

Survey report

June 2018

Summary



Five Bays Sustainable Neighbourhood

This report details the results from a community survey, completed as part of Lake Macquarie City Council's Sustainable Neighbourhoods Program in May 2018.

1. Background

The Sustainable Neighbourhoods Program was initiated by Lake Macquarie City Council as a way to work with residents to help build strong community relationships as citizens discover the values and strengths of their neighbourhood, understand their community assets and work alongside their neighbours on projects that will make their neighbourhood an even better place to live.

Sustainable Neighbourhoods are made up of local residents who take actions to:

- reduce our resource consumption (energy, water, waste)
- increase community involvement in protecting and caring for environment and place;
- increase our capacity to respond effectively to environmental threats; and
- increase community wellbeing and pride in our local areas.

In early 2018, volunteers from LT Creek and Woodrising Sustainable Neighbourhood Groups decided to join forces to encompass the Five Bays area, including Teralba, Booragul, Marmong Point, Woodrising, Bolton Point, Fennell Bay, Fassifern and Blackalls Park.

This survey is part of ongoing community development and engagement activities which aim to collect input from a broad range of residents to inform the projects and priorities of the Five Bays Sustainable Neighbourhood.

2. Methodology

In late April 2018, hardcopy surveys were posted to approximately 4950 households in the Five Bays area. The hardcopy surveys were in self-return format, with a reply-paid envelope provided. A prize draw was promoted on the front cover as an incentive for residents to complete and return to Council.

A digital version was also made available, and was promoted on the front of the hardcopy survey, via a link on the Sustainable Neighbourhoods website, and via email to 309 local contacts subscribed to Council's Eco Advocate e-newsletter.

The survey was open for three weeks. During this time 375 people responded using the hard copy forms, and 61 people responded directly using the online form. There was a total of 436 responses, resulting in a return rate of 9%.

3. Key findings

3.1. Neighbourhood values

The top aspects people value about their neighbourhood include:

- Proximity to the lake and bush (91%)
- Peace and quiet (75%)
- Natural beauty and wildlife (73%)

3.2. Environmental issues

Respondents are most concerned about:

- Rubbish, litter and waste management (78%)
- Reducing energy and water use (57%)
- Health of the environment and biodiversity (56%)

3.3. Community actions

Respondents indicated which actions from a list they would consider participating in.

Already doing

- Learning about waste services (44%)
- Learning about green cleaning, energy and water saving, reducing household waste, renewable energy, cycling and composting (29%)

Yes or Maybe

- Community building, cultural programs, street parties, community picnics, barbecues and historical talks (77%)
- Preparing for environmental threats such as storms, bushfires and climate change (73%)
- Monitoring the health of local ecosystems, plants and animals (73%)
- Learning about local plants, animals and natural environments; bush regeneration or growing native gardens (71%)

No

- Taking part in home audits for energy, waste and water usage (26% No)

3.4. Community projects

A wide range of ideas for community projects and actions were suggested.

- | | |
|--|---|
| • Sustainable living workshops | • Streetscape improvement and graffiti clean up |
| • Natural environment education | • Social events and activities |
| • Resilience and natural disaster preparedness | • Local communications and promotion |
| • Involving and educating young people | • Local business activities |
| • Sharing and neighbourliness | • Addressing antisocial behaviour |
| • Community gardening and greening | • Advocacy for: |
| • Landcare and natural resource management | ○ Footpaths and shared pathways |
| • Litter clean ups | ○ Improved maintenance |
| • Education and signage | ○ Local infrastructure |
| | ○ Improved accessibility |

3.5. Knowledge of Sustainable Neighbourhoods

One hundred (24%) respondents have heard about the Sustainable Neighbourhoods Program before; and 30 (7%) had participated before. Seventy percent (297) of respondents have not heard about the program before. Most heard about it through a Council newsletter.

Fifty percent (216) of respondents asked to be added to the Five Bays Sustainable Neighbourhood email list.

3.6. Demographics

Over 50% of respondents are 60 years or over. Most respondents own their homes (50%) or pay a mortgage (33%); and most households (44%) consist of two people. A majority of respondents (56%) have lived in the neighbourhood for over 10 years.

Responses were received from all suburbs in the Five Bays neighbourhood area. Return rates were highest in Fassifern (11%), Marmong Point (11%), Booragul (10%) and Bolton Point (9%).

4.1. Neighbourhood values

Word cloud created with www.worditout.com. More frequently occurring words or phrases are shown in larger font.



2. What are the most important environmental issues in your neighbourhood today?
Please tick all that apply. n=411

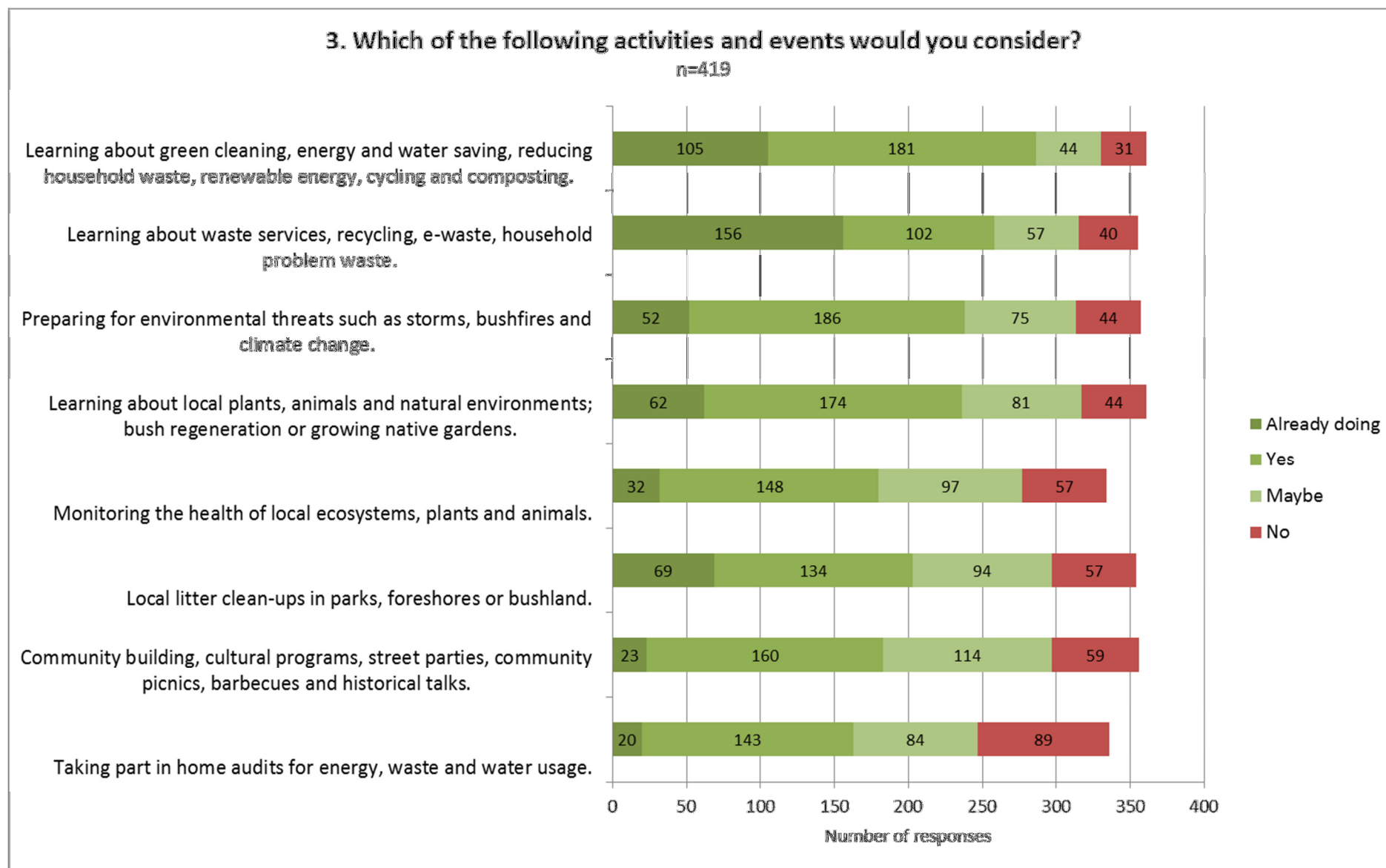
A horizontal bar chart with blue bars representing the number of responses for each environmental issue. The x-axis is labeled 'Number of responses' and ranges from 0 to 350 with major grid lines every 50 units. The y-axis lists the environmental issues. The data is as follows:

Environmental Issue	Number of responses
Rubbish, litter and waste management	321
Reducing energy and water use	234
Health of the environment and biodiversity	229
Development and population growth	179
Pollution and emissions	173
Climate change	154
Other	102
Erosion	87

Word cloud created with www.worditout.com. More frequently occurring words or phrases are shown in larger font.



4.3. Local environmental issues



4.4. Ideas and suggestions for community projects

Responses from Question 3 and Question 4 have been summarised here.

Question 3. Additional comments: Please list suggestions for workshops, educational events and/or other community projects): 85 responses.

Question 4. Do you have any suggestions about how you, the people in your neighbourhood, or local businesses could improve the environment or community spirit in your area?: 184 responses

Education, workshops and skill sharing

- Sustainable living
 - worm farms
 - vegie gardening
 - mulching
 - bee keeping
 - vegan education
 - encourage home gardens
 - solar events
 - what does and doesn't go in recycling
- Natural environment
 - native plants
 - local wildlife
 - possum boxes
 - bird boxes
 - bush tucker; medicinal plants
 - indigenous fire management of the bush
 - dangerous insects / snakes etc. What to do if bitten
- Resilience and natural disasters
 - storm readiness with SES
 - bushfire readiness
- School and young people
 - school, children's and youth programs
- Sharing with neighbours
 - Sustainability Streets

- sharing produce
- community solar
- Neighbourhood Watch
- free little libraries / book sharing
- plant exchange
- Be a better neighbour – stop and chat; offer assistance, proper bin use, local issues
- street parties
- Neighbour Day event – eg soup kitchen

Community Projects

- Sustainable living
 - Community garden
 - Verge gardening
 - Greening footpaths
 - Darebin Fruit Squad
 - Incentives – green bags, plants, extra green waste pickup
- Natural environment
 - Monitor and report illegal dumping
 - Landcare projects (eg lantana muster; lantana / bamboo at Toronto Wetlands) and supporting existing Landcare groups
 - Care for mangroves at mouth of Cockle Creek
 - Repair access to the Toronto Wetlands

- Signage on Toronto Greenway re pick up your dog's poo.
- Improve Greenway from Toronto – Fassifern station
- Clean up dog poo
- Vegetate mown areas with trees and shrubs to provide informal play areas for kids and wildlife corridors
- Weeding on private property
- Replanting along the Booragul end of the bike track.
- Plant giveaway
- Interpretive signage to recognise creeks and wetlands
- Fishing line and bait bag bin at Fennel Bay bridge.
- Opportunities to understand Council's park management strategies – esp adjoining bushland and/or lakefront reserves
- Litter clean ups
- Indian Myna management
- Keep shopping trolleys on centre sites
- Community resilience and civic pride
 - Graffiti management and clean ups
 - Mens Shed for young people (10-18 years)

- Community centre where seniors can meet for table games etc
- Market near the Bolton Point hall
- Local street groups to look after their block. Coordinate with Council
- Sign posts to Fassifern railway station
- Community conduit between residents and Council
- Plant small admirable plants in loved and cared local places
- Streetscape improvement
- Social activities
 - Weekend activities
 - Movies by the lake at Blackalls Park
 - Music events for children and adults
 - Singing groups
 - Dance groups
 - Arts events
 - Local history, eg learn about historic coal mining (early 1800s) in Marmong-Bolton Point-Toronto area. Could become regular tours.
 - U3A is excellent – keep this going
 - Sausage sizzle
 - Events by the lake
 - Use neighbourhood centre
 - Quarterly meeting / BBQ in a local park to identify issues and form a plan
 - Dragon boat races at the park
 - More use of Teralba community hall

Communications and promotion

- Schedule activities on a weekend / outside of normal business hours so working people can attend
- Letter drops vs emails

- Community calendar
- Better advertising of events eg local newspapers and media, posters, community newsletter, noticeboards, letterbox drops, etc

Local businesses

- Free internet café
- Café / takeaway near Bolton Point Park
- Improve variety of shops at complex on Bay Road, Bolton Point
- Improve vacancy rates and amenity of Blackalls Park shops. Reopen essential local shops eg butchers, post office, newsagent, fruit/veg
- Clean pavement outside of businesses
- Lease vacant buildings in Teralba for business

Advocacy

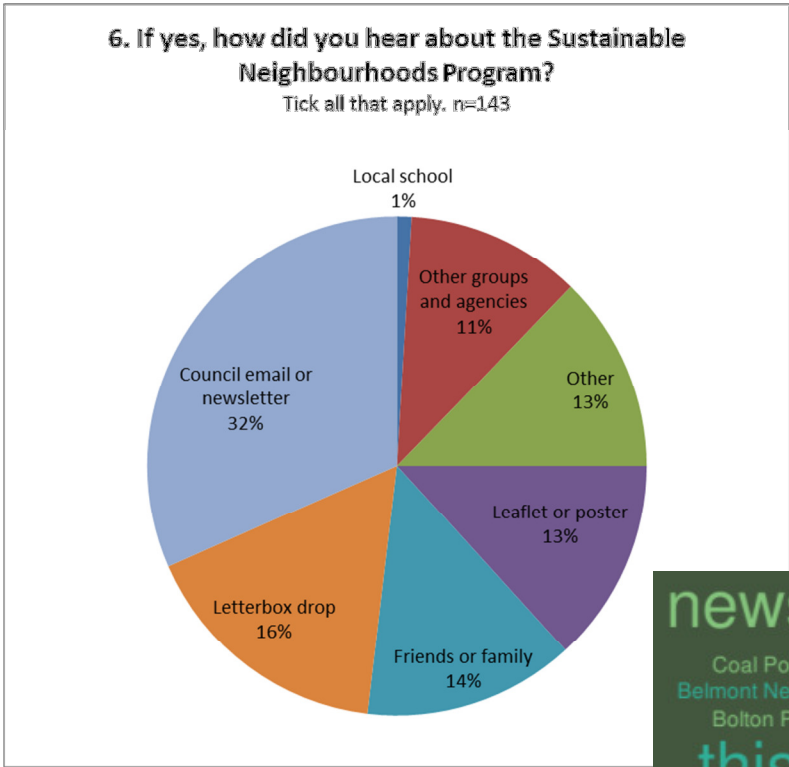
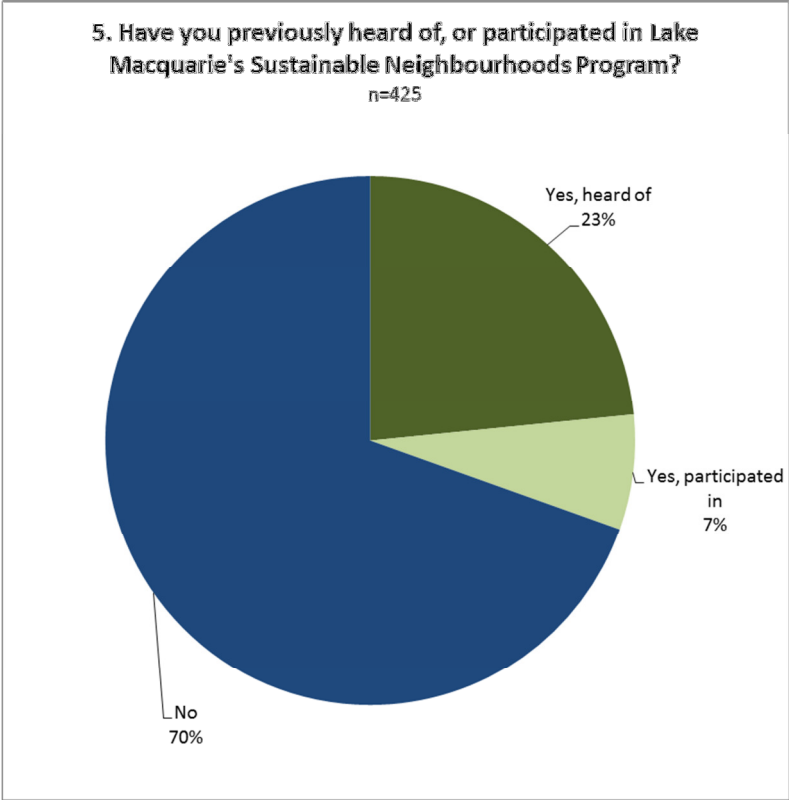
- Active transport
 - More footpaths and shared pathways
 - between Fassifern and Booragul / Teralba. Would provide missing link from Toronto to Warners Bay
 - link Toronto and Blackalls Park with Marmong Cycleway
 - link Fassifern (Macquarie Rd) to Fennell Bay to Bolton Point
 - around Bolton Point
 - Taluba Park – extend footpath past toilets
 - Ferry service Toronto – Warners Bay – Marks Point. Even for just a couple of days a week or just the summer

- A bus shelter is required at Fassifern Station - it is an entry point for people visiting out city but there are no facilities
- Public transport links to John Hunter hospital

- Anti-social behaviour
 - Involve housing commission, regarding maintenance of their properties; waste management, crime and antisocial behaviour
 - Get cars to stay off the grassed waterfront instead of using it as a racetrack
- Natural environment
 - Improved maintenance of wetlands
 - creek dredging (including black mud deposited by the mines);
 - Stop the black / coal dust
 - There needs to be a proper analysis of sources of rubbish in Stoney Creek estuary eg bad design of catch at Carey St and Victory Parade.
 - Clean up and maintain footpaths and median strips
 - Enforce “No wash zones” where high speed boats cause undermining and collapse of creek banks
- Services
 - Additional bulk waste collection services
 - Empty the bins on Toronto foreshore more regularly, especially after events
 - Work for the dole programs
 - Enforce parking and garbage regulations
 - More timely responses from Council

- Local infrastructure and landuse
 - Protect community land (eg Toronto foreshore)
 - Swimming area at Toronto
 - Information about impact of development on services and resources
 - Balancing development housing affordability with looking after the environment
 - BBQ areas eg Edwards Park / sculpture park near the water
 - Shaded seating, bubblers and taps
 - Dredging for boat passage
 - Better playground facilities at Blackalls Park.
 - Upgrade park and amenities in Booragul (Edwards Park) to be suitable for school age kids; and at Bolton Point Park
 - Speed humps on Middle Point Road
 - Remove orange street lights
 - Kerb and guttering York St, Teralba
 - Reduce speed limit at Carey St, Toronto
 - Lower speed limits
- Accessibility
 - Installation of pontoon at Marmong Point boat ramp to help elderly and disabled boaters
 - Improve accessibility for all (eg elderly, disabilities, people with strollers)

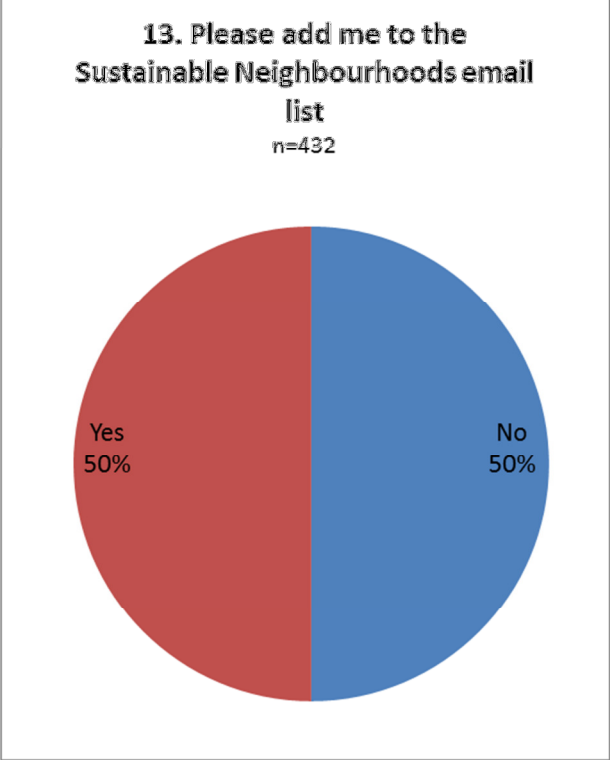
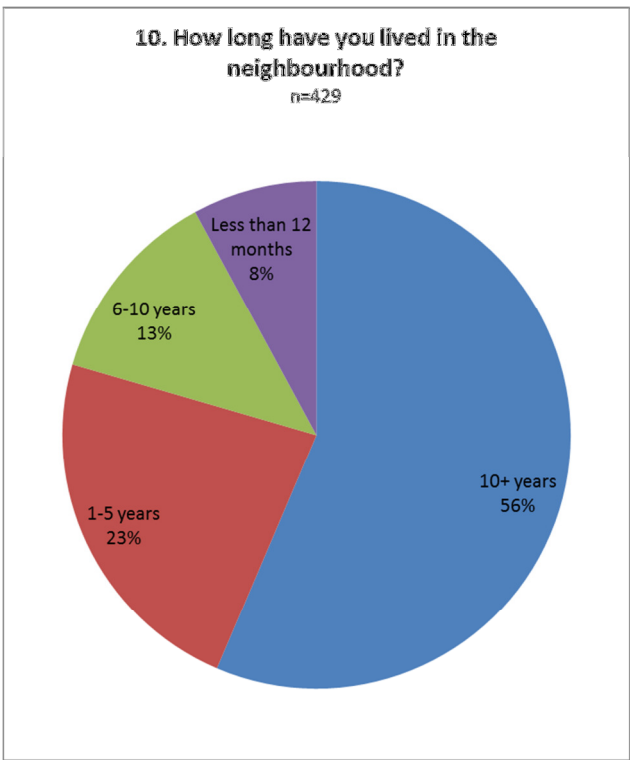
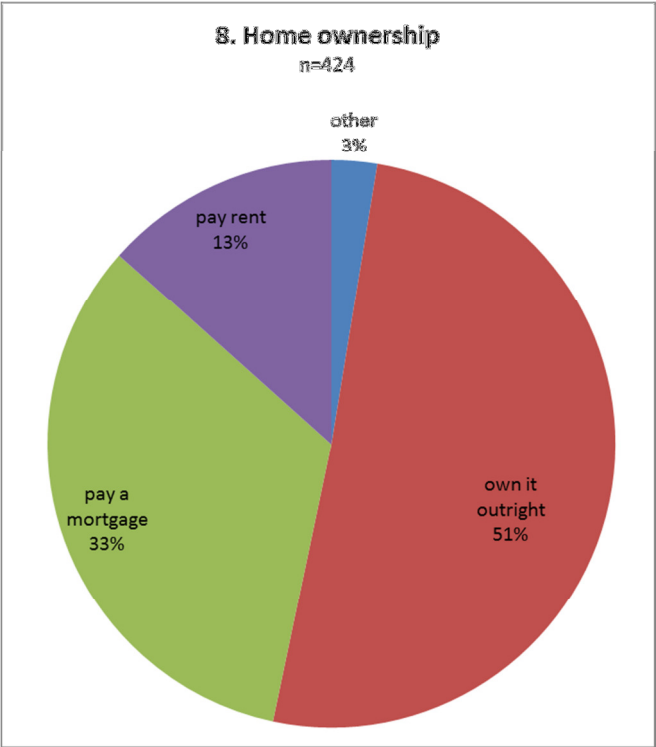
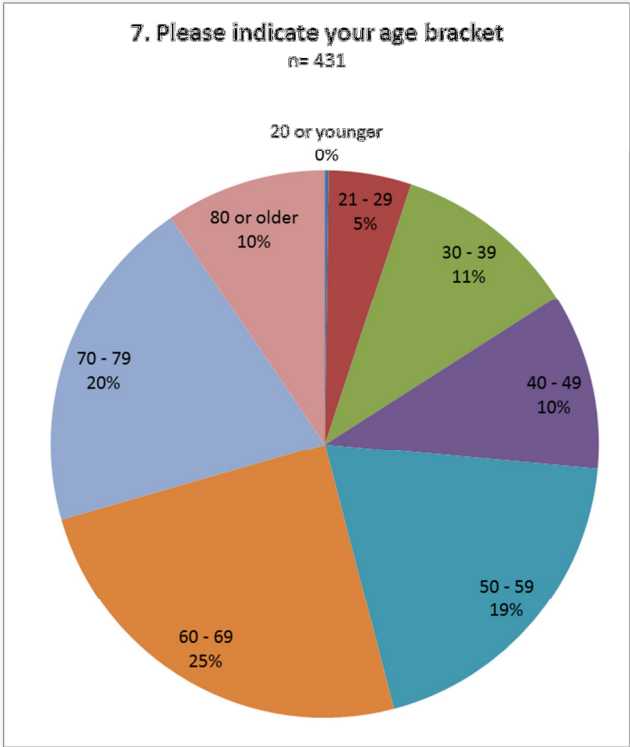
4.5. Knowledge of Sustainable Neighbourhoods Program

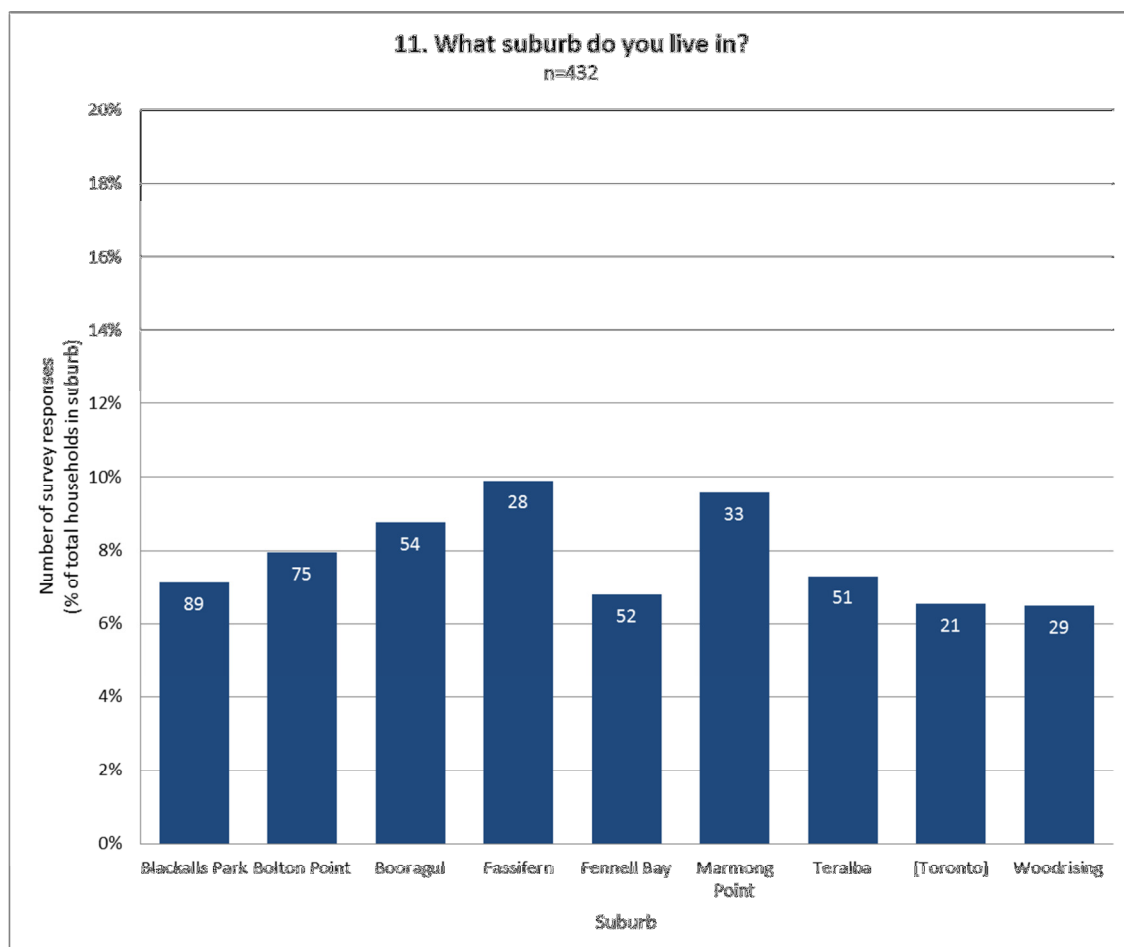
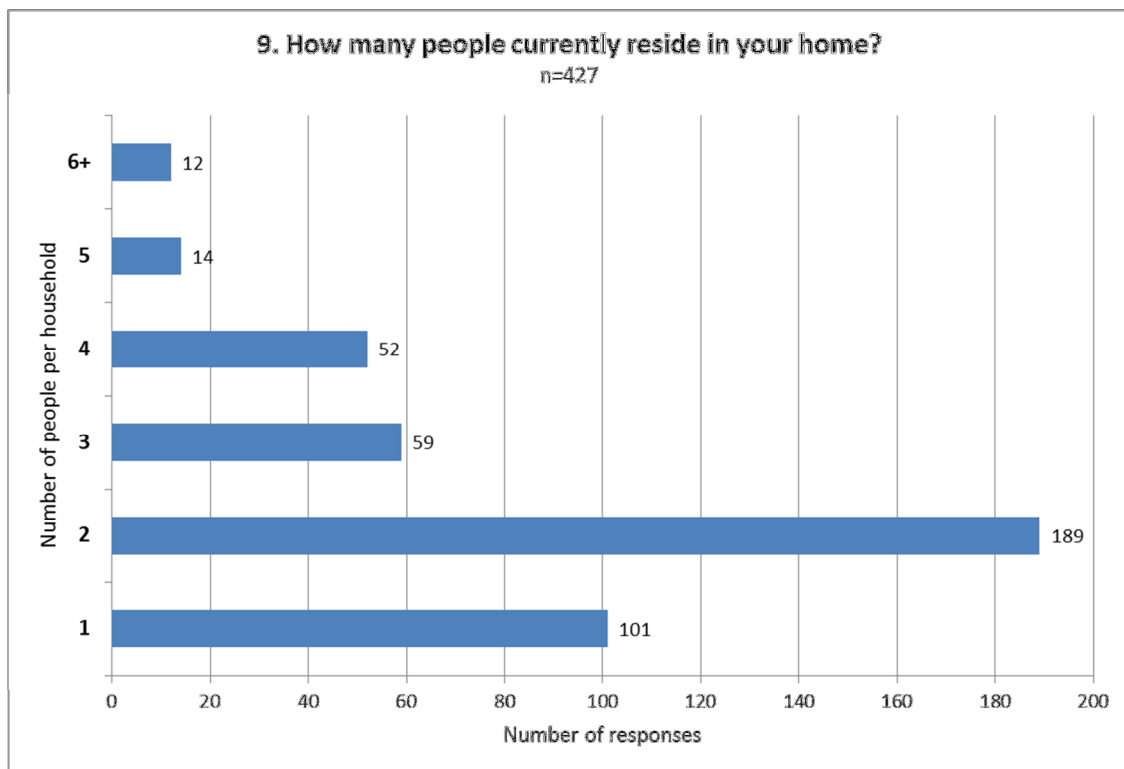


Other / specific sources included:



4.6. Demographics





Five Bays Sustainable Neighbourhood

Community research 2018



Teralba, Booragul, Marmong Point, Woodrising, Bolton Point, Fennell Bay, Fassifern and Blackalls Park



Council's Sustainable Neighbourhoods Program is coming to the 'Five Bays' area, including Teralba, Booragul, Marmong Point, Woodrising, Bolton Point, Fennell Bay, Fassifern and Blackalls Park.

Sustainable Neighbourhoods provides opportunities for residents to work together and get involved in local projects.

- Be part of the solution to local sustainability challenges
- Connect and collaborate with your neighbours
- Learn new skills

Please complete this survey to help Council and local residents understand your attitudes about our local environment, community priorities and possible neighbourhood projects.

Submit your completed survey and entry form by Friday 11 May 2018 to go into the draw to win a \$60 Bunnings gift voucher.

To be eligible, please either:

- place the completed survey and entry form in the attached reply paid envelope and post it back to Council by Friday 11 May 2018; or
- complete the survey and competition entry online at **surveymonkey.com/r/FiveBaysSustainableNeighbourhood** by Friday 11 May 2018.

Terms and conditions apply. Visit <https://lm.city/2G156JZ> for full terms and conditions, or call Council on 4921 0333.

Competition entry form and contact details

Name

Email

Phone number

Suburb

Please add me to the email list to hear about the Sustainable Neighbourhoods Program and other sustainability opportunities.

☐ Yes (please complete contact details above) ☐ No

About the survey

The survey will take less than five minutes to complete.

You are eligible to complete this survey on behalf of your household if you:

- are over 18 years or over; and
- are one of the key decision-makers in your household.

If you have questions or need help completing this survey, contact Rachelle McConville on 4921 0117 or rmcconville@lakemac.nsw.gov.au.

About Sustainable Neighbourhoods

Sustainable Neighbourhoods are made up of local residents who take actions to:

- reduce our resource consumption (energy, water waste);
- increase community involvement in protecting and caring for environment and place;
- increase our capacity to respond effectively to environmental threats; and
- increase community wellbeing and pride in our local areas.

The Sustainable Neighbourhoods Program was initiated by Lake Macquarie City Council as a way to work with residents to help build strong community relationships as citizens discover the values and strengths of their neighbourhood, understand their community assets and work alongside their neighbours on projects that will make their neighbourhood an even better place to live.

Find out more at sustainableneighbourhoods.org.au.

Five Bays Sustainable Neighbourhood

Community research 2018



1. What do you like most about living in your neighbourhood? Please tick all that apply.

Proximity to the lake, beach, ocean or bush	<input type="checkbox"/>
Peace and quiet	<input type="checkbox"/>
Friendly people	<input type="checkbox"/>
Close to amenities, services and/or facilities	<input type="checkbox"/>
Community spirit/pride	<input type="checkbox"/>
Natural beauty and wildlife	<input type="checkbox"/>
Public transport/cycleways	<input type="checkbox"/>
Other _____	<input type="checkbox"/>
Other _____	<input type="checkbox"/>

2. What are the most important environmental issues in your neighbourhood today? Please tick all that apply.

Rubbish, litter and/or waste management	<input type="checkbox"/>
Erosion	<input type="checkbox"/>
Pollution and emissions	<input type="checkbox"/>
Health of the environment and biodiversity	<input type="checkbox"/>
Reducing energy and water use	<input type="checkbox"/>
Development and population growth	<input type="checkbox"/>
Climate change	<input type="checkbox"/>
Other _____	<input type="checkbox"/>
Other _____	<input type="checkbox"/>

3. Which of the following activities or events would you consider participating in?

	Already doing	Yes	No	Maybe
Learning about waste services, recycling, e-waste, household problem waste.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitoring the health of local ecosystems, plants and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local litter clean-ups in parks, foreshores or bushland.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning about green cleaning, energy and water saving, reducing household waste, renewable energy, cycling and composting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning about local plants, animals and natural environments; bush regeneration or growing native gardens.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking part in home audits for energy, waste and water usage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparing for environmental threats such as storms, bushfires and climate change.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community building, cultural programs, street parties, community picnics, barbecues and historical talks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have particular suggestions for workshops, educational events or other community projects, please list:

.....

.....

4. Sustainable Neighbourhood Groups are made up of active residents who work together to create positive change in their neighbourhoods. Do you have any suggestions about how you, the people in your neighbourhood, and/or local businesses could improve the environment or community spirit in your area?

5. Have you previously heard of, or participated in, Lake Macquarie's Sustainable Neighbourhoods Program?

Yes, heard of ☐ Yes, participated in ☐ No ☐

6. If yes, how did you hear about the Sustainable Neighbourhoods Program? Tick all that apply.

I saw a leaflet and/or poster in the local area ☐ A flyer was delivered to my home ☐
 I heard about it from the local school ☐ I heard about it through a Council newsletter or Council email ☐
 I was told about it (friends, family, etc.) ☐ I heard about it through my involvement with other community agencies ☐

Other

Demographics

7. Please indicate your age bracket.

20 or younger ☐ 21-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐
 60-69 ☐ 70-79 ☐ 80 or older ☐

8. Thinking about the home you live in, do you:

Own it outright ☐ Pay a mortgage ☐ Pay rent ☐ Other ☐

9. How many people currently reside in your home?

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+ ☐

10. How long have you lived in the neighbourhood?

Less than 12 months ☐ 1-5 years ☐ 6-10 years ☐ 10+ years ☐

11. What suburb do you live in?

Teralba ☐ Booragul ☐ Marmong Point ☐ Woodrising ☐ Bolton Point ☐
 Fennell Bay ☐ Fassifern ☐ Blackalls Park ☐ Toronto ☐



Thank you for your participation

To find out more visit sustainableneighbourhoods.org.au
 or contact Lake Macquarie City Council on 4921 0333.

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