less police involvement There needs to be consideration for how long it takes people to leave a venue and the time they take congregating on the street. This will or should impact the concept of the night time period It is not the venue's responsibility to manage people on the street There is a clearer sense of responsibility This creates protection for the music sector and music venues |

| What do you DISLIKE about this proposal | Reasons why |
|--|---|
| <ul style="list-style-type: none"> • This system is hard to understand • There needs to be more clarity around where this will apply exactly • A proposal that does not address existing issues is a failed opportunity • The developers will end up transferring their costs. This has an impact on residents • In the case of investment properties, residents don't necessarily have the buyer beware aspect about the noise issues • The current noise system is fine, residents should not have to pay more • Existing developments will continue to be impacted by noise • This will fossilise an area by cementing it into party-zones and quiet-zones • It is unclear how you define an existing venue. Is it within consideration to use an old boarded up pub which re-opens • This does not address long term change and on-going increases in noise • There should be some rules around the opening of windows in summer to allow for natural ventilation • This puts the onus on developers. There will be a wait to see how developers will respond and get around to addressing the necessary changes | <ul style="list-style-type: none"> • Residents should not have to pay any costs hidden or otherwise • There needs to be clarity for existing residents • Many residents and businesses are in the situation where existing issues continue to not be met • This proposal inhibits necessary change • There needs to be a long-term noise management plan |

| What would you like to CHANGE about this proposal | Reasons why |
|---|---|
| <ul style="list-style-type: none"> • There should be limits on venue saturation • There needs to be controls on developments • Quiet areas need to be protected • Over-crowding needs to be managed • Incorporate a post-check. This will include an audit of noise after approval and check for non-compliance • Regular checks for noise changes in any of the precincts • You should not be able to hear any noise in the residential buildings | <ul style="list-style-type: none"> • The City needs to control saturation issues • The City needs to manage increases in population • There needs to be adequate rules in place for long-term noise management • Any noise impacts on residential buildings needs to be looked at |



Feedback on the discussion questions

12. Is the 'agent of change' approach fair? If not, what is a fairer solution?

| Response |
|--|
| <ul style="list-style-type: none">• General agreement amongst all the participants, with some saying no• The principle should be around what is fair and essential• One of the potentially negative impacts is the cost shifting from developers to residents. There are also some who feel it is reasonable for developers to pass costs on to residents• Developers should also be held accountable for their designs and the materials used• One issue might be if residents think it will be too hard to change from a bar to music, then the opportunity will be lost |

Overall agreed position:

- 👉 Most participants agreed with this approach
- 👉 A small number of participants did not agree and raised concerns that there might be hidden loop holes and outcomes where developers avoid being held accountable in the way the proposal intended
- 👉 One participant was concerned that bureaucracy and red tape might end up being a disincentive for change

13. Is it reasonable to expect residents to moderate their night-time noise expectations, depending on the area they live (should residents expect 'suburban' quiet in busy city and entertainment areas)?

| Response |
|--|
| <ul style="list-style-type: none">• Yes – generally agree. Particularly for new residents• No, there should be different expectations for existing residents• If new residents are moving to an area their expectations need to accommodate for the current situation, however for long standing tenants who have lived in one place for a long time during which the noise and character changes, then they need more information to support the change in character• Long-term residents may not be in a position to move• Changing family conditions mean that, if I was single when I moved in and now I have a family with kids my expectations have changed and need to be considered• There should be an ability to set levels and have city rangers test the noise levels. There should also be a standard threshold for quiet residential streets with consequences for parties with swearing and drinking |

Overall agreed position:

- 👉 Most participants agree that this is the case
- 👉 Many participants acknowledge there were different levels of burden between new and existing residents. A small number of participants were quite vocal around wanting to preserve, as much as possible, the same noise environment they had at the time they decided to move to their current residence. They said it was unfair that noise impacts increase over time when they had little influence on the venue and the level of impact

- 👉 Almost all participants agree that new residents moving into the LGA should have noise expectations based on the current environment within that area. Participants believe that it is the responsibility of new residents to research an area and adjust to the culture
- 👉 There were a small number of participants who were very concerned about current noise levels in general and one participants who thought that noise levels at her residence in the CBD was excessive and needed to be managed/reduced
- 👉 The conversation moved on to include half the participants discussing how to incorporate long term residents changing needs and expectations
- 👉 One participant brought up the point that life stage expectations influence how residents view noise impacts. i.e. that changing family conditions like moving through being single, being married and having kids should be considered. A small number of participants acknowledged this sentiment but did not commit to stating how or whether this should be resolved in this proposal

14. Should residents be informed about existing venues and how should that occur?

| Response |
|--|
| <ul style="list-style-type: none"> • Yes. All agree • The responsibility should be on residents to do their homework • There should be a register of entertainment noise. The register could be online • There is an issue of passing the buck. What happens when the developer says 'I told you so' • Council should have a register on when fireworks occur • Some percussion and bass can start at 6.00pm and be constant |

Overall agreed position:

- 👉 A majority of participants agree
- 👉 Over half of the participants believe the onus is on residents to inform themselves about potential concerns. About a third of residents agree it is up to the developers to inform Council and residents of impacts related to their venues. A couple of participants continue to say that having a business register will solve a lot of potential issues around management and transparency, this results in a notable number of participants agreeing that having a register is an important management tool
- 👉 A small number of participants are sceptical about whether more information will solve important issues like noise management or venues and developers passing blame and no one fixing any resident concerns

15. When thinking about protection from noise, what should the priorities be? E.g. sleep disturbance, annoyance in the evening, noise quality, people talking or background noise

| Response |
|--|
| <ul style="list-style-type: none"> • Sleep disturbance and annoyance in the evening are the most important. • People talking and bass sounds are also an issue. These things typically cannot be turned down • There should be a register of events • There are questions about whether this is viable for the City to continually run a register. Although they have the ability to know what venues are around |

Overall agreed position:

- 👉 Almost all participants agree that sleep disturbance and annoyance in the evening are the top two priorities for the City to manage for residents
- 👉 There is no agreement about the order of priorities for other issues, most participants say they are all important to consider
- 👉 A couple of participants continue to bring up the register idea as the solution, following on from the previous question

16. When thinking about defining 'night time noise', when should night time commence and how long should it be?

| Response |
|---|
| <ul style="list-style-type: none">• Commencement times should be different for the week days compared to the weekends• General agreement for 8 hours, however it should be adjusted based on the location• On the weekend it should be 11.00pm or 12.00am. No consensus agreement on the time• All agree it should be quiet after midnight• If airport noise starts at 6.00am allowable city noise should consider that |

Overall agreed position:

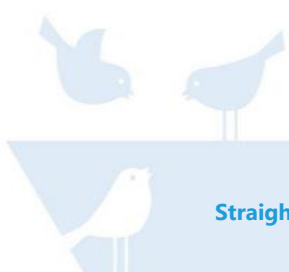
- 👉 Participants all agree commencements times should be lessened on the week days in comparison to the weekend
- 👉 Participants agree that all noise should stop by 12.00am

17. Should noise levels be set assuming the windows of a residence are closed?

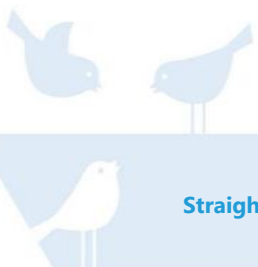
| Response |
|---|
| <ul style="list-style-type: none">• Generally, no• Consider if residents do not have air conditioning and want to leave their windows open or want ventilation in their home. This is also in the face of the City wanting people to live more sustainable lives• There could be seasonal testing, so sounds and noise are testing with the windows closed in winter but open in summer• Should take into account the acceptable level of background noise being different for each person• Some say it is a personal preference whether the owner/resident keeps their windows open or not and not the City's responsibility |

Overall agreed position:

- 👉 A majority of participants think there should not be an assumption about the windows being closed
- 👉 A small number of participants say it is a buyer beware situation where owners/residents have the responsibility of keeping their windows closed to avoid excessive noise



APPENDIX B PARTICIPANT FEEDBACK

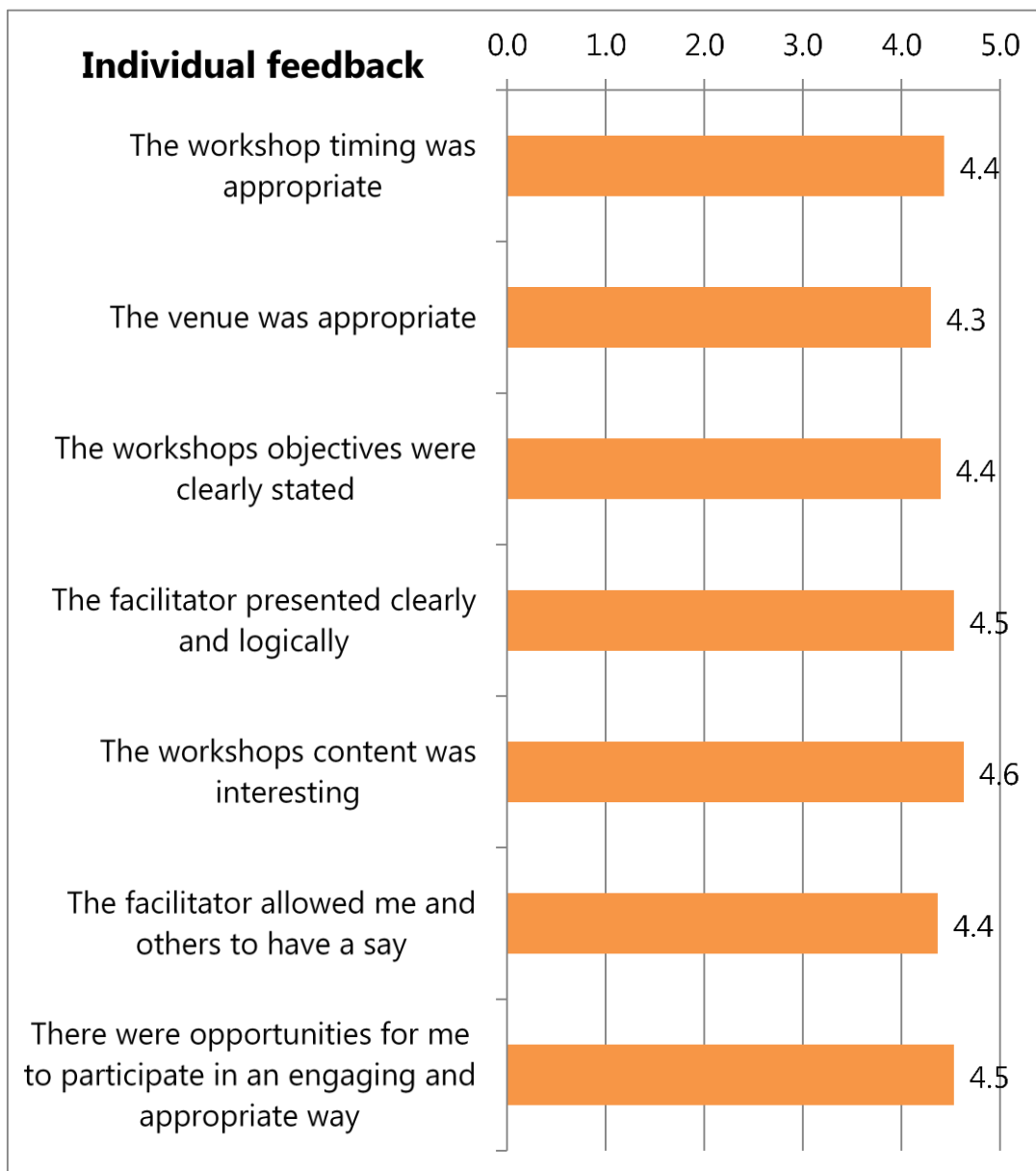


Participant feedback

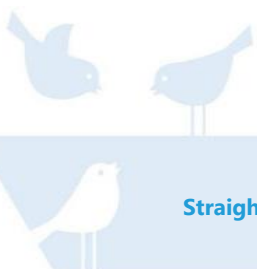
At the end of the second workshop individual feedback was obtained from participants using a feedback form. The form explored participants' overall satisfaction with the deliberative workshops and sought suggestions about how the sessions might be improved. A total of 30 participants provided their feedback.

Quantitative feedback

Overall there was a high level of satisfaction with the workshop processes. This is demonstrated by the graph below.



The average ratings for the statements were all 4.3 or above in a five-point rating scale, where five equalled 'strongly agree' and one 'strongly disagree', with some deviation in the appropriateness of the venue. The scores ranged from 4.3 – 4.6, with the majority of scores being 4.4 and above.



Qualitative feedback

Improvements

When asked whether they had any suggestions about how the workshop could have been improved participants mentioned the noise in the room and also ideas about how the sessions could be extended. A number of comments identified limited or no changes were necessary.

Noise:

- 👉 "Better sound proof room. Loud noise outside"
- 👉 "Room was too noisy. Week two was much better than week one"
- 👉 "The venue could get a little noisy – separate breakout areas might be good"
- 👉 "Less noise"
- 👉 "Too many people in too small a room. Extremely difficult to hear"
- 👉 "The room could have been a little bigger"
- 👉 "The venue was not conducive to group discussion. We could barely hear each other on our own table, but we hear background noise from other tables. Perhaps different rooms if we break up into groups?"
- 👉 "Noise was a factor, very hard to hear ourselves and others speak".

Ways to 'extend' the sessions:

- 👉 "An extra 30 minutes for session two may have made the process better. However, the scribes did a great job keeping us focussed"
- 👉 "There should be personal survey to complement this as it would get more opinions from more people"
- 👉 "Given the length of sessions – high stipend – perhaps more detailed background information could have been circulated prior to first session"
- 👉 "Smaller groups in session two. Greater focus on definitions and background laws"
- 👉 "The first workshop should have been more similar to the last week, wherein facilitators managed their tables individually"
- 👉 "I suggest discussion topics be asked via email and reply responses collected (including ratings) before and after".

Limited/no changes necessary:

- 👉 "Not really. The workshop is quite well organised"
- 👉 "None - run well"
- 👉 "I thought it was very comprehensive. Not sure how you address the issue of people going off topic? Or hogging the microphone so to speak"
- 👉 "I think the inclusion of city reps as discussion facilitators/scribes was very useful in the second session and would have helped produce better input in first session too".

Miscellaneous improvements:

- 👉 "Objectives could be stated more clearly. Many participants appeared confused about the nature of the discussion"
- 👉 "Maybe a few 'fun' things to do. Maybe a performer or a short film about a view of other cities around the world"
- 👉 "The chairs supplied were very uncomfortable"
- 👉 "Too prolonged. Gets a bit boring in the end. One hour is enough"
- 👉 "Better moderation – having a good way to end sessions/announce things. Better dealing with the occasional racist remarks."

Most valued

When asked what they valued most about the workshops participants were glad to be involved in the City's decision-making process and to hear the opinions of other residents. Participants said the following:

Being involved:

- 👉 "Great to be involved"
- 👉 "I value the City of Sydney's teams interest in our feedback"
- 👉 "Opportunity to participate in Council's plans"
- 👉 "The ability to influence policy! And the money"
- 👉 "Being involved, hearing others"
- 👉 "I valued being part of this process and hearing what other City of Sydney residents had to say. I also really enjoyed the facilitators of the process and happy they are part of this. All very inclusive"
- 👉 "The opportunity to speak about changes in our community makes me feel like to be more engaged"
- 👉 "The invitation onto the workshops of the city and its Council".

Hearing from others:

- 👉 "Working with others and hearing about others ideas and what Council are proposing"
- 👉 "Meeting of different minds and concepts"
- 👉 "Engaging conversation"
- 👉 "Hearing from people and also hearing about initiatives from Council"
- 👉 "Good to meet other residents"
- 👉 "The chance to hear other perspectives, although it would be more effective to hear from entertainment industry folks, venue and business owners"
- 👉 "Hearing other residents opinions however quirky"
- 👉 "The opportunity to really engage with people I disagreed with and for us to track towards understanding why".

Being heard

- 👉 "The consideration of resident's views. Engagement on day two by table facilitates to keep us on track – could have been done in day one"
- 👉 "Mix of residents getting input before Council makes decisions"
- 👉 "The chance to be heard equally and not have one person dominate conversation"
- 👉 "I valued the fact that all opinions were respected".

Other valued elements:

- 👉 "Being informed about the night time proposals"
- 👉 "Opportunity to really think through the topics between the two sessions"
- 👉 "Engaging; passionate people; knowledgeable presenters"
- 👉 "Concise and engaging"
- 👉 "Engagement, interesting, learning, meeting community members, contributing"
- 👉 "The hours of opening".

Additional comments

When asked if they had any additional comments about the project, participants mentioned the following:

Need for a coordinated approach:

- 👉 "Need for co-operation with other authorities (e.g. transport) to get commitment to making Sydney a better place to live"
- 👉 "Wider issues need to be addressed for plans to succeed – especially the transport nightmare! By the way, when I have the opportunity to go out anywhere special I go to Melbourne (which even I find sad as a born Sydney-sider)"
- 👉 "Transportation needs improvement"
- 👉 "Please get buy in capacity planning from other support services (i.e. police, public transport, medical service, waste management)"
- 👉 "Free parking in the evenings".

Enthusiasm for proposals:

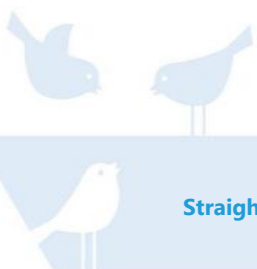
- 👉 "This is a very important initiative. Go for it!"
- 👉 "Good initiative"
- 👉 "I think it's headed down the right path. A great move to be seeing revitalisation of our city"
- 👉 "Great – about time and very welcomed"
- 👉 "Best of luck and keep our culture and our happiness in mind!"
- 👉 "Bring it on. I want more vibrant and diverse nightlife!"
- 👉 "You will do it with gusto!"

Proposed changes:

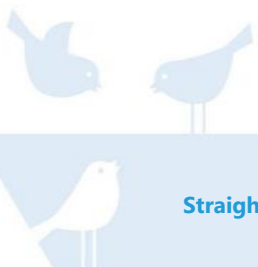
- 👉 "Extended hours are good idea and increased cultural opportunities should be made easy and accessible for all"
- 👉 "Less regulation! Allow entrepreneurs of culture and business to prosper. And don't shackle them with regulation and bureaucracy"
- 👉 "I have a suspicion that existing entertainment vendors will use the 'cultural' portion to sell more alcohol to people"
- 👉 "Hopefully you will encourage wacky interesting cultural events and be a lot more like Melbourne. Slightly grungy, not all clean and controlled, more relaxed"
- 👉 "Reduce rates on all city businesses to allow this new economy to begin"
- 👉 "The target market is for people above 40. Perhaps just for the City Centre, the planning should take into consideration the night time needs of tourists and not just residents"
- 👉 "Look at fine grain and residents who are feeling affected by mixed use life. But agree main streets need to be late night and more cultural".

Miscellaneous additional comments

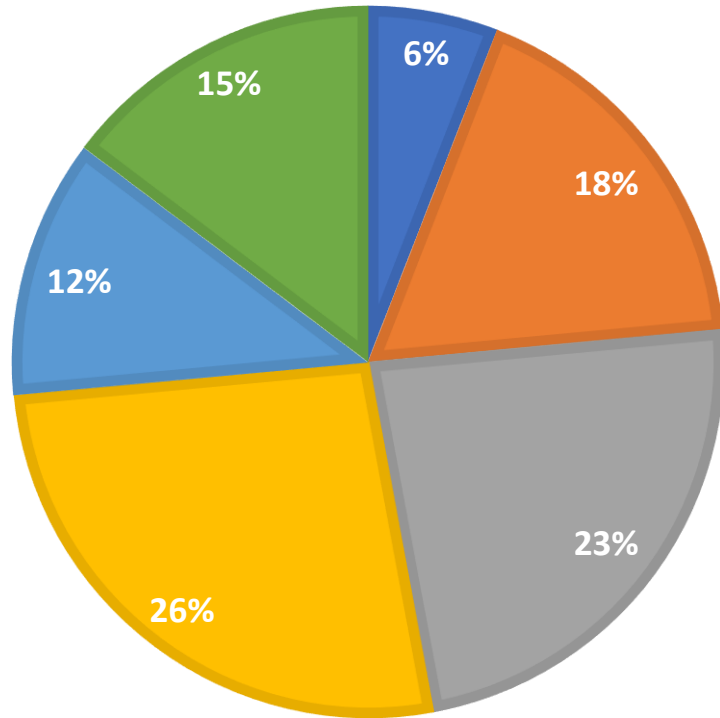
- 👉 "All comments were relayed during the workshop"
- 👉 "This was a brilliant workshop. I was very happy to be a part of it"
- 👉 "I hope there should be more words around, ads so other people will be aware of these plans as well"
- 👉 "No more noise problems for residents. Then it's current situation"
- 👉 "This should have been done a while back"
- 👉 "I know it's not your fault but eff the lockout laws. This isn't going to work while they're there".



APPENDIX C LGA AND PARTICIPANT STATISTICS

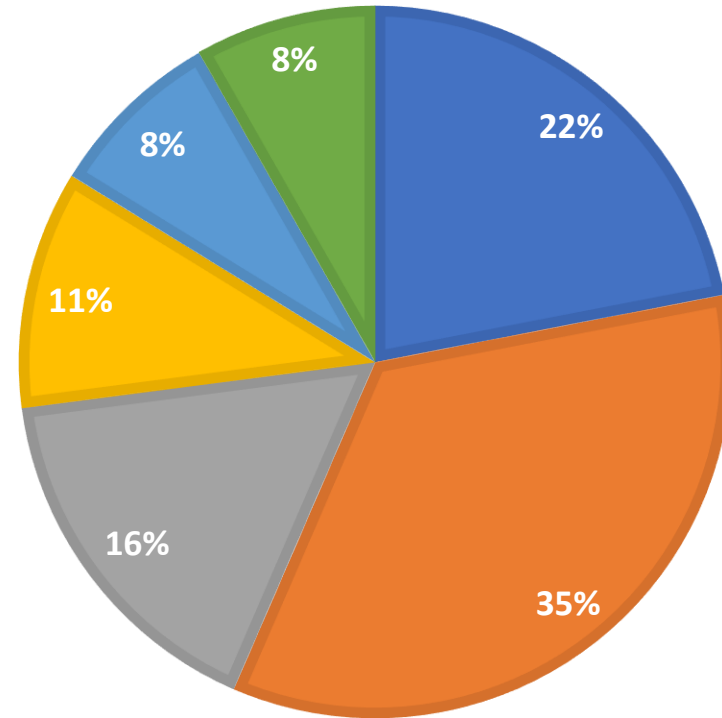


■ 18-25 ■ 26-35 ■ 36-45 ■ 46-55 ■ 56-65 ■ 66+

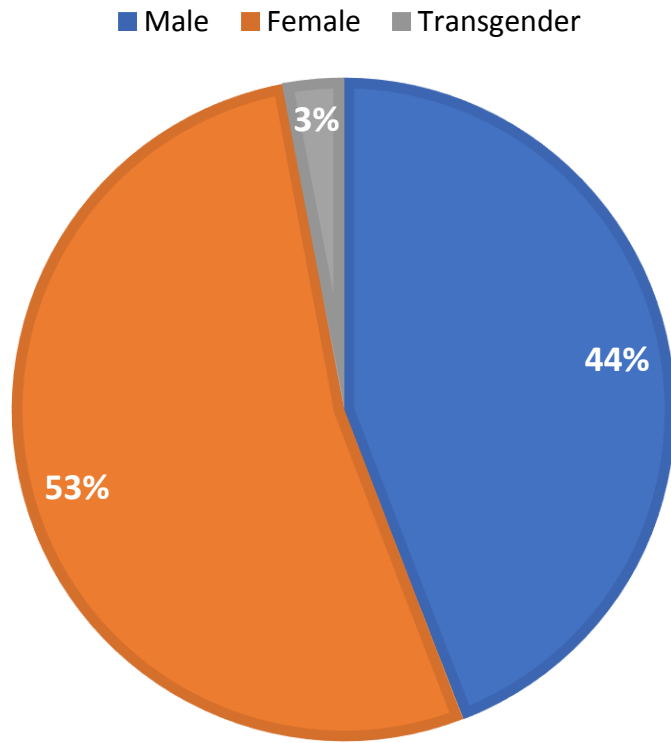


Age - workshop participants

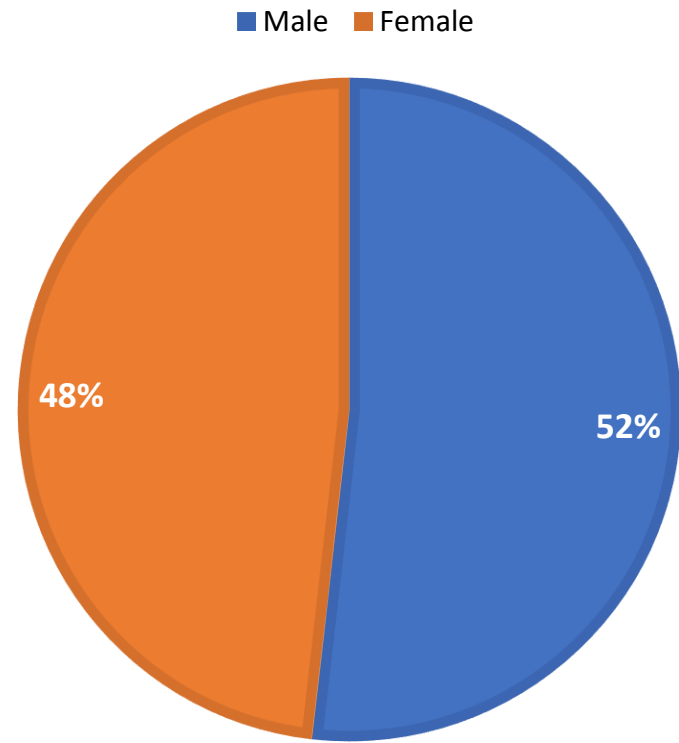
■ 18-25 ■ 26-35 ■ 36-45 ■ 46-55 ■ 56-65 ■ 66+



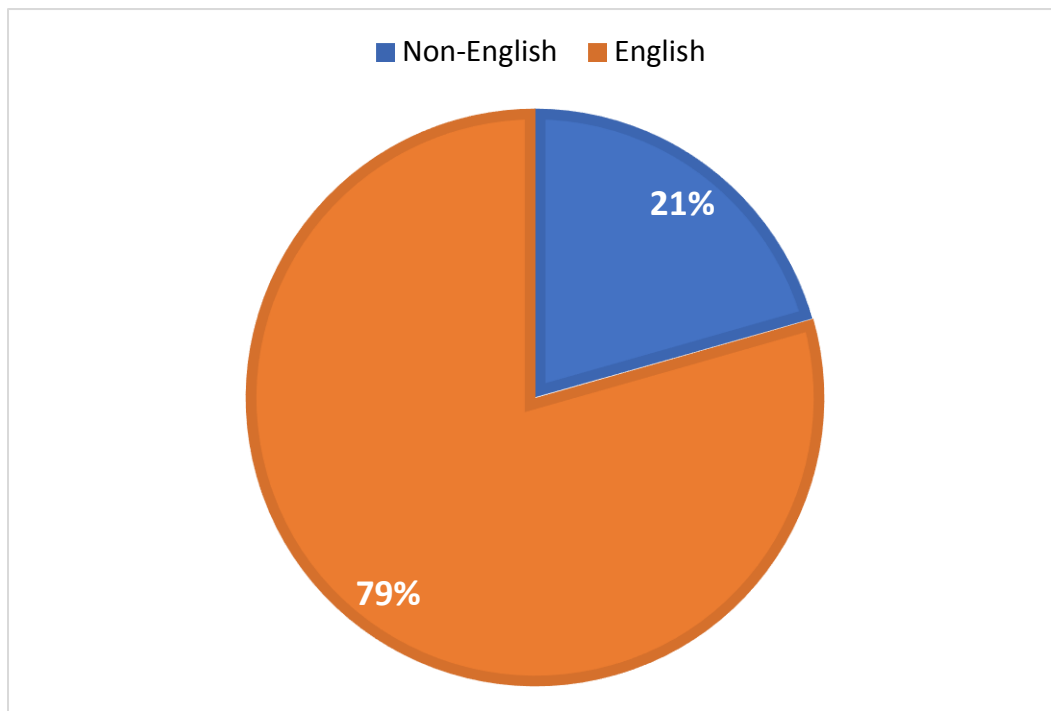
Age - LGA



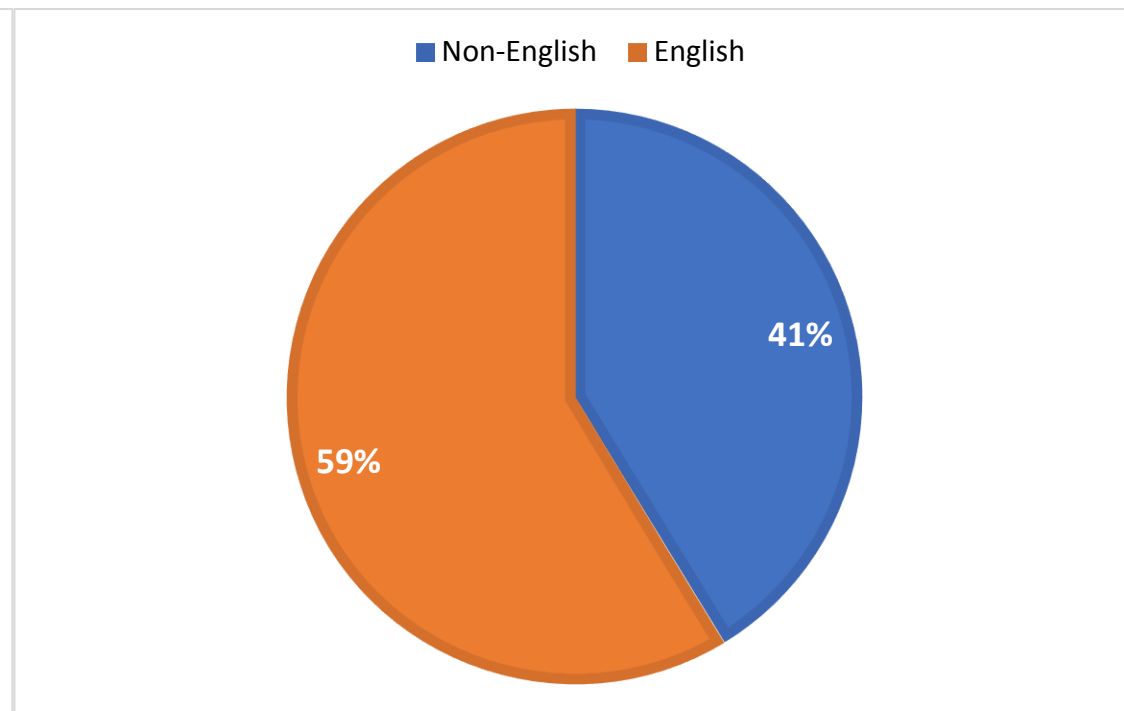
Gender - workshop participants



Gender - LGA

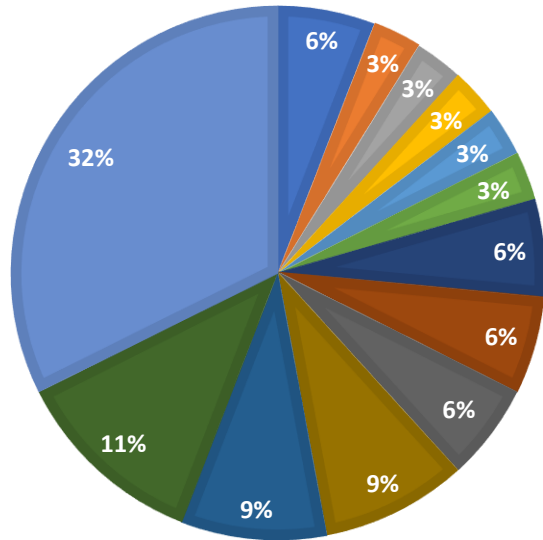


Language spoken at home - workshop participants



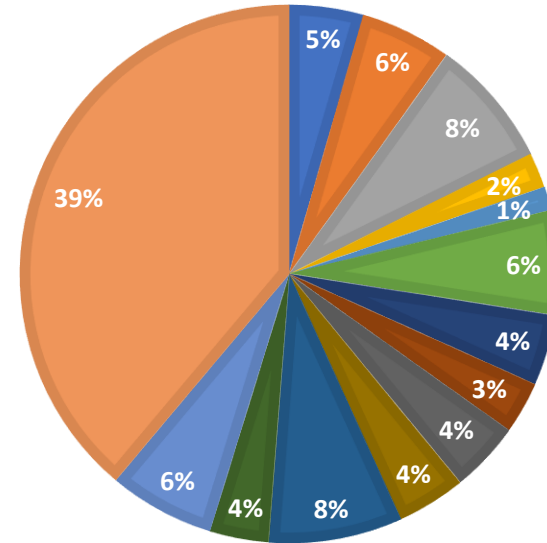
Language spoken at home - LGA

Alexandria Darlinghurst Forest Lodge Kings Cross Paddington
 Pyrmont Erskineville Potts Point Ultimo Chippendale
 Surry Hills Newtown Redfern

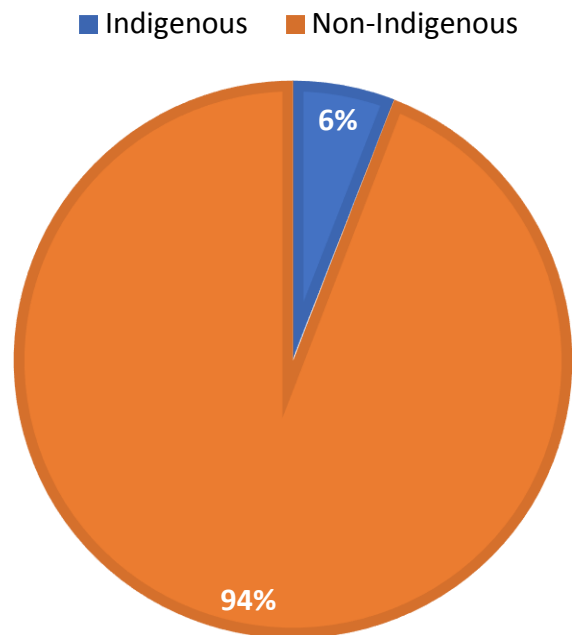


Suburbs - workshop participants

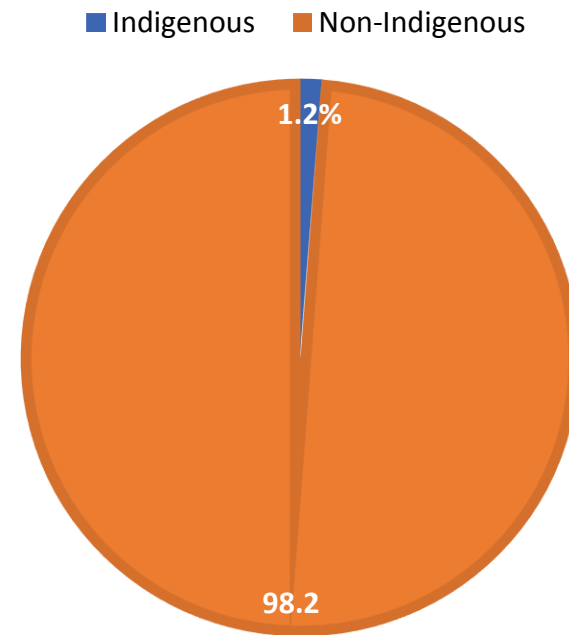
Alexandria Darlinghurst Forest Lodge Kings Cross Paddington
 Pyrmont Erskineville Potts Point Ultimo Chippendale
 Surry Hills Newtown Redfern Other



Suburbs - LGA

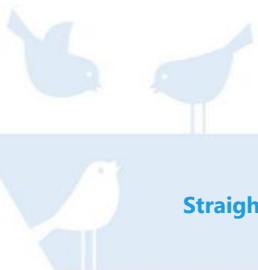


Indigenous/Non-Indigenous - workshop participants



Indigenous/Non-Indigenous - LGA

APPENDIX D KEY FACTS HANDOUT



An Open and Creative City: planning for culture and the night time economy

Discussion Paper 2017

Part 1: Diverse evening economy

Our Goal: A more diverse evening economy, with more non-alcohol-based activities opening later to attract families and older people.

Our targets for 2030:

- 40% of all businesses open after 6pm are retail businesses
- 40% of people using the city at night are over 40

Background:

In 2016 the City talked to businesses about later trading options and identified opportunities and challenges:

- Opportunity – There are significant numbers of potential customers on the streets, such as in Glebe and Newtown well into the evening. Retailers and businesses could take advantage of this by extending their trading hours.
- Opportunity - By attracting more evening trade, the vibrancy of specific areas will increase in the evenings, this will help to improve perceptions of safety.
- Challenge - Uncertainty about patronage, wage/overtime impact, later public transport, perceptions of safety.
- Challenge - People want shops and other businesses to open later but there are limited options after 6pm apart from restaurants, bars, clubs and pubs.

Considerations:

- Operating hours are controlled by individual Development Application (DA) consent conditions. Currently, businesses generally need to reapply to extend their hours.
- It is proposed to do this in 'established retail character' areas e.g. Newtown, Glebe, Pyrmont, Darlinghurst, Potts Point, Surry Hills, Waterloo, the city centre. (see map)

Proposed changes (for workshop discussion):

- Are there other areas we should consider for encouraging evening trading?
- Should we extend evening trading into mixed use (retail and residential) areas?
- Is 10pm the right time for all areas?
- Business types: shops and businesses currently proposed, should we include others e.g. restaurants?

Note: there are other actions also being considered but not under discussion in workshops

Part 2: More small-scale cultural uses

Our Goal: To increase cultural activity by making it easier to hold small-scale, irregular cultural activities.

Background:

- Creativity and culture support community cohesion and underpin the arts and creative industries, providing social and economic benefits.
- Many retail, office and warehouse buildings that are underused, could provide an opportunity to host small-scale cultural uses, but approval processes are a barrier.
- Small-scale cultural uses might include making or presenting cultural content such as film, art or performance, talks or community events. There are 3 types of small-scale activities that these reforms could help:
 - Existing businesses hosting temporary cultural activity, such as retail tenancies seeking to host an art exhibition.
 - Creative entrepreneurs wishing to utilise existing buildings for short periods of time, e.g. a theatre group wishing to perform in a vacant shop.
 - New cultural and community spaces, such as an artist studio or social enterprise, seeking approval for an ongoing activity in an existing retail, office or warehouse building.

Considerations:

- Small, irregular activities don't necessarily have the same safety or neighbourhood amenity risks as permanent licenced venues, major theatres or public halls but they may currently be subject to building code requirements designed for much larger venues.
- Approvals can require expert advice, be costly and time consuming.
- Cultural producers tell us:
 - There is a need for opportunities for emerging artists/producers.
 - Restriction on amplification will restrict most events, particularly those that attract audiences and therefore not meet City's aims.
 - If frequency is too short then it's not worthwhile – would like a 2 week run.
 - If too few people can come then it's not worthwhile.

Proposed changes (for workshop discussion):

- Simpler consent processes for events that fit the key criteria – improving certainty about when approval is needed
- Small-scale cultural uses would not be allowed in residential locations (zones R1 and R2). They would only be allowed in business and industrial zones (see map).

Key criteria:

- Safe venue - occurs only in a building with current development consent
- Limited size - maximum of 1 person per square metre/ no more than 50 patrons
- Limited number of events - up to 26 days a year and on no more than 8 days a month or two days in a row
- Short events - maximum of four hours on any day
- Specific times - finish no later than 9pm Sunday to Thursday and 10pm Friday and Saturdays

- Commercial/retail locations - not be in a residential area
- Regulated alcohol service - venue licence or caterer's authorisation
- Limits on amplified music - Central Sydney and non-residential zones
- Dangerous activities restricted - no use of pyrotechnics, theatrical smoke or other dangerous materials or implements
- Continued compliance - existing conditions maintained (parking, waste etc.).

Note: there are other actions also being considered but not under discussion in workshops

Part 3: Entertainment noise

Our Goal: To support live music and performance by reducing uncertainty for venues while managing sound levels to protect local residents.

Background:

The Sydney live music and performance sector makes a substantial social, economic and employment contribution to Sydney and is vital to the City's cultural life.

Considerations:

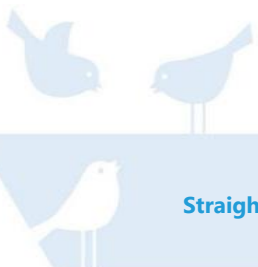
- Venues face significant uncertainty because they are vulnerable to complaints and regulatory action, including from new developments near long-standing venues.
- If residents in a new development make a noise complaint, the venue may need to undergo an expensive refit under the current 'polluter pays' system.

Proposed changes (for workshop discussion):

- Improve certainty and fairness by introducing an 'agent of change' principle – requiring new developers to protect residents from existing noise from existing venues, and new venues to not impact on existing residents.
- Introduce scenario-based planning controls – setting sound management controls for new developments.

Note: there are other actions also being considered but not under discussion in workshops

APPENDIX E CITY OF SYDNEY DISCUSSION PAPER





An Open and Creative City planning for culture and the night time economy

Deliberative workshop
14 November 2017

Ben Pechey
Manager Planning Policy



A diverse evening economy

More small scale cultural uses

Entertainment noise

Approval pathways

Planning controls

Compliance approach

Guidance

An Open and Creative City:

**planning for culture and the
night time economy**



Discussion Paper
October 2017



Planning 101

Approval pathways

Exempt development

- Minimal environmental impact
- Must meet criteria
- Self assessment

Complying development

- Predictable impacts and solutions
- Must meet criteria
- Approved by a certifier (council or private)

Development consent

- Full assessment
- Guided by planning controls
- Flexibility in meeting rules
- Determined by council

Planning 101

Planning controls

Rules for development

- To achieve an outcome
- Something that can or cannot happen
- How something should be done
- What needs to be considered

- Can encourage (incentivise)
- Can't make something happen

A diverse evening economy

Action 1

Allow shops and local businesses in established retail areas to extend opening hours from 7am to 10pm without an approval

A diverse evening economy

Shops and businesses

Business premises

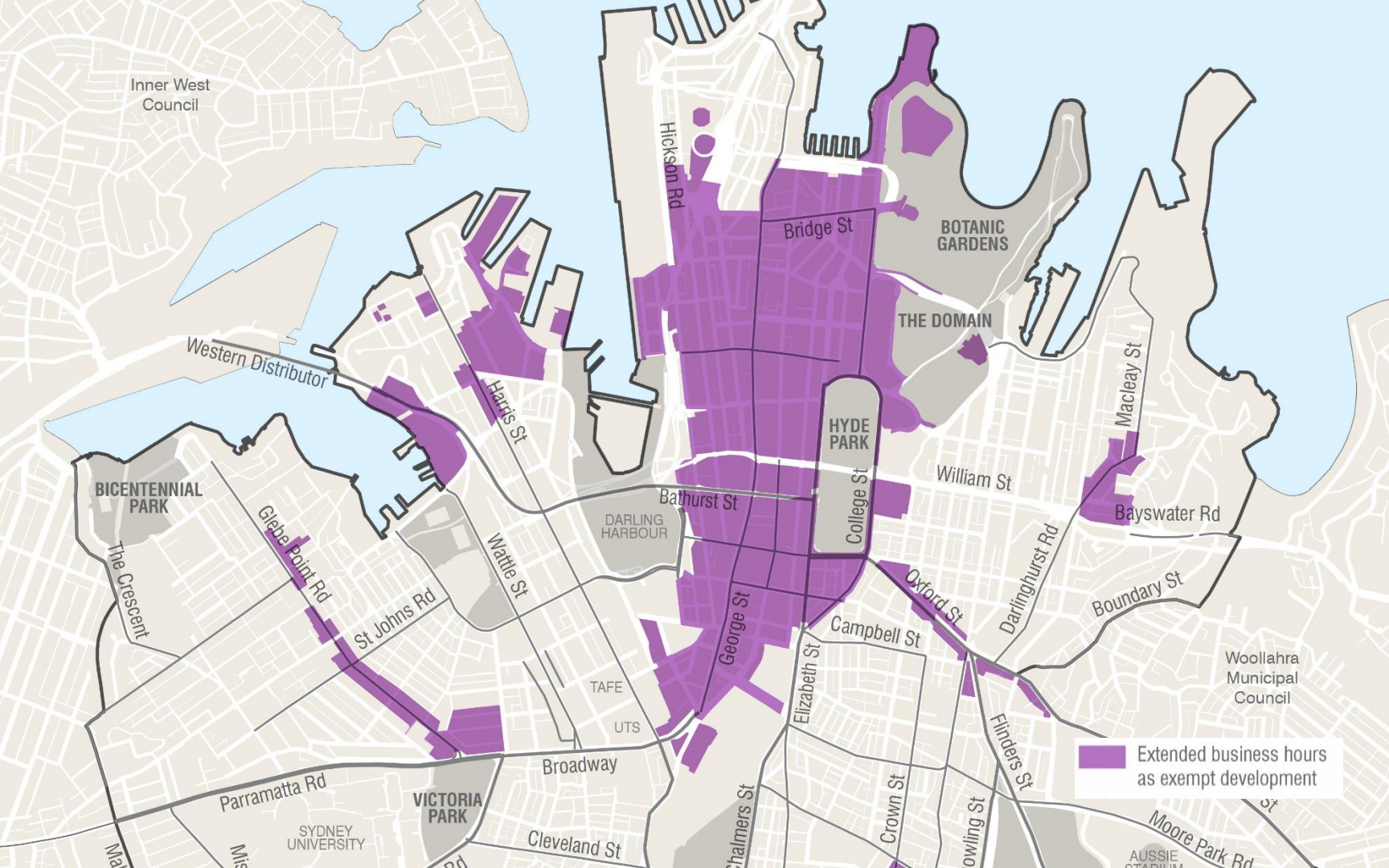
- a profession or trade provides services to the public

Shop

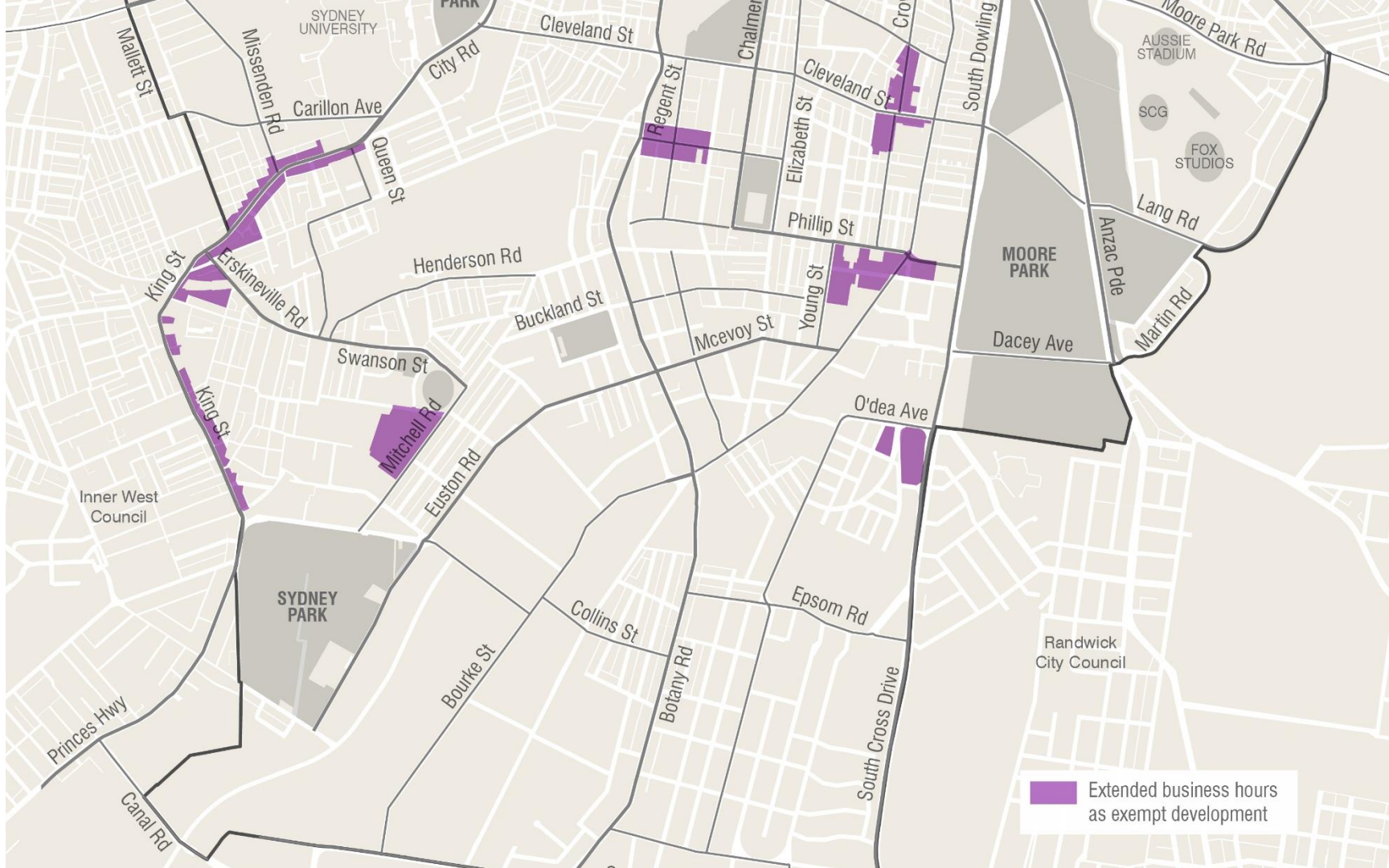
- sells or hires merchandise
- groceries, personal care products, clothing, music, homewares, stationery, electrical goods or the like

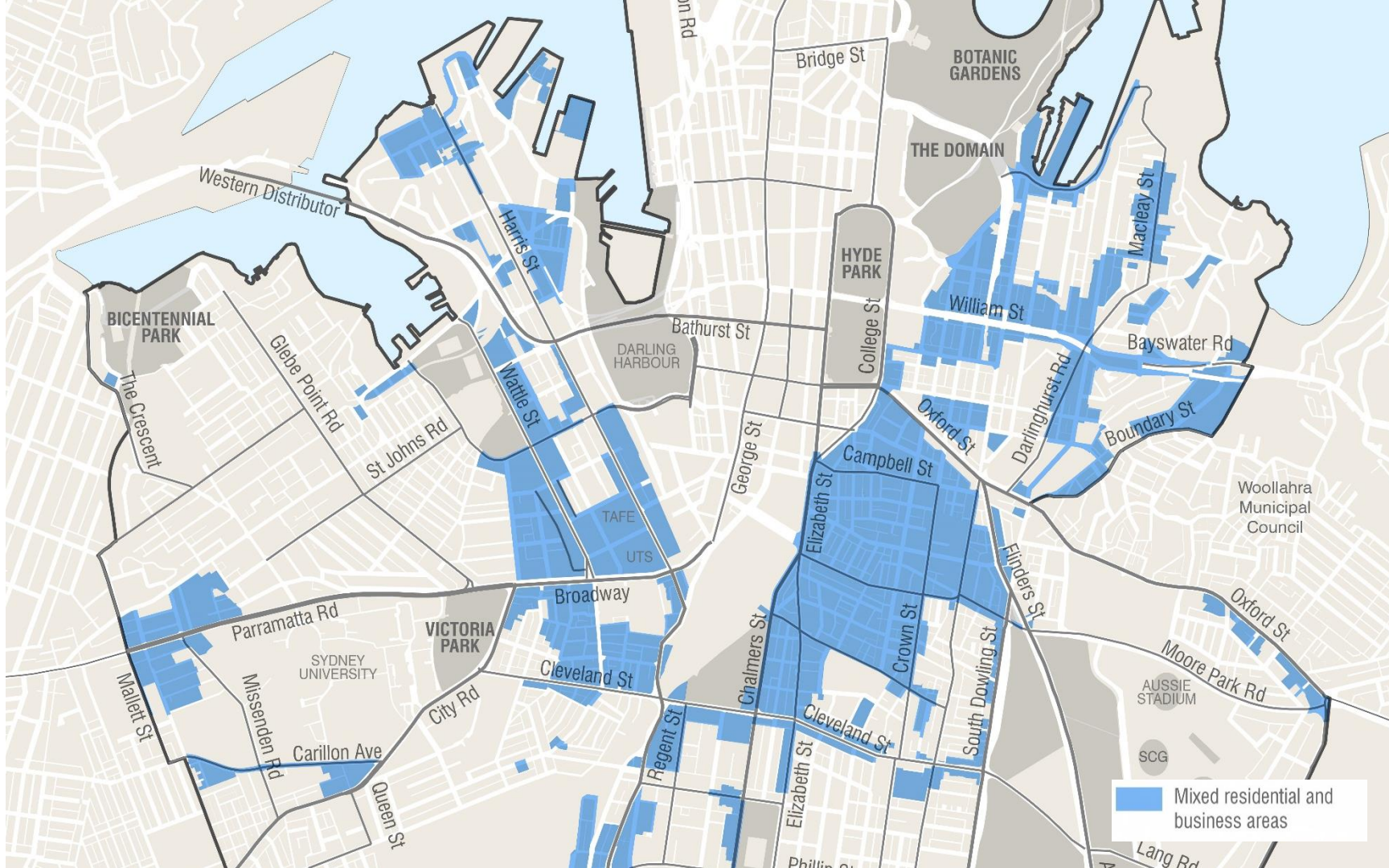
Not - Food and drink

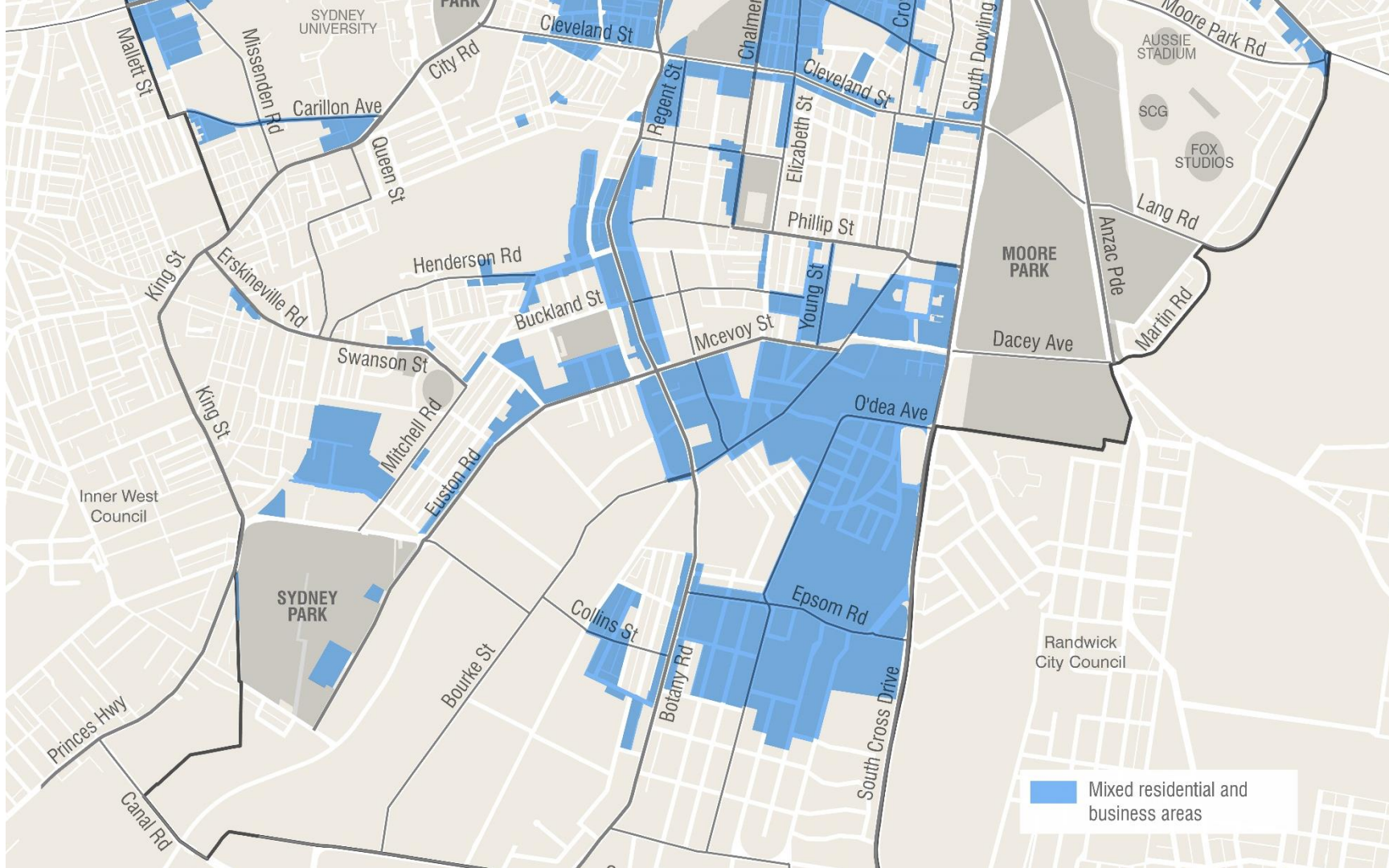
- preparation and sale of food, drink or both for consumption on or off the premises
- Restaurant, cafe, take away premises, pub, small bar



Extended business hours
as exempt development







 Mixed residential and business areas

A diverse evening economy

Action 2

Provide grants for businesses to program retail experiences in the evening



More small scale cultural uses

Action 3

Allow minimal impact
small scale cultural
uses without an
approval



More small scale cultural uses

Definition

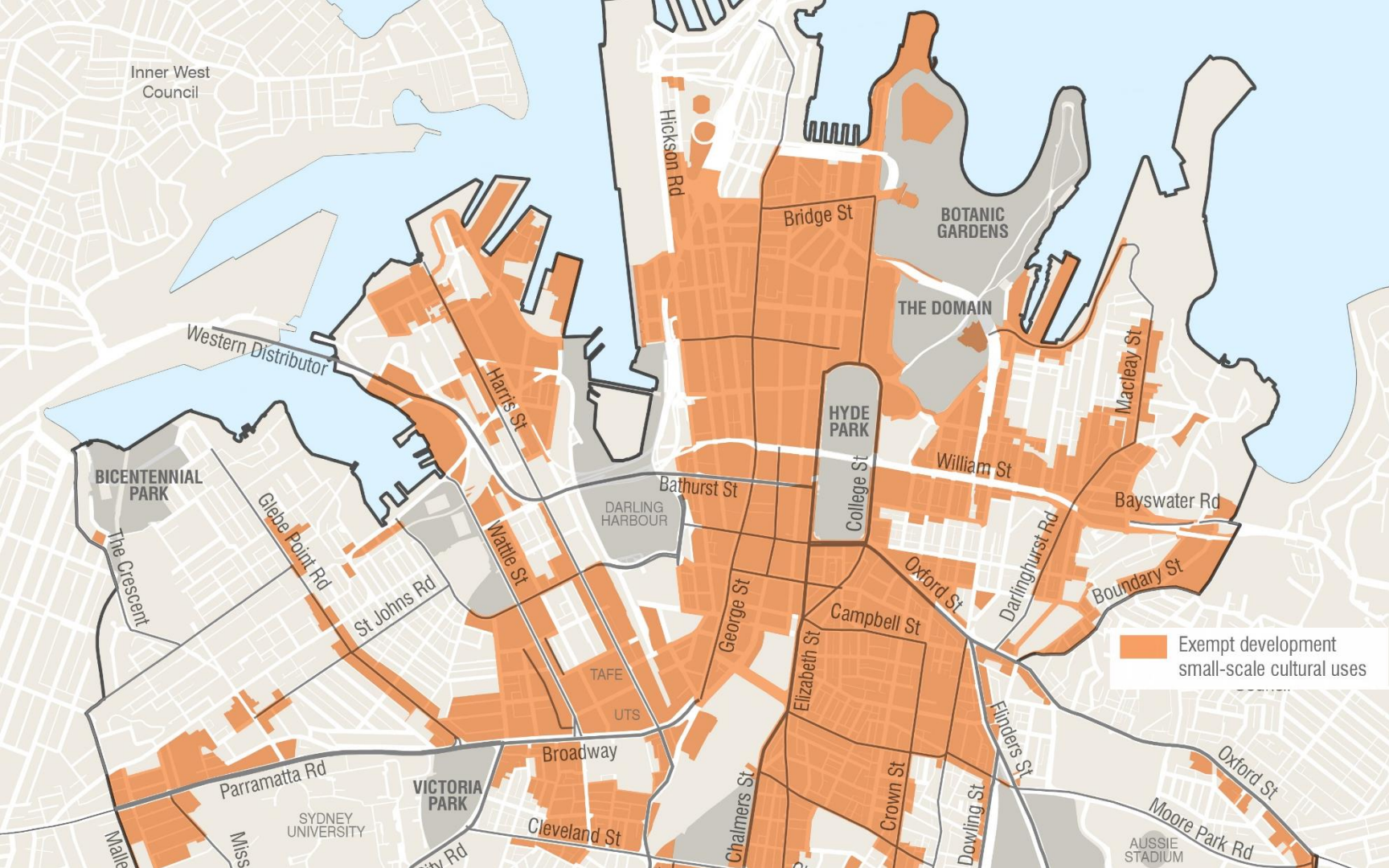
An independent and additional use of an approved office, retail and warehouse premise for:

- live entertainment, including musical, theatrical, comedy or dance performance
- display or production of an artwork, craft, design, media or image
- rehearsal, teaching or discussion of art, craft, design, literature or performance

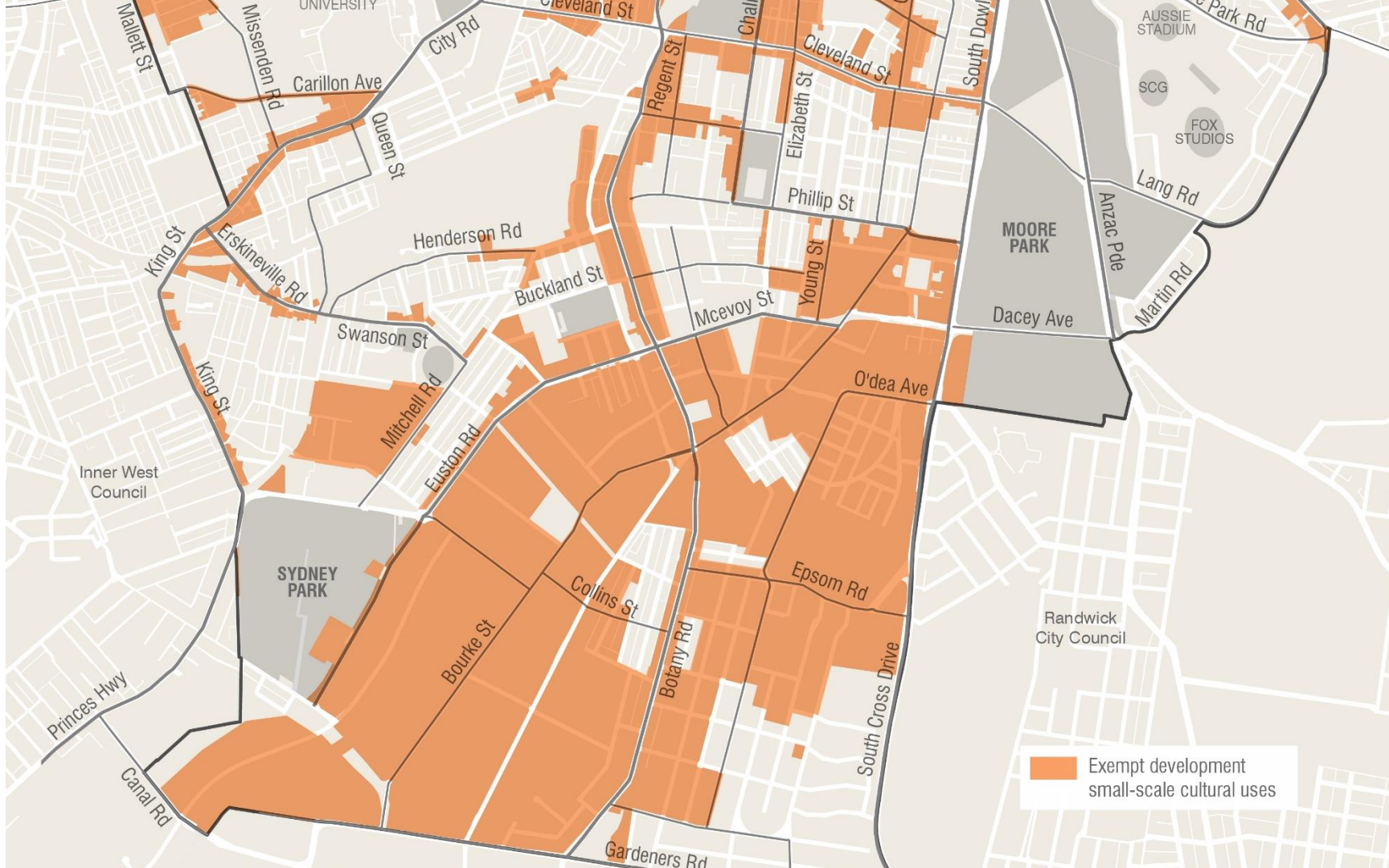
More small scale cultural uses

Criteria for minimal impact

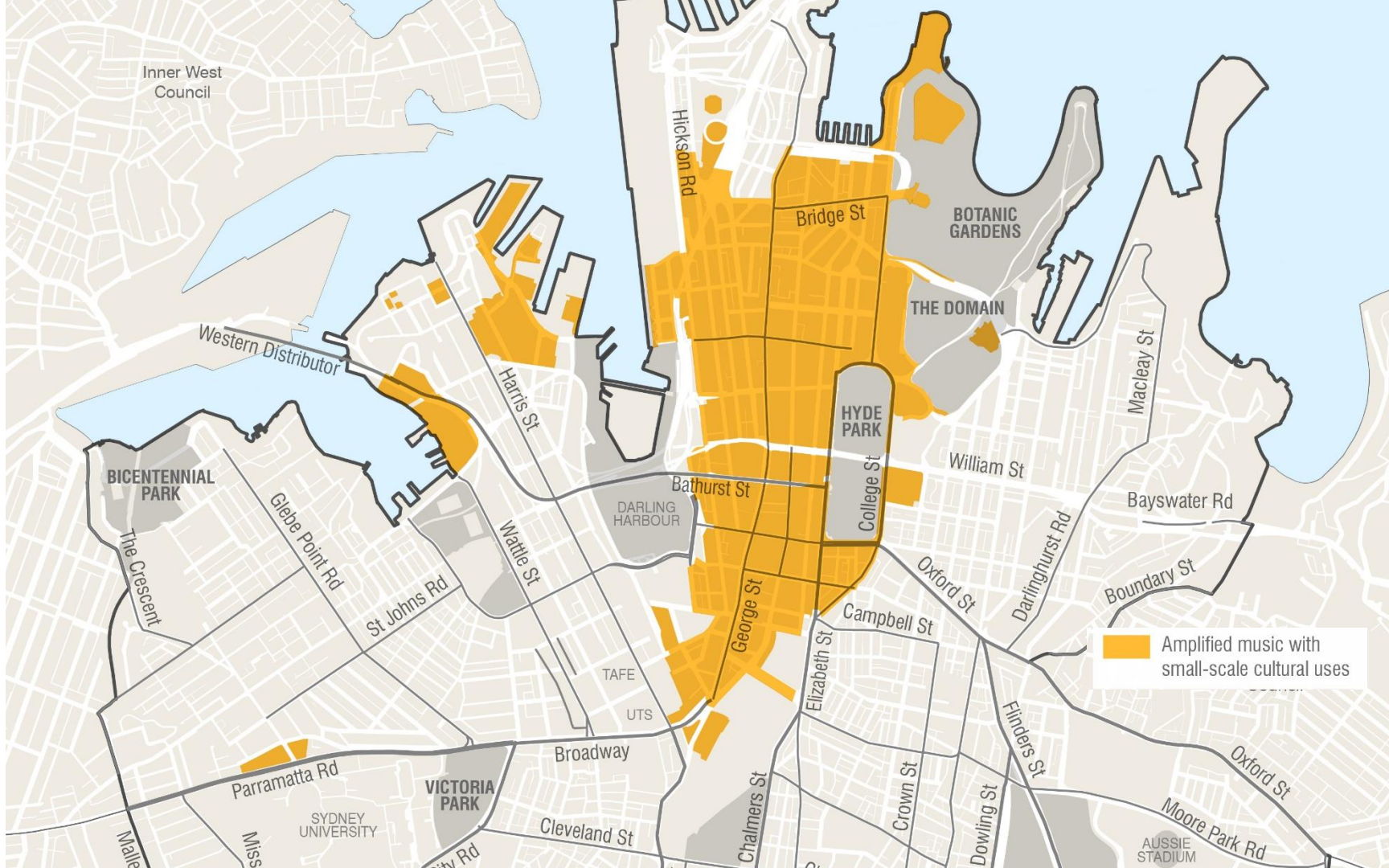
| | |
|------------------------|--|
| Space | Shop, office, industrial building or warehouse |
| Capacity | 50 people |
| Frequency | 26 days a year, 8 days a month and two days in a row |
| Hours | 4 hours |
| Hours | 9pm Sunday to Thursday, 10pm Friday and Saturdays |
| Alcohol | liquor licence or caterer's off-premises authorisation |
| Location | Not in a residential area |
| Amplified music | Central Sydney and non-residential zones |
| Other | Existing conditions relating to parking, waste etc |

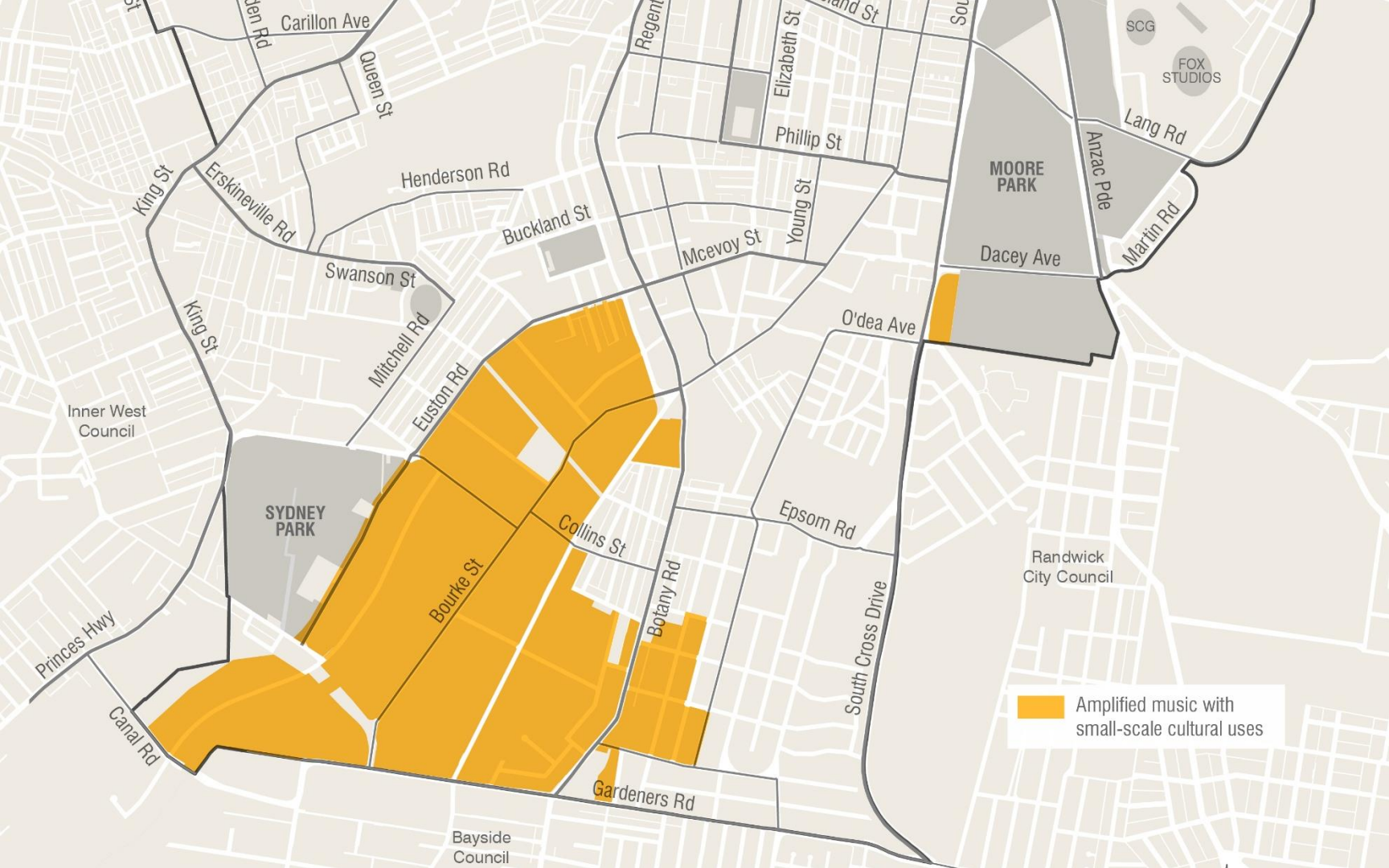


Exempt development
small-scale cultural uses



Exempt development
small-scale cultural uses





More small scale cultural uses

Action 4

New planning controls for cultural uses that may have some impacts and need an approval, to provide better guidance and greater certainty



More small scale cultural uses

Action 5

Opportunities to
reduce or remove
notification periods for
development
applications for small
scale cultural uses



Entertainment noise

Action 6

Fair management of noise by applying the 'agent of change' principle



Existing situation



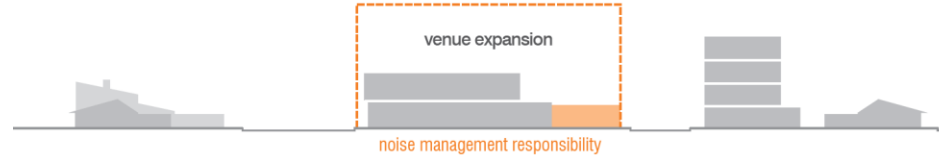
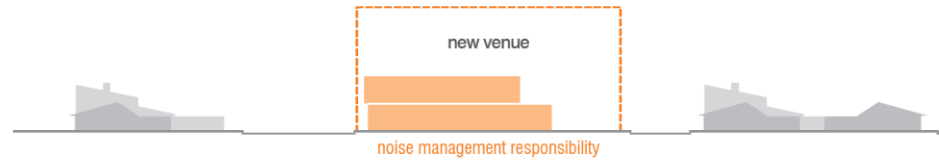
New residential development



Noise management



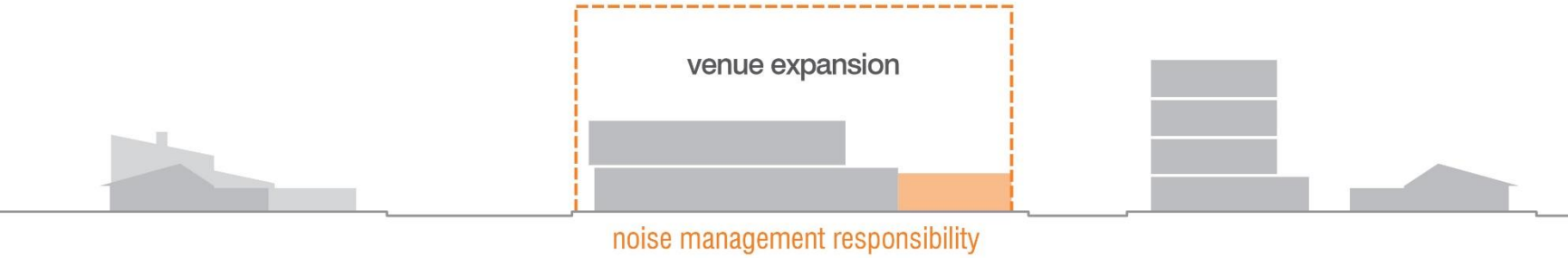
Agent of change



Agent of change



Agent of change



Agent of change



Agent of change



Entertainment noise

Action 7

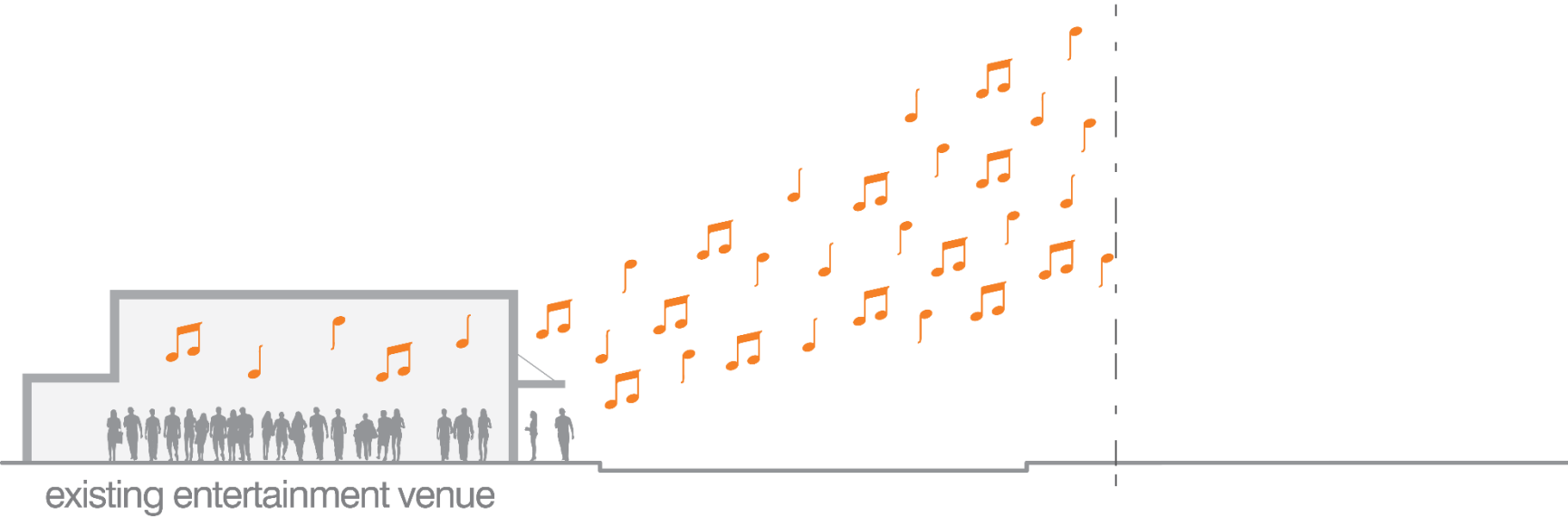
Planning controls for
new venues and new
noise sensitive
development



New noise sensitive development

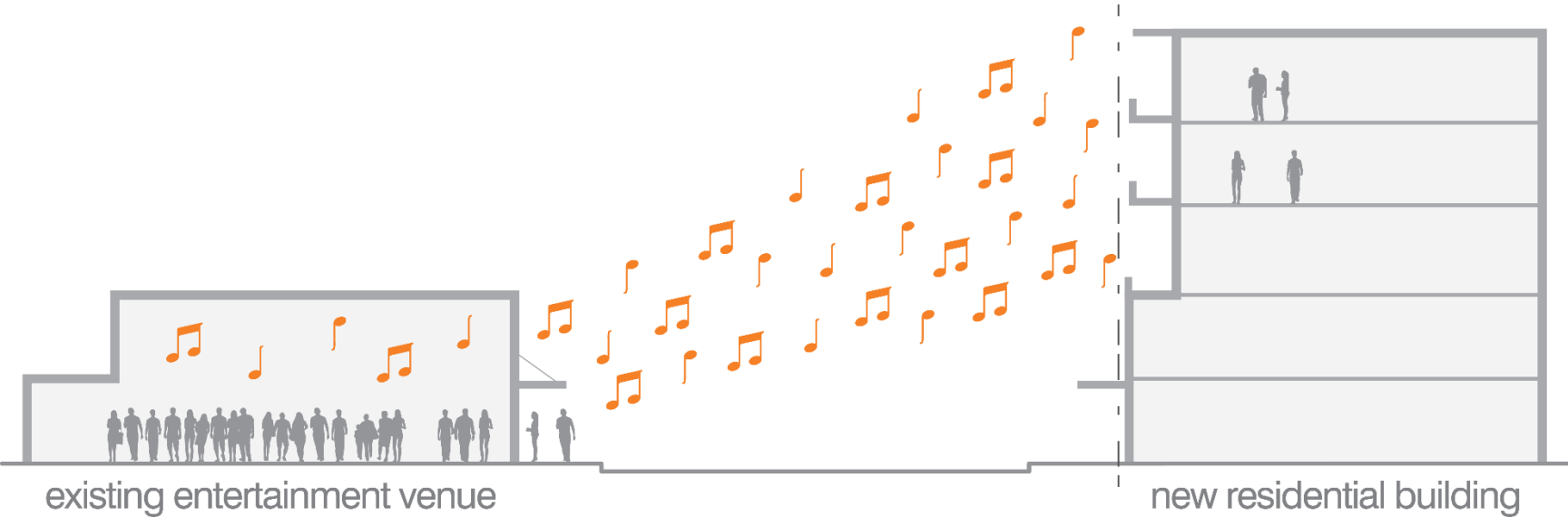


New noise sensitive development

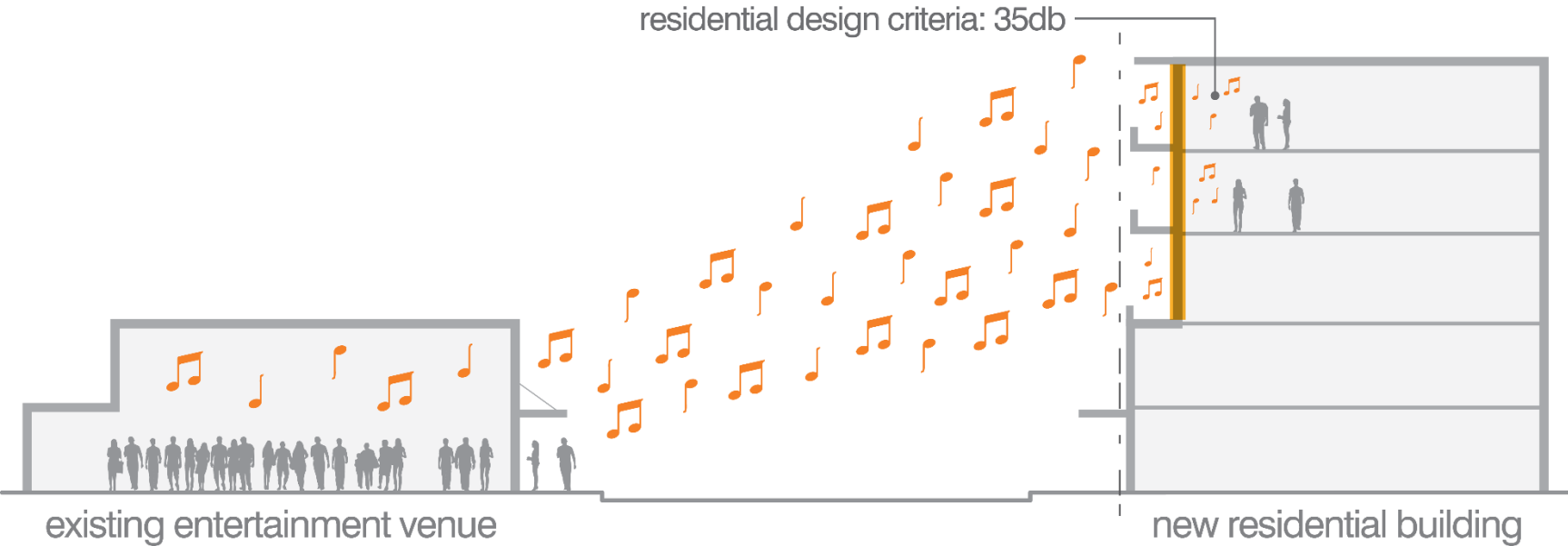


city of villages

New noise sensitive development



New noise sensitive development



New venue



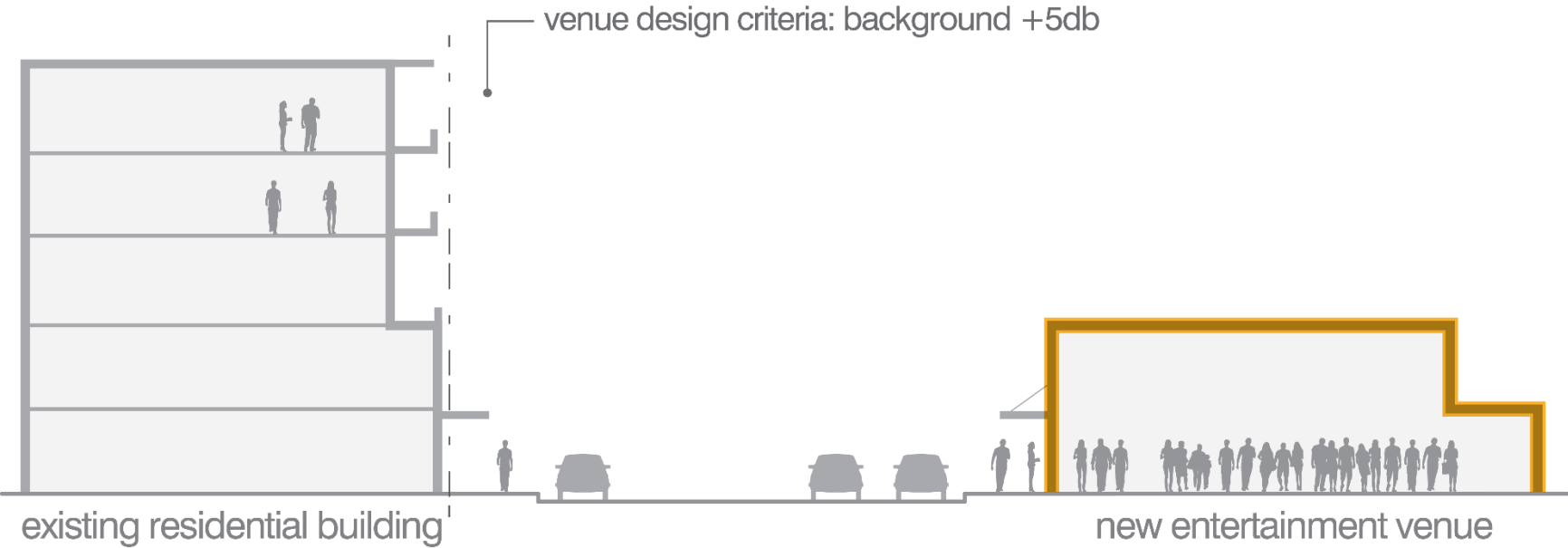
city of villages

New venue

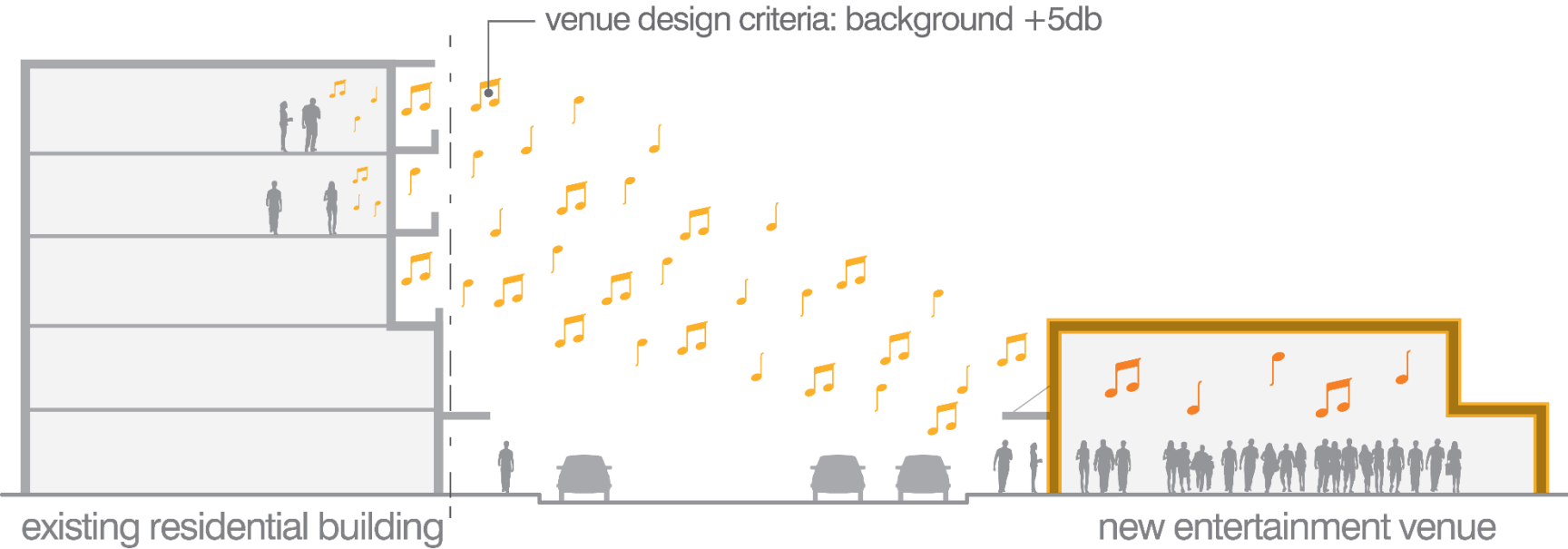


city of villages

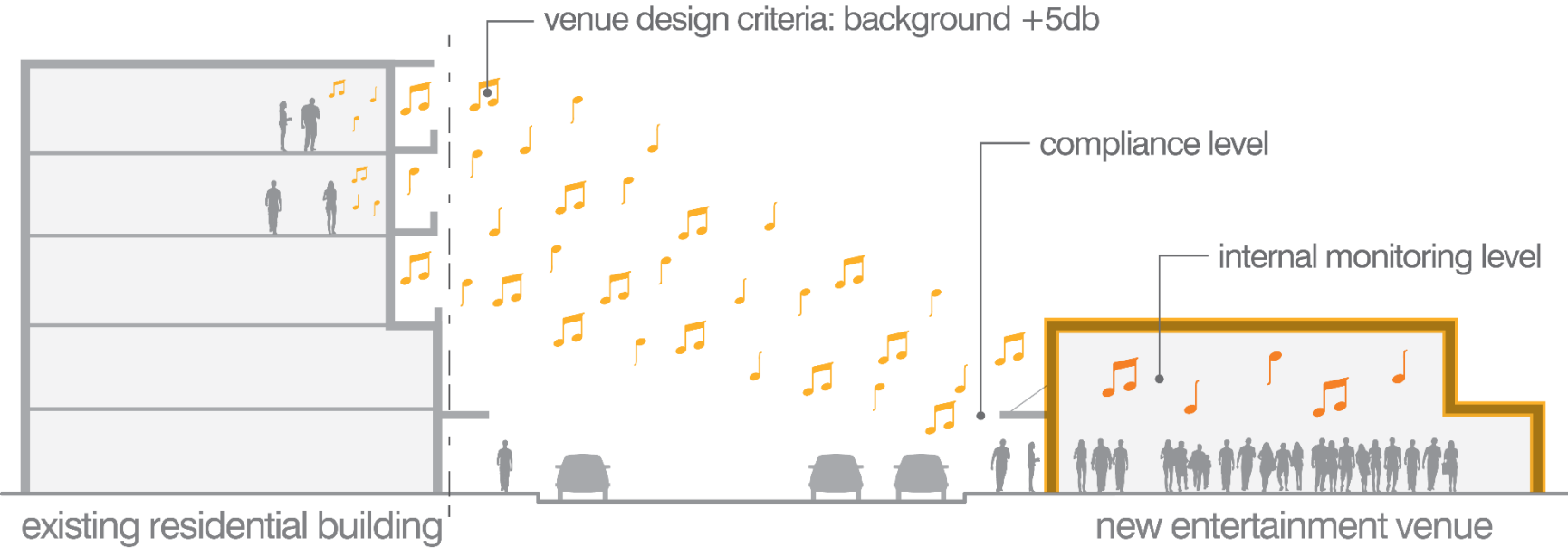
New venue



New venue



New venue



Planning controls

Criteria

Noise levels

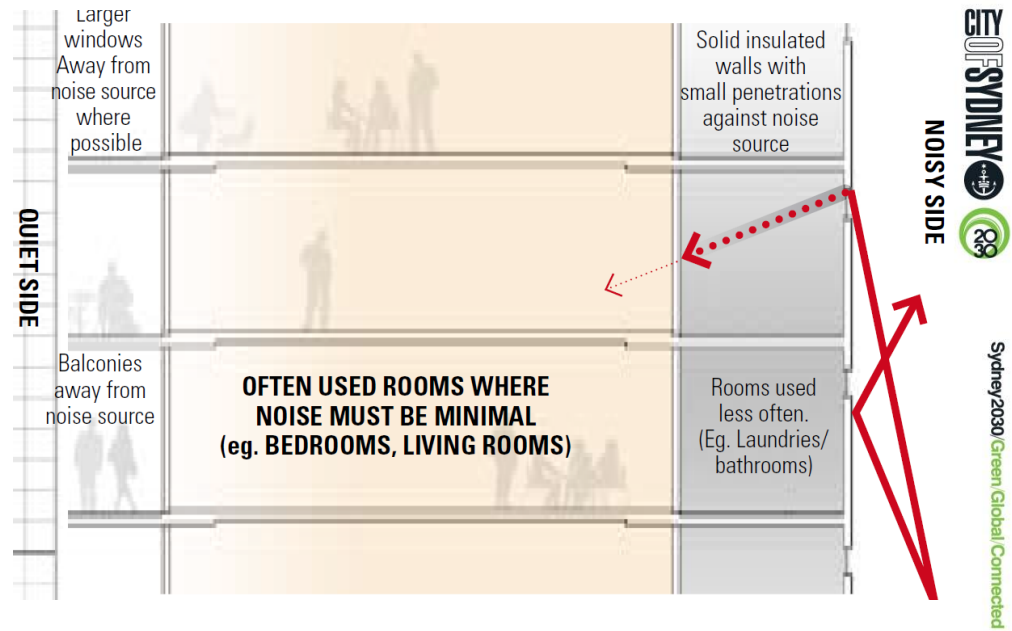
- Evening: audible but not annoying
- Night: most not sleep distributed

Night time

- 7 or 8 hours
- Start time: 10pm, 11pm, 12pm

Windows

- Open: natural ventilation, difficult to manage noise
- Closed: noise protection, better design or limited mechanical ventilation



Entertainment noise

Action 8

**New noise compliance
guidelines to provide
greater certainty and
consistency**



An open and creative city

Consultation

- Build on previous consultation
- Form and refine proposals
- Media, flyers, social media, newsletters
- Industry briefings and meetings
- Sydney Your Say survey
- Community focus groups

An open and creative city

Next steps

- Feedback and draft controls
- Report draft controls to Council
- NSW Government approval to exhibit
- Formal exhibition and review submissions
- Report to Council for approval
- Drafting and publishing controls
- At least late 2018

An open and creative city

Feedback and contacts

Feedback

sydneyyoursay.com.au/openandcreative
sydneyyoursay@cityofsydney.nsw.gov.au

Contact

Ben Pechey
Manager Planning Policy
9265 9570
bpechey@cityofsydney.nsw.gov.au



