

DRAFT SOCIAL PLAN 2024-2034

hornsby.nsw.gov.au

HORNSBY SHIRE COUNCIL



Council recognises the Traditional Owners of the lands of Hornsby Shire, the Dharug and GuriNgai peoples, and pays respect to their Ancestors and Elders past and present and to their Heritage.

We acknowledge and uphold their intrinsic connections and continuing relationships to Country.

Cover image: Grandfriends Day. Inside cover image: Rainbow Serpent's Cave, Maroota

NEED HELP

This document contains important information. If you do not understand it, please call the Translating and Interpreting Service on 131 450. Ask them to phone 9847 6666 on your behalf to contact Hornsby Shire Council. Council's business hours are Monday to Friday, 8.30am-5pm.



Chinese Simplified

需要帮助吗?

本文件包含了重要的信息。如果您有不理解之处，请致电 131 450 联系翻译与传译服务中心。请他们代您致电 9847 6666 联系 Hornsby 郡议会。郡议会工作时间为周一至周五， 早上 8：30 - 下午 5 点。



Chinese Traditional

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German

Brauchen Sie Hilfe?

Dieses Dokument enthält wichtige Informationen. Wenn Sie es nicht verstehen, rufen Sie bitte den Übersetzer- und Dolmetscherdienst unter 131 450 an. Bitten Sie ihn darum, für Sie den Hornsby Shire Council unter der Nummer 9847 6666 zu kontaktieren. Die Geschäftszeiten der Stadtverwaltung sind Montag bis Freitag, 8.30-17 Uhr.



Hindi

?क्या आपको सहायता की आवश्यकता है

इस दस्तावेज़ में महत्वपूर्ण जानकारी दी गई है। यदि आप इसे समझ न पाएँ, तो कृपया 131 450 पर अनुवाद और दुभाषिया सेवा को कॉल करें। उनसे हॉर्न्सबी शायर काउंसिल से संपर्क करने के लिए आपकी ओर से
9847 6666 पर फोन करने का निवेदन करें। काउंसिल के कार्यकाल का समय सोमवार से शुक्रवार, सुबह 8.30 बजे-शाम 5 बजे तक है।



Korean

?도움이 필요하십니까

본 문서에는 중요한 정보가 포함되어 있습니다. 이해가 되지 않는 내용이 있으시면, 통역번역서비스(Translating and Interpreting Service)로 전화하셔서(131 450번) 귀하를 대신하여 혼즈비 셔 카운슬에 전화(9847 6666번)를 걸어 달라고 요청하십시오. 카운슬의 업무시간은 월요일~.금요일 오전 8시 30분~오후 5시입니다



Tagalog

Kailangan ng tulong?

Itong dokumento ay naglalaman ng mahalagang impormasyon. Kung hindi ninyo naiintindihan, pakitawagan ang Serbisyo sa Pagsasalinwika at Pag-iinterprete (Translating and Interpreting Service) sa 131 450. Hilingin sa kanilang tawagan ang 9847 6666 para sa inyo upang kontakin ang Hornsby Shire Council. Ang oras ng opisina ng Council ay Lunes hanggang Biyernes, 8.30n.u.-5n.h.



Farsi

?نیاز به کمک دارید

این سند حاوی اطلاعات مهم می باشد. چنانچه آن را درک نمی کنید، لطفاً با خدمات ترجمه کتبی و شفاهی به شماره 450 131 تماس بگیرید. از آنها بخواهید از جانب شما با شماره 6666 9847 با شورای شهر وورنزبی شایر تماس بگیرند. ساعات کاری شورای شهر دورشنبه تا جمعه، از 8:30 صبح تا 5 بعدازظهر است.

CONNECTIONS TO COUNTRY

The area now known as Hornsby Shire is unique in its placement within the landscape with natural features differing from those that surround and beyond. The meandering ridge lines extending from the south, north-west and north-east, meet here at Hornsby Shire and expose its importance within the cultural landscape as a junction for these once heavily occupied travel routes.

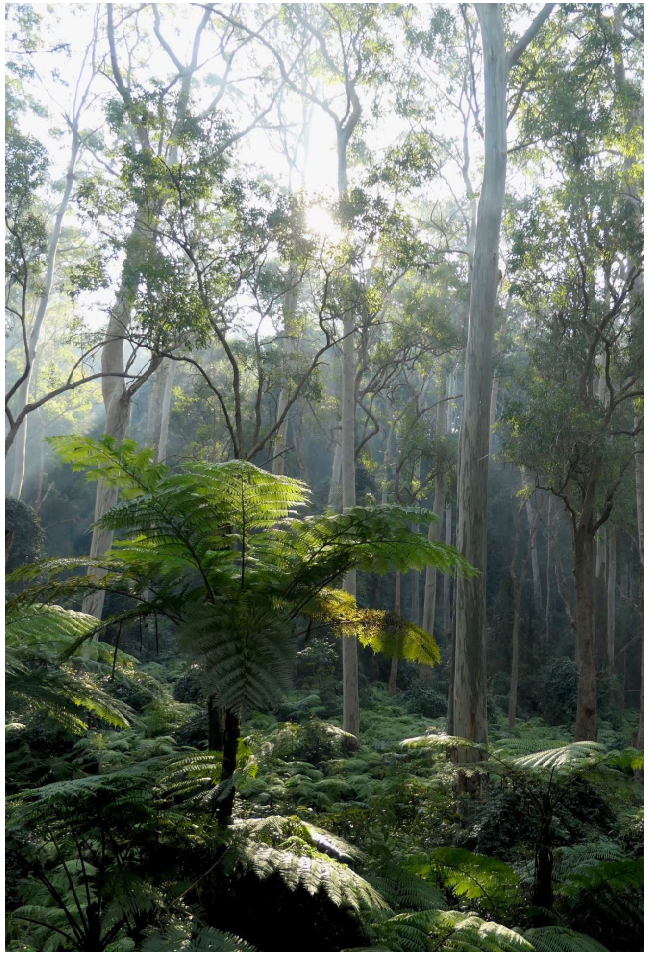
An extremely important resource for all Mobs traversing across Country for business, ceremony or family obligations and responsibilities. From the ocean shores of Brooklyn, abundant in edible sea life and favourably utilised for its tasty treasures, to the rainforest covered gullies with constant supplies of native edible vegetation, grazing marsupials and rock shelters contribute to the uniqueness of this region.

The Dharug and GuriNgai Peoples have protected and respected this area since time began. Sacred sites were etched into the sandstone by our Creator Ancestors about cultural knowledge, lore and law of Country, community, astronomy and weather patterns, to name only a few.

These are scattered strategically throughout this landscape and are still utilised today for ceremonies, celebrations, and Family gatherings and to pass cultural knowledge onto the next generations. For the Dharug and GuriNgai Peoples, this region is still alive and thriving from a cultural perspective. Despite the ever-growing demands for development and community infrastructures, the Hornsby Shire has lush and vibrant bushland areas, fresh and saltwater estuaries and breath-taking visual aspects across Country allowing us the ability to continue cultural practices, share cultural beliefs and expand on our relationship and connection with our Country. The Dharug and GuriNgai Peoples will continue to care for and respect Country.

We invite and encourage you to expand on your own connection to this unique and amazingly beautiful Country. In the early morning hours when the sun is rising and you breathe in the fresh, clean air of a new day, pay homage to Mother Earth and the Aboriginal Mobs that have protected, respected, utilised and honoured these lands for its lifetime, always being mindful of never depleting resources or damaging natural features created by Mother Earth and our Creator Ancestors.

Tracey Howie,
Local bloodline descendant



Ana Rubio, ***The land that time forgot***

FROM THE *Mayor*



Social sustainability underpins our quality of life. As our community grows and changes, a socially sustainable Hornsby Shire is one where people enjoy a strong sense of personal and community wellbeing.

The Hornsby Shire Social Plan 2024-34 sets out the social issues and priorities that you've told us are most important to you – to guide the provision of services, facilities and programs, and to meet the needs of the Hornsby Shire community in an inclusive and equitable way.

As we look ahead to 2034, we want Hornsby Shire to be a place for people and nature to thrive, with a community that is welcoming, inclusive, connected and resilient.

The Social Plan highlights a series of strategic directions, focus areas and related actions, to support Hornsby Shire as a place for all, now and into the future.

Thank you to the more than 1,000 community members who have contributed to the Social Plan. We look forward to continuing our relationship working with the community and partners to support a thriving Hornsby Shire.

Philip Ruddock AO
Mayor, Hornsby Shire Council

We want Hornsby Shire to be a place for people and nature to thrive, with a community that is welcoming, inclusive, connected and resilient.



Australia Day Event

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TOWARDS A SOCIALLY SUSTAINABLE HORNSBY SHIRE

The Hornsby Shire Social Plan 2024-2034 (the Social Plan) is a dynamic roadmap, crafted by community members, to promote a vibrant and inclusive environment that fosters an abundance of opportunity and wellbeing, and seizes the potential for growth, connection and prosperity, over the next decade. This Social Plan is informed by extensive research and consultation with diverse members of the community and stakeholders.

The purpose of the Social Plan 2024-2034 is to identify and address important social and community issues as Hornsby Shire grows and changes.

This Social Plan highlights priority issues for 2024 to 2034. It provides Council with a strategic planning framework to guide the provision of services, facilities and programs, and to meet the needs of people within Hornsby Shire in an inclusive and equitable manner.

The Social Plan has been designed to inform Council, the community, government agencies and other stakeholders about social and community issues and priorities in Hornsby Shire.

It presents a series of strategic directions and actions based on community priorities, plus a delivery plan that demonstrates how Council and other stakeholders will implement the Social Plan. The Social Plan will be regularly reviewed, to reflect on priorities and measure success.

For further details of the strategic context for the Social Plan, see Appendix A 'Background'.



Citizenship Ceremony

WHAT IS SOCIAL SUSTAINABILITY?

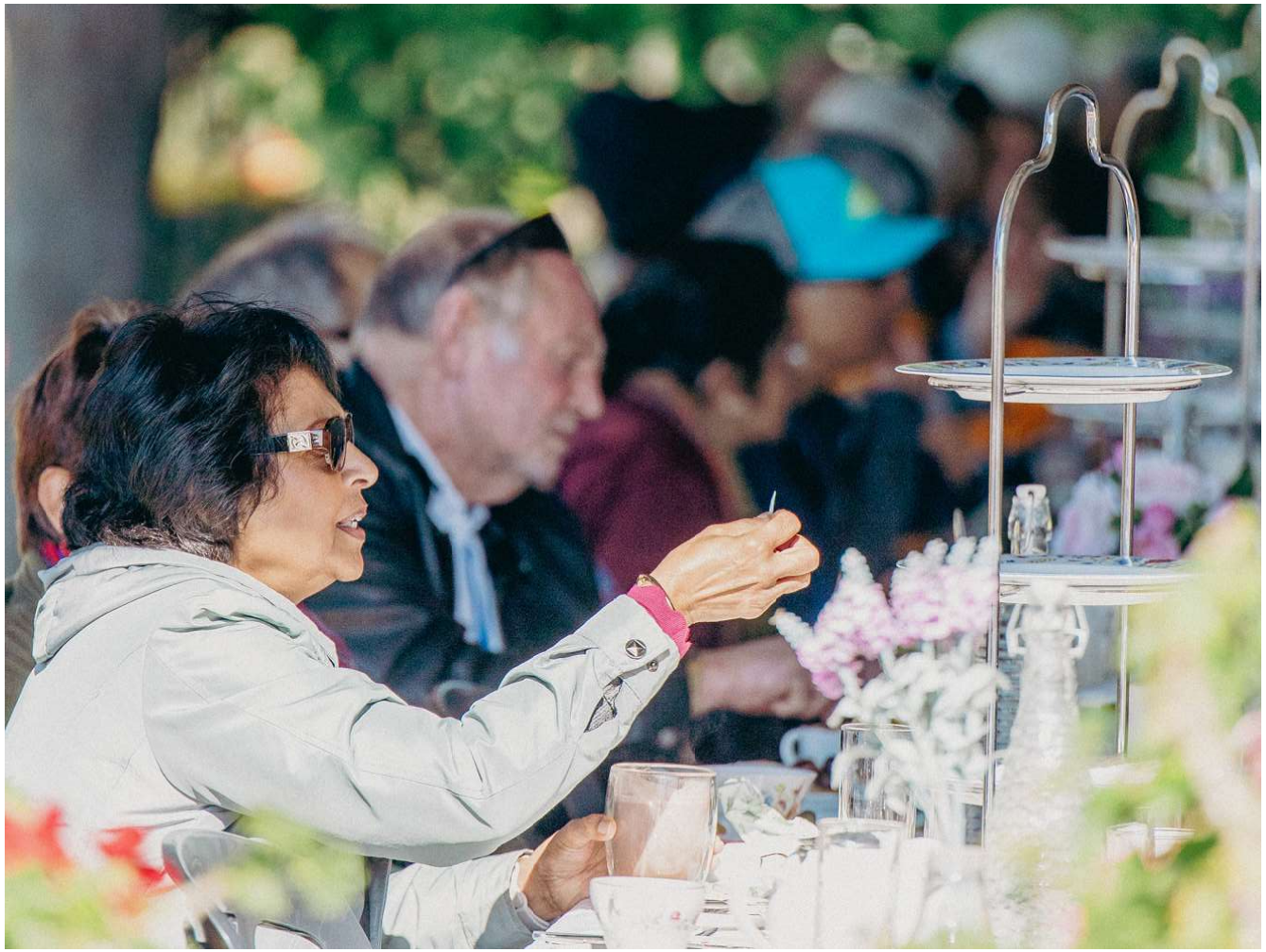
Social sustainability is a framework that enhances a community's individual and collective wellbeing. Social sustainability strives to elevate quality of life for current and future generations. It centres around the themes of equity, inclusion, health and wellbeing, and access to opportunities. A socially sustainable community relies on a combination of physical and non-physical factors.

Physical factors include the availability of quality, affordable, and diverse housing, convenient access to local amenities, reliable transport networks, appealing and pedestrian friendly streets and neighbourhoods, and abundant employment opportunities.

Equally important are non-physical factors that contribute to social sustainability such as active community engagement and participation in community events, access to social services and support, and initiatives that foster social inclusion and community safety. These factors bolster social cohesion, nurture strong social networks, and meet the diverse needs of community members.

Equity and inclusion are fundamental principles of social sustainability, to ensure all individuals within a community have equal access to opportunities, regardless of gender, age, cultural background, or socio-economic status.

Social infrastructure – the facilities, spaces, services, and networks that support a community's overall wellbeing and quality of life – also plays a crucial role in the quality of life of the Hornsby Shire community. Access to high quality, affordable social infrastructure, services and support promotes liveability.



Hello Hornsby Lunch

OUR APPROACH

DESKTOP REVIEW
32
strategic policies, plans and further documents

YOUR SAY HORNSBY COMMUNITY SURVEY
870
participating community members from across all three wards in Hornsby Shire

STAKEHOLDER INTERVIEWS
15
service providers and members of Council's team

COMMUNITY FORUMS
37
participants across four locations

COMMUNITY POP-UPS
214
participants across five locations

More than 1,000 community members and stakeholders contributed to the development of this Social Plan

For further details of the Have Your Say Hornsby Community Survey results and profile of respondents, see Appendix B 'Community Survey'.

WHAT YOU TOLD US

Unique and diverse

- The Social Plan should reflect the unique qualities and diverse nature of Hornsby Shire – its diverse neighbourhoods, villages and landscapes – as well as its diverse communities.

Housing affordability

- Housing affordability is an issue that impacts existing residents of Hornsby Shire as well as people who want to move to the area. The lack of affordability particularly impacts the younger generations who are the future of the Shire.

Transport and social infrastructure

- Without improved public and community transport and more equitable access to social infrastructure, Hornsby Shire will continue to feel like a place that is divided, where some members of the community have more access to opportunities than others.

Social isolation

- Social isolation is a critical issue post COVID-19. You want Hornsby Shire to be a place where people feel connected to themselves, to one another, and enjoy access to a range of services and supports. You'd like to see the reach of popular social infrastructure and programs spread more widely and benefits shared across the Shire.

Wellbeing

- Most important is to continue to strengthen community capacity and wellbeing. This will flow through to enhance feelings of safety, reduce loneliness, further support those in need, and just encourage us to 'help each other out'.

Diverse housing

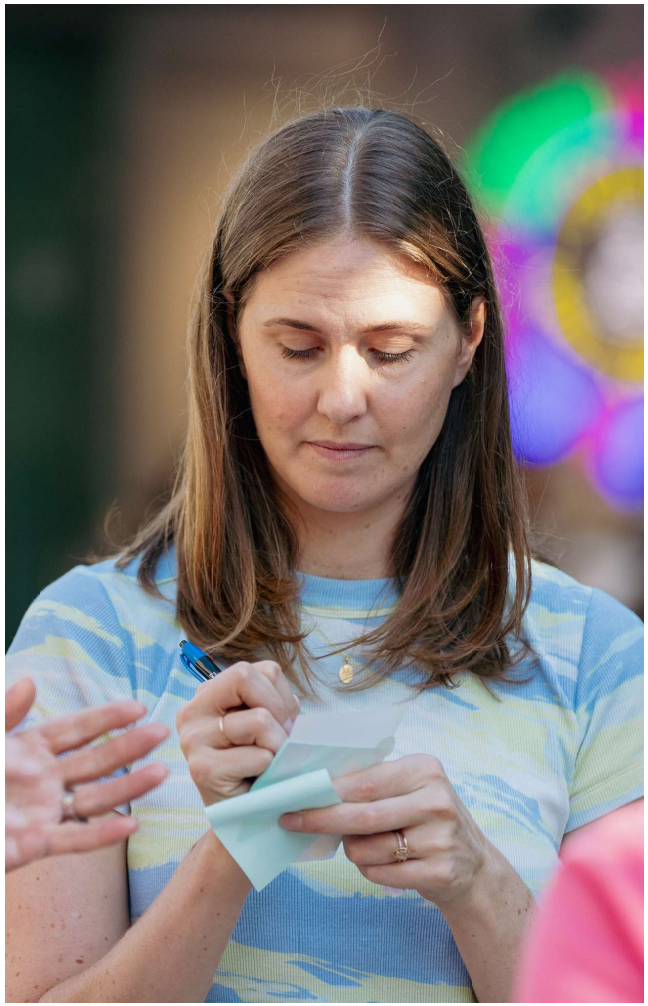
- More diverse forms of housing are required to meet the changing nature of households, with quality medium and higher density homes needed, in the right locations.

Diverse communities

- More can be done to ensure Hornsby Shire is a place that celebrates its diverse communities – including opportunities to connect with Country, celebrate cultural diversity, and create more opportunities for intergenerational interaction and exchange.

Natural environment

- The Hornsby Shire community highly values the natural landscape including bushland areas and waterways. It wants to be resilient and ready for climate related events.



Pop-up community consultation

HORNSBY SHIRE NOW AND IN 2034

Population is forecast to grow

151,747
Residents in 2022

23,137

174,884
Residents in 2036

We are getting older

+3,196
Seniors 70-84

+1,781
Empty nesters and retirees 60-69

Growth between 2016-2022

How we live

64%
People living at the same address as five years ago

68%
Of all dwellings are separate houses

32%
Dwellings are medium or high density

WHO WE ARE

This demographic snapshot is created using 2021 ABS statistics

Where we come from

41%
Residents born overseas

For those born overseas

Three highest countries of birthplace are: China, UK and India

Parents and homebuilders (35-49)

22.1%
(Our biggest group)

Some of us need a hand

4%
Need help in their day-to-day lives due to disability

Rent vs own

39%
With a mortgage

23%
Renting

How we talk at home

Ola!

36%
Speak a language other than English at home

Level of education

44%
Have gained a university qualification

33%
Greater Sydney have gained a university qualification

Let's talk money

$2,362
Median weekly income

$2,099
Greater Sydney median weekly income

$495
Median weekly rent

$470
Greater Sydney median weekly rent

$1.9m
Median house price

10%
Experiencing housing stress

Our labour force

4.1%
Unemployment rate

63%
Participation

What we do – Top five industries

Healthcare

Education and training

Retail

Construction

Professional

Commuting to work

0.1%
Cycle

2.1%
Walk

47%
Work from home

5.2%
Transport

32%
Drive

THE ROLE OF COUNCIL

Hornsby Shire Council has a key role to play in providing leadership and support for implementation of the ten-year Social Plan through programs and services, facilities, advocacy and partnerships.

Figure 1: Council's role in supporting social sustainability is multidimensional.

HOST

Providing facilities and spaces for services, volunteer groups and all community members to gather and connect

PRODUCER

Creating events that bring the diverse communities of Hornsby Shire together

PARTNER

Sharing and working with others to achieve social sustainability outcomes

CUSTODIAN

Conserving, protecting and enhancing the natural landscape

FACILITATOR

Creating networks and supporting communities to achieve desired social sustainability outcomes

ADVOCATE

Championing community needs and leveraging support and investment from other levels of government

CAPACITY BUILDER

Building a strong and resilient community that feels prepared for the changes of the future

LEADER

Listening to our communities and driving social sustainable outcomes that are important to our diverse people.

SOCIAL PLAN STRATEGIC DIRECTIONS AND FOCUS AREAS

THE HORNSBY SHIRE SOCIAL PLAN 2024-34 HAS BEEN DESIGNED TO ADDRESS THREE OVERARCHING STRATEGIC DIRECTIONS.

STRATEGIC DIRECTION 1: A WELCOMING AND INCLUSIVE HORNSBY SHIRE	STRATEGIC DIRECTION 2: A CONNECTED COMMUNITY	STRATEGIC DIRECTION 3: A HEALTHY AND RESILIENT COMMUNITY
Focus area 1.1 Help ensure Hornsby Shire is a place to call home at all life stages	Focus area 2.1 Support improved access to community and public transport across Hornsby Shire	Focus area 3.1 Support community wellbeing initiatives through strategic partnerships and interagency networks
Focus area 1.2 Recognise, reflect and celebrate Hornsby Shire as a place that is connected to Country and First Nations culture	Focus area 2.2 Improve opportunities for people to walk and cycle throughout Hornsby Shire	Focus area 3.2 Make space for diverse community voices to be heard
Focus area 1.3 Celebrate Hornsby Shire's rich cultural diversity	Focus area 2.3 Establish more opportunities for people to access and enjoy Hornsby Shire's bushland areas	Focus area 3.3 Offer pathways for communities to play a role in a climate resilient Hornsby Shire
Focus area 1.4 Support opportunities for young people to live, study and enjoy life in Hornsby Shire	Focus area 2.4 Reduce social isolation through more opportunities for interaction and connection	Focus area 3.4 Retain and protect bushland areas and increase tree canopy in Hornsby Shire
Focus area 1.5 Support opportunities for older people to age in place and enjoy life in Hornsby Shire	Focus area 2.5 Support digital literacy, competency and access to opportunities for the Hornsby Shire community	Focus area 3.5 Foster thriving and sustainable regional and local centres / economies

The strategic directions reflect the key social issues, priorities and themes identified by the community and stakeholders, and through the desktop research. They also align with the strategic priorities highlighted in relevant Hornsby Shire Council plans and policies as discussed in Appendix A 'Background'. For detailed results of the Have Your Say Hornsby Community Survey, including community feedback on priority social issues and needs, see Appendix B 'Community Survey'. For a summary of feedback provided by key stakeholder interviews and pop-ups, see Appendix C 'Key Stakeholder Interviews' and Community Pop-ups'.

STRATEGIC DIRECTION 1: A WELCOMING AND INCLUSIVE HORNSBY SHIRE

WHAT WE HEARD

WHAT WE HEARD

Feedback obtained through the community survey and broader engagement identified the importance of supporting a welcoming and inclusive Hornsby Shire. Further details of the community survey are discussed in Appendix B 'Community Survey'.

A PLACE TO CALL HOME THROUGH ALL LIFE STAGES

'Affordable housing' within Hornsby Shire was identified as the second most important social need or issue overall – by 35% of all survey respondents. Importantly, it was also identified as being particularly important for single parents with children (66.7%), people living in group/share houses (58.3%), respondents aged 30 years and under (50%), those living in Ward B (44.9%), and those aged 31-60 years (37%).

Housing affordability was also a central theme discussed in the community forums, pop-ups and interviews. Participants highlighted the lack of affordability for many members of the Hornsby Shire community in terms of purchasing or renting a home. Younger generations – young adults, working age people and families, and new arrivals/those seeking to move to Hornsby Shire – were all identified as groups who are particularly impacted by the lack of affordable housing in Hornsby Shire. As Hornsby Shire's population ages, older homeowners seeking to downsize were also identified as being impacted by the lack of affordable and appropriate housing options, with retirement village and aged care options regarded by some as costly or unsuitable.

While Hornsby Shire is home to 'age-segregated' seniors housing, limited opportunities exist for current and future residents, including older people, to access medium density housing / townhouse style homes. Community members highlighted the need for more affordable and quality housing across Hornsby Shire, to enable people to continue living in the parts of the Shire where they feel a sense of belonging, or to welcome new residents. Importantly, new development should not compromise the existing appeal of Hornsby Shire's centres and villages. Feedback highlighted concerns about the scale, type, quality and location of new housing within the Shire to meet the needs of Hornsby Shire's growing population to 2034.

SUGGESTIONS INCLUDED:

- Provision of more affordable and diverse housing options across Hornsby Shire, including medium density housing, rather than focusing all new housing development in muti-storey apartment buildings around transport nodes (consistent with the Hornsby Shire Housing Strategy).
- Ensuring that planning application and approval processes support households to undertake small scale home modifications/additions to meet their changing needs, such as granny flats, duplex and multi-generational housing (consistent with Council's Development Control Plan).
- Continuing to provide affordable housing in the Shire through development of affordable housing units or monetary contributions, in perpetuity, under Voluntary Planning Agreements (as per the Hornsby Town Centre project and Council's forthcoming Affordable Housing Scheme).
- Investigating further opportunities to support affordable housing, such as use of Council and state-owned assets for development of affordable housing stock / Council provision of subsidised rental accommodation (eg Council in partnership with government agencies / community housing providers).
- Continuing to advocate to state government for development of affordable housing / housing that is appropriate to the local context (eg with locally relevant strategies).
- Ongoing communications with the Hornsby Shire community about Council's role and key initiatives designed to address housing affordability issues in the Shire.

WHAT WE HEARD

A PLACE THAT IS CONNECTED TO COUNTRY AND FIRST NATIONS CULTURE

As part of the community survey 'Indigenous services' was identified as an important social need or issue by 4.9% of all survey respondents, and by as many as 74% of respondents who identified as Aboriginal and/or Torres Strait Islanders.

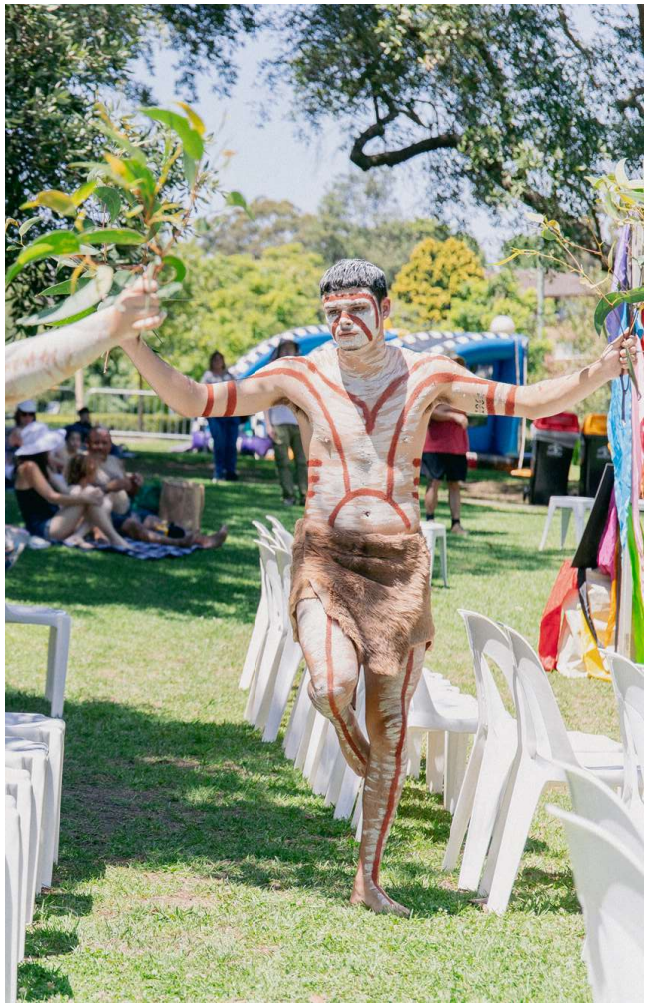
The experiences of Aboriginal and non-Aboriginal community members were starkly contrasted by survey responses, which demonstrated lower levels of self-reported personal wellbeing among Aboriginal participants. Of particular relevance to this strategic direction are responses to the following:

- The Hornsby Shire community is inclusive regardless of your background or situation' – Just 17% of Aboriginal community members agreed with this statement, compared with 55% of non-Aboriginal community members), and
- 'I feel part of the community' – 30% of Aboriginal community members agreed with this statement, compared with 61% of non-Aboriginal community members).

These results highlight the importance of creating more opportunities to meaningfully connect with Aboriginal and Torres Strait Islander community members in Hornsby Shire and to recognise and celebrate the rich First Nations culture, heritage and stories of the area. The importance of recognising and celebrating Aboriginal culture was also raised as part of the community forums.

SUGGESTIONS INCLUDED:

- More support for Aboriginal community members, including through local Aboriginal support groups.
- A dedicated Indigenous Liaison Officer at Hornsby Shire Council.
- Enhanced opportunities for Aboriginal and/or Torres Strait Islander voices to be considered in local decision making, including through the Hornsby Aboriginal and Torres Strait Islander Committee (HATSICC).



Australia Day Concert

WHAT WE HEARD



A PLACE THAT RESPECTS AND REFLECTS ITS RICH CULTURALLY AND LINGUISTIC DIVERSITY

One in four (25%) survey respondents reported that they speak a language other than English at home, with Hindi, Cantonese, Korean and Spanish most frequently identified. This compares with 39% of the Hornsby Shire population who speak a language other than English at home, as per Australian Bureau of Statistics community profile data

Inclusion for multicultural communities was not commonly identified as one of the most significant (11.6%) social issues in the community survey overall. However, this issue was frequently raised as an important area of focus in the community forums, pop-ups and interviews. Participants expressed appreciation for community cultural events organised and promoted by Hornsby Shire Council, such as Taste of the World Multicultural Festival and Multicultural Expo, and other events such as the former Cherry Blossom Festival. Participants commented, however, that more could be done to further support cultural inclusion and provide a more welcoming environment for culturally and linguistically diverse community members, with a focus on communications, community events and programs. Community forum, pop-up and interview participants commented that services, supports, activities and events aimed at multicultural community members would benefit from improved promotion to enhance awareness, understanding and to support increased participation (eg promotion of prayer rooms and mosques for use by Hornsby Shire's Muslim community).

SUGGESTIONS INCLUDED:

- More visible representation of Hornsby Shire's multicultural character in Council's communications and publications, for instance, recognising key dates of significance for the numerous cultural groups who reside in Hornsby Shire in Council's calendar of events.
- Hosting more community programs and events targeted towards residents from the Shire's diverse cultural backgrounds.
- Holding multicultural events and festivals that bring people from a wide range of cultural groups together.
- Council regularly engaging with service providers who work with culturally diverse community members to help share information and opportunities.
- Council promoting activities and events using clear communications, where possible, in language.
- Council to consider including skills and competencies around language and cultural competence as part of future recruitment of team members who will engage directly with the Shire's communities, to support culturally diverse appointments and enhance service provision.

WHAT WE HEARD

A PLACE WITH OPPORTUNITIES FOR PEOPLE OF ALL AGES

'Opportunities for young people' within Hornsby Shire was identified as the fifth most important social need or issue overall – by 31.2% of survey respondents.

Similarly, 30% of Aboriginal and/or Torres Strait Islander respondents also selected opportunities for young people among their top five social issues or needs. Not surprisingly, opportunities for young people were also particularly important for young people aged 30 years and under, with 49% of people in this age group selecting this among their top five issues.

Feedback from the community forums, pop-ups and interviews focused on the importance of activities and programs for children and young people (including popular library programs and other free/low cost activities), and the need for more activities, events, services and supports targeting tweens and teenagers (including dance nights, cinema nights, and services to support them through the Higher School Certificate). Beyond organised events and activities, many teenage participants in the pop-ups highlighted the need for more community spaces where young people are allowed to just hang out with friends and socialise.

Feedback highlighted a desire for more opportunities for children and young people to attend school within the Shire, with limited public-school and co-education options and spaces currently available. The increased proportion of children with special needs was highlighted as an important ongoing trend. Further to this, community members identified a need for more community spaces, playgrounds and activities that are accessible for all abilities and age groups.

Mental health services for primary school aged children and their families were identified as a social need in Hornsby Shire, with many existing youth services targeted towards young people aged 12 years and above (eg such as Headspace which provides services to young people aged 12-24 years).

'In home support' was identified in the community survey as an important social need or issue – by 12% of all survey respondents.

Not surprisingly, as many as 25.5% of respondents aged 61-100+ years selected in home support as one of their top social issues or needs (ie their eight most important issue). At the same time, 87% of survey respondents in the 61-100+ age group selected 'opportunities for people to age in place' as one of their top five social issues or needs. Community forum participants discussed how challenging the experience of moving from home to an aged care facility can be for older people and their families, particularly when moving away from the local area also means losing a sense of belonging and valued social connections. Community forum participants also commented on the challenge of accessing in home support services for older people, people with disability, and (unpaid) carers. Many residents from more rural and remote areas within Hornsby Shire commented that accessing appropriate support and services particularly difficult. One community member commented that, in their case, provision of in home services would require the care worker to complete a 50 kilometre round trip, resulting in lack of services in the area.

> **Me and my partner are entitled to care, and desperately needed it recently, but we couldn't get anyone to help us. There's no-one to take us to the doctor, or the shops, or just have a cup of tea.**
>
> **(Wisemans Ferry resident)**

SUGGESTIONS INCLUDED:

- Provision of youth spaces such as drop-in centres and skate parks where young people can spend time with one another, enjoy themselves safely, and access support if they need it.
- Partnering with mental health services (eg Headspace, Mission Australia) to provide support to people of all ages (and from diverse cultural backgrounds) in Hornsby Shire, including young people, families and seniors, to cater for increased demand post COVID-19.
- Advocacy with Schools Infrastructure NSW around a long term vision for education in the Shire / planning for new schools and school upgrades.
- Sharing information about services and support available to young families including childcare, play groups, and other community activities.
- Supporting community awareness and understanding of how to access in home support services (eg through Council communications, information sessions, market stalls).
- Community programs, activities and events targeted toward older residents, residents with disability, families and carers to enable people to connect with other members of the community; community transport to enable older people and people with disability to access these initiatives.
- Advocacy with federal government agencies regarding provision of support services for Hornsby Shire's ageing population and people with disability (such as more affordable care options).

WELCOMING ONE AND ALL

Via the Hello Hornsby program created in 2022, Council hosts a wide variety of events throughout the year, providing opportunity for our Seniors to connect with each other and our community, decreasing feelings of loneliness and isolation. Council host small and large events and celebrate important times in the calendar like Harmony Day, Seniors Week, National Volunteer Week, Dementia Action Week, Carers Week and Social Inclusion Week. Hello Hornsby is free, accessible and inclusive and has had participation from over 2500 seniors from all parts of Hornsby Shire, representing a diverse cross section of our community. It has quickly become a popular program that seniors have come to rely on as a way of staying social and connected in community. https://www.hornsby.nsw.gov.au/community/services/seniors/hello-hornsby



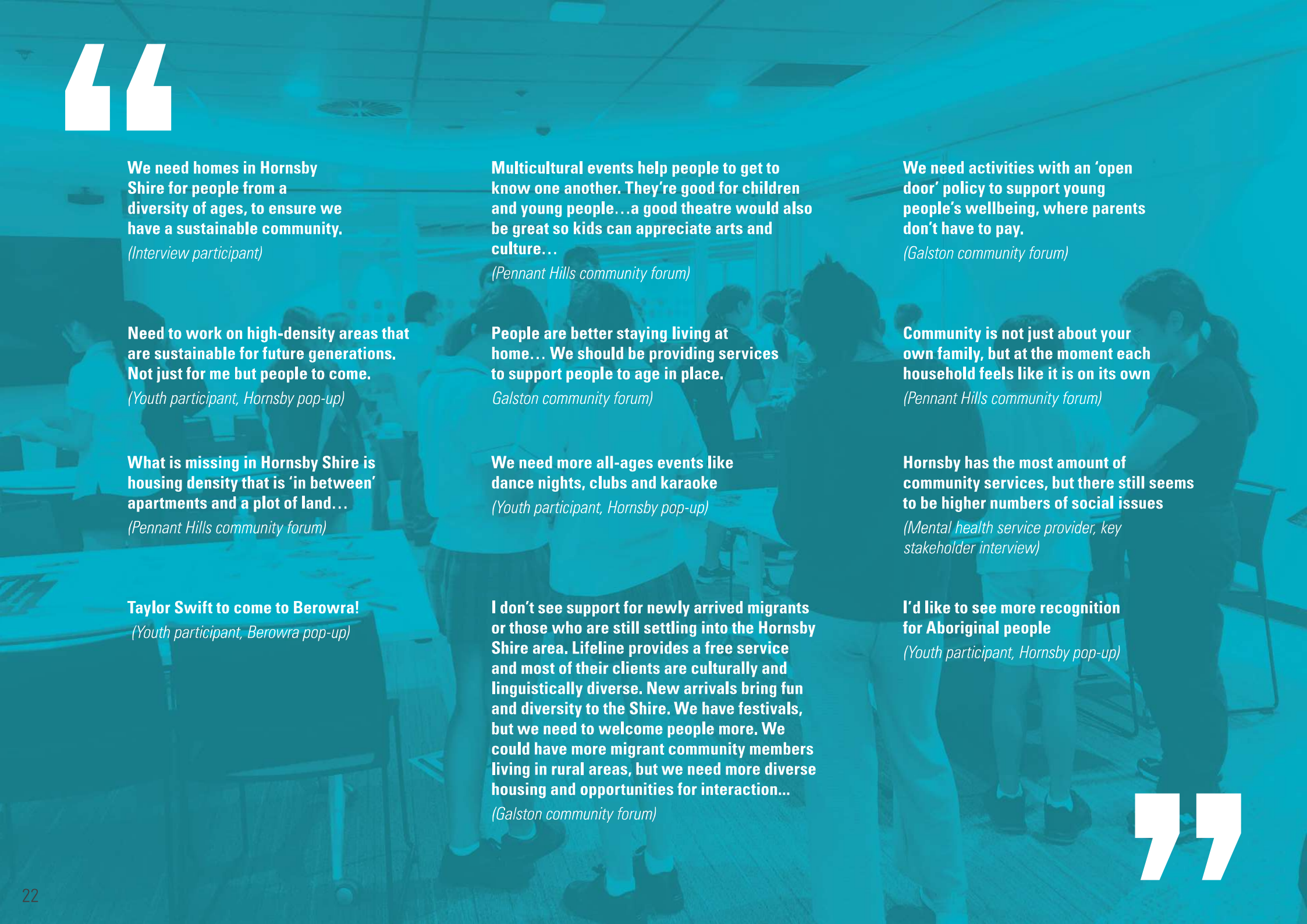
Hello Hornsby Senior Sing

RECOGNISING CHILDREN AND YOUNG PEOPLE AS THE FUTURE OF HORNSBY SHIRE

In response to the unique challenges faced by children, young people and their families during the COVID-19 pandemic, Council has developed new opportunities to support young people in Hornsby Shire. Our annual Youth Week program is tailored to current community needs and trends. Additional activities and events that seek to support and empower children and young people have also been created. This includes support for Higher School Certificate (HSC) students, webinars for young people and their parents/carers on a variety of health, wellbeing and educational topics, and pop-up events that encourage young people to express themselves, have fun and connect with their peers. The voices of young people, including those who live and study in the Shire, are reflected in many Council plans and policies – including this Social Plan.



West Side Vibe



We need homes in Hornsby Shire for people from a diversity of ages, to ensure we have a sustainable community.
(Interview participant)

Need to work on high-density areas that are sustainable for future generations. Not just for me but people to come.
(Youth participant, Hornsby pop-up)

What is missing in Hornsby Shire is housing density that is 'in between' apartments and a plot of land…
(Pennant Hills community forum)

Taylor Swift to come to Berowra!
(Youth participant, Berowra pop-up)

Multicultural events help people to get to know one another. They're good for children and young people…a good theatre would also be great so kids can appreciate arts and culture…
(Pennant Hills community forum)

People are better staying living at home… We should be providing services to support people to age in place.
Galston community forum)

We need more all-ages events like dance nights, clubs and karaoke
(Youth participant, Hornsby pop-up)

I don't see support for newly arrived migrants or those who are still settling into the Hornsby Shire area. Lifeline provides a free service and most of their clients are culturally and linguistically diverse. New arrivals bring fun and diversity to the Shire. We have festivals, but we need to welcome people more. We could have more migrant community members living in rural areas, but we need more diverse housing and opportunities for interaction...
(Galston community forum)

We need activities with an 'open door' policy to support young people's wellbeing, where parents don't have to pay.
(Galston community forum)

Community is not just about your own family, but at the moment each household feels like it is on its own
(Pennant Hills community forum)

Hornsby has the most amount of community services, but there still seems to be higher numbers of social issues
(Mental health service provider, key stakeholder interview)

I'd like to see more recognition for Aboriginal people
(Youth participant, Hornsby pop-up)

STRATEGIC DIRECTION 2: A CONNECTED COMMUNITY

WHAT WE HEARD

WHAT WE HEARD

The Social Plan engagement process highlighted a number of social issues that underscore the importance of initiatives to support Hornsby Shire as a more connected community.

A SHIRE THAT IS EASY TO GET AROUND WITH STRONG CONNECTIONS TO SYDNEY

'Adequate public transport connections' was identified as the first most important social need or issue overall – by 42.8% of all survey respondents.

Adequate public transport connections was identified as being particularly important for survey respondents in Ward B (45%) and C (42%), while being of lower importance for those living in Ward A (24%). However, feedback from the community forums and pop-ups emphasised the poor overall level of public transport access experienced by community members across Hornsby Shire, particularly for people living or working in remote and isolated parts of the Shire such as Galston, Arcadia and Wiseman's Ferry. For instance, it was highlighted that: existing bus services terminate in Glenorie rather than servicing Wiseman's Ferry; and that Arcadia is currently serviced by only two buses a day.

Community members expressed a strong desire for improved provision and increased frequency of public and community transport services. Many commented on the need for more bus loop services that connect people to larger transport and community hubs, including Hornsby train station and centres that provide retail/services. Community forum and pop-up participants also commented that limited existing availability of car parking in centres (such as at Hornsby train station and in Berowra) presents a challenge for residents seeking to make use of public transport for commuting to work.

SUGGESTIONS INCLUDED:

- Advocacy to support improved public transport and commuter car parking.
- An on-demand minibus service provided and managed by Council with shared funding from the Department of Health.



Community transport

WHAT WE HEARD

A PLACE WHERE ALL COMMUNITY MEMBERS ENJOY THE BENEFITS OF SOCIAL INFRASTRUCTURE

'Availability of open space and recreation' was identified as the fourth most important social need or issue overall – by 31.6% of all survey respondents.

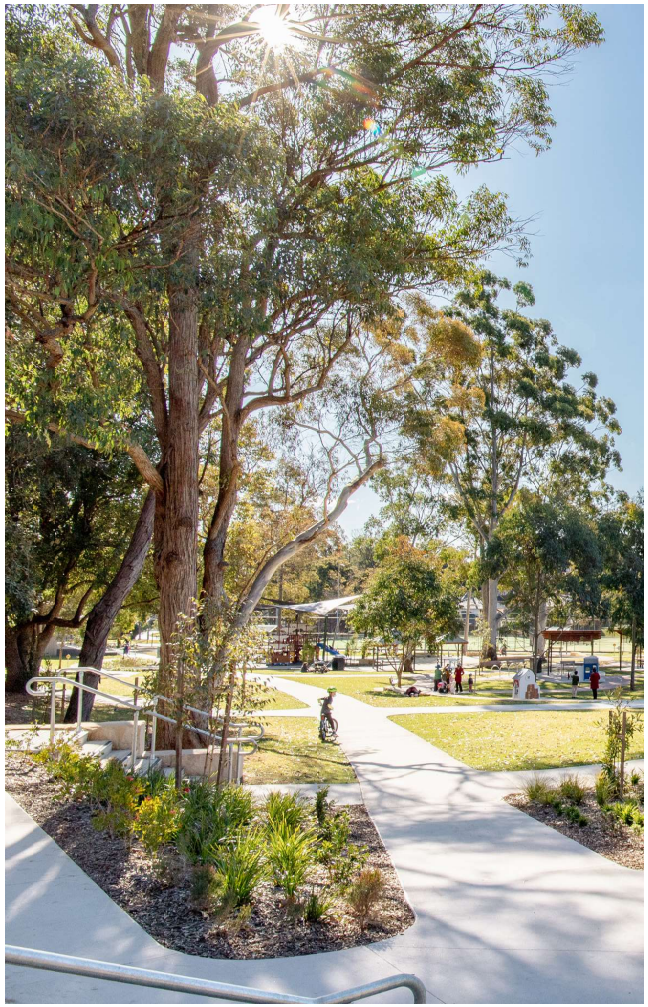
It was also identified as being a particularly important issue for survey respondents aged 31-60 years (38%) and Aboriginal and/or Torres Strait Islander respondents (32%). Feedback from the community forums and pop-ups highlighted the high value placed on the 'availability of open space areas and recreation' opportunities by the Hornsby Shire community, however it also highlighted the different levels of access being experienced across the Shire's communities.

Feedback highlighted the importance of walkable and cyclable neighbourhoods to community wellbeing. However, members of the community commented on a lack of footpaths in some remote and isolated communities, forcing residents to walk and cycle on local roads, leading to safety concerns. An absence of footpaths and unsafe walking routes were also identified by members of the community from some urban areas within Hornsby Shire such as Pennant Hills and Thornleigh.

Residents in some remote and isolated communities experience close proximity to high value bushland areas. However, in some instances, people commented that they are not able to enjoy bushland areas and trails due to access issues. Many community forum and pop-up respondents identified the need for more outdoor sports and recreation facilities, for example, bike parks and swimming pools.

SUGGESTIONS INCLUDED:

- Clearing / regular ongoing maintenance of a selection of bushland trails to encourage increased community use.
- Additional – and better promoted – bushwalks that are shorter/less challenging to support accessibility across age groups.
- Further programming of Hornsby Shire's valued parklands.
- Improved provision of walking and cycle paths.
- Better maintenance of roadside verges.
- iImproved lighting in the public domain.



Ruddock Park, Westleigh

WHAT WE HEARD

A PLACE WHERE PEOPLE ARE CONNECTED TO ONE ANOTHER

'Community connection' was identified as the third most important social need or issue overall in the community survey – by 32.7% of all respondents.

Community connection was also identified as being a particularly important issue for share house residents (58%), couples without children (39%), respondents aged 31-60 years (37%), those aged 61-100+ years (34%), and Aboriginal and or Torres Strait Islander respondents (33%). Across all wards, community connection ranked within the top three social issues and was regarded as the most important social issue for both ward A (26%) and ward C (50%).

Participants in the community forums and pop-ups also placed strong emphasis on the importance of community connections to support a socially sustainable Hornsby Shire. Feedback highlighted challenges to community connection experienced by Hornsby Shire residents during and post the COVID-19 pandemic – including for young people, people with limited mobility, for those with caring responsibilities, and experiencing mental health issues such as anxiety and depression.

Forum and pop-up participants highlighted the diverse nature and mixed experiences of Hornsby Shire's communities in relation to community connection, highlighting the strong sense of community connection that exists for some residents, but not others.

Social isolation was identified as a challenge for many members of the Hornsby Shire community. In some remote and isolated areas such as Galston, community members commented on the strong sense of community connection that exists between families with children attending local schools. However, they commented that other community members – such as older people living alone or in remote retirement and aged care facilities, and residents without access to a private vehicle – experience higher rates of isolation and loneliness.

SUGGESTIONS INCLUDED:

- Continuing and extending valued activities, events and programs such as those that take place in Hornsby Library, to reach wider audiences across the Shire.
- Developing and widely promoting a program of activities and events to address social isolation and increase intergenerational connections (eg increased programming of community spaces such as the Shire's community centres and parklands).
- Promoting mixed use development that supports social interaction through the inclusion of shops and facilities/services alongside new housing.



Grandfriends Day tree planting

WHAT WE HEARD

A PLACE WHERE PEOPLE ARE CONNECTED TO A RANGE OF OPPORTUNITIES

Participants highlighted the important role of social infrastructure – such as community spaces, parks and recreational facilities in developing and sustaining community connections, and the need for appropriate and equitable provision of social infrastructure to support the Hornsby Shire community now and as it continues to grow.

Feedback on the types of facilities available to Hornsby Shire residents extended to places of worship. Two participants from the Brooklyn community forum commented on the challenge of accessing faith-based infrastructure for emerging communities.

Participants highlighted the valuable role played by Hornsby Shire's existing community facilities and services (such as Hornsby Library), and community development initiatives such as programs, activities and events (like Hello Hornsby, Lifeline Connect, Fusion and Probus). However, they commented on the need to expand programming at branch libraries.

Feedback also highlighted the lack of programs, events and activations being delivered from many community spaces located in remote and isolated parts of Hornsby Shire, such as Berowra, Galston and surrounds. This sense of uneven provision was seen as lacking fairness, and emphasis was placed on all ratepayers receiving 'value for money', regardless of where they live within Hornsby Shire. Community members, support services and volunteer groups commented that some community facilities are not currently being used to their full potential. They expressed a desire for free or subsidised hire to support the increased use of these spaces and to extend the reach and impact of programs across the community.

SUGGESTIONS INCLUDED:

- Improved access to social support services.
- Increased programming of community facilities (including continuation of successful programs such as Hello Hornsby as well as new activities like cooking, Tai Chi, bingo and father's groups for stay-at-home dads).
- More community events.
- Community transport that provides people with limited mobility (such as residents of aged care facilities) with direct access to community activities and events.
- Providing access to community facilities / spaces at no cost or discounted rates, for service providers with strategic priorities that align with those of Council.
- Updating Council's booking system for community spaces to improve user experience
- Considering use of Council assets to provide homeless support services such as meals and or an op-shop.

Another important area of infrastructure provision raised by the community as part of the engagement process was **digital infrastructure**. Uneven mobile and internet coverage across Hornsby Shire, and in some instances, lack of basic infrastructure to support digital connectivity (ie lack of National Broadband Network (NBN)), were identified as important challenges to be addressed. Community members highlighted the significance of mobile and digital connections to support social interaction, working and studying from home, and community resilience in times of emergency such as during natural disasters. In addition, participants highlighted the importance of digital literacy training and support to ensure that all members of the community, including older people, can participate fully in community life.

SUGGESTIONS INCLUDED:

- Targeted initiatives to support higher levels of digital literacy and competency among older residents (eg training for older people delivered by young people).
- Advocacy to improve mobile and internet coverage within Hornsby Shire.

A COMMUNITY THAT'S CONNECTED TO SUPPORT, AS AND WHEN IT'S NEEDED

Lifeline Connect Hornsby started providing counselling support services at Hornsby Library in late 2023. The Lifeline Connect team offers help to the Hornsby Shire community with a wide range of issues such as managing study, relationships, work and family life. Booking and drop-in services are available one afternoon a week for anyone seeking to connect with this valuable support service. Over its first six-months, Lifeline Connect Hornsby has assisted many members of the Hornsby Shire community, including culturally and linguistically diverse community members.



Lifeline Connect Hornsby



If you live in a place like Arcadia and you don't drive or have access to a car, you can't get out. The bus service only runs twice a day and community transport is very difficult to get.

(Galston community forum)

Publicise the Shire's community centres and programs more widely. Council does a good job with these already. Organise community buses for people so they can access upcoming events and activities. For instance, community buses could pick people up from local aged care and retirement villages and take them to community events and centres.

(Pennant Hills community forum)

Lots of people live on their own. There would be around 40 households with only one occupant, who likely don't have a license and can't leave the house. It's not a walkable area.

(Wisemen's Ferry volunteer, key stakeholder interview)

Council could organise more social events and activities in Hornsby's parklands, such as Fagan Park and Lisgar Gardens which are beautiful.

(Pennant Hills community forum)

We're seeing an increase in the Muslim community living in Hornsby, but the area is limited in terms of prayer rooms, a mosque and Halal food options…

(Brooklyn community forum)

Social isolation is an important issue that affects people of all ages in Hornsby Shire.

(Pennant Hills community forum)

Council rates are being used for footpaths on the eastern, but not the western side, of Galston Gorge. 'Fairness' is an important part of building community cohesion…

(Galston community forum)

STRATEGIC DIRECTION 3: A HEALTHY AND RESILIENT COMMUNITY

WHAT WE HEARD

WHAT WE HEARD

The Social Plan engagement process highlighted important aspects of personal wellbeing and community expectations in relation to community health and wellbeing in Hornsby Shire.

A PLACE WHERE PEOPLE SHARE A STRONG SENSE OF WELLBEING

The community survey was designed to include a series of questions from the established personal wellbeing index (PWI), in order to develop an understanding of self-reported personal wellbeing within the Hornsby Shire community. Across all groups, the survey results demonstrate that survey participants were most satisfied with the following:

- How safe you feel (8.02 out of 10, where 10 equates to completely satisfied)
- Your personal relationships (7.79)
- Your standard of living (7.7).

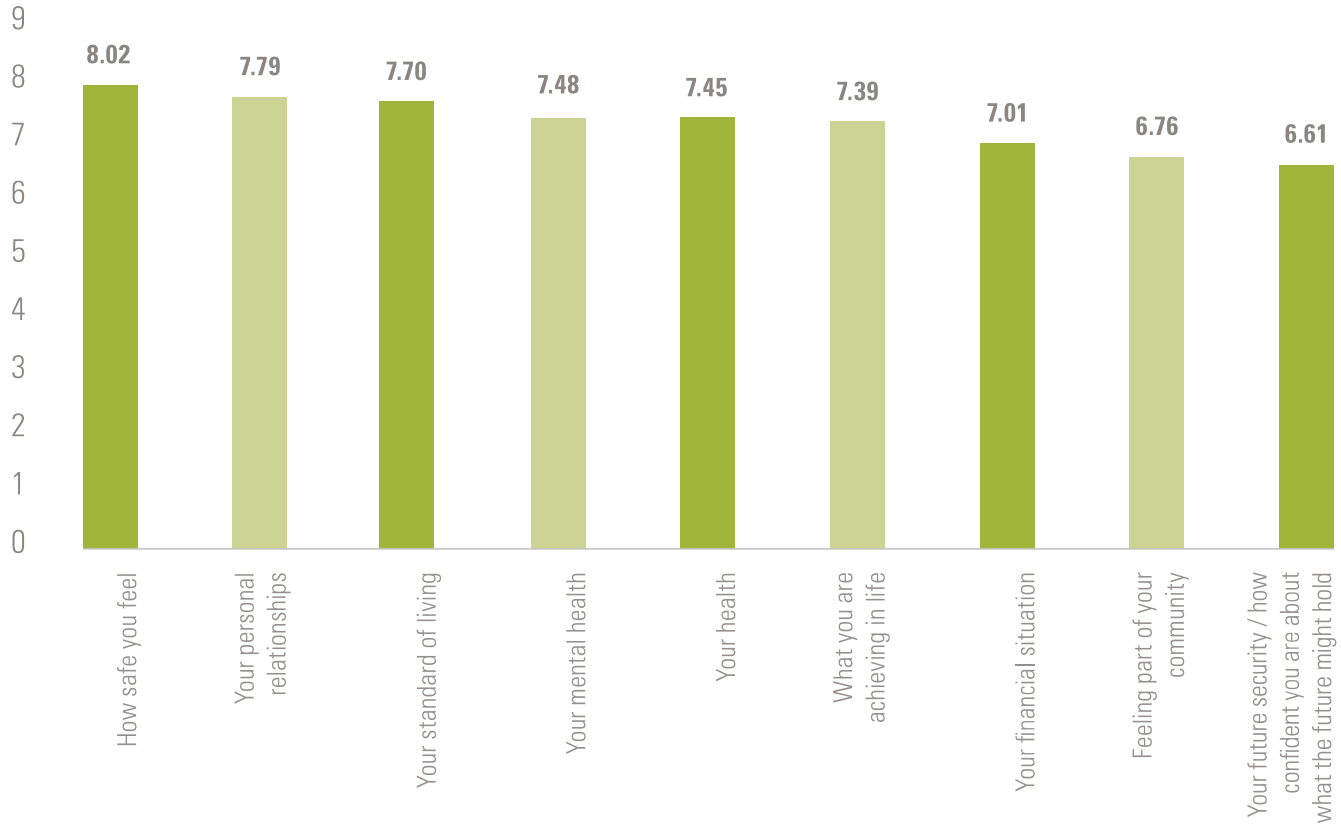
Conversely, across all groups, community survey respondents were least satisfied with:

- Your future security / confidence about what the future might hold (6.61 overall)
- Feeling part of your community (6.76 overall)
- Your financial situation (7.01 overall).

Figure 3: Feedback on personal wellbeing questions suggest that the Hornsby Shire community is most satisfied with the aspects of their lives that relate to their safety, personal relationships and standard of living, and least satisfied with aspects relating to their future security, feeling part of their community and their financial situation.

Figure 3: Thinking about your personal wellbeing, how satisfied are you with …?
[On a scale of 0-10 where 0=no satisfaction at all and 10=entirely satisfied]

Feedback on personal wellbeing questions suggest that the Hornsby Shire community is most satisfied with the aspects of their lives that relate to their safety, personal relationships and standard of living, and least satisfied with aspects relating to their future security, feeling part of their community and their financial situation.

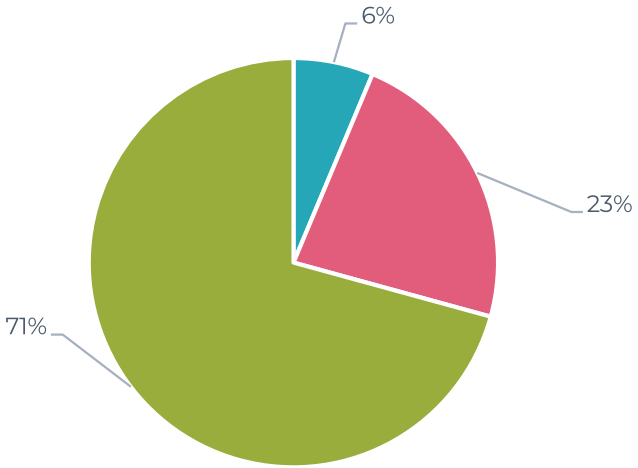


WHAT WE HEARD

Analysis of all survey responses indicates an overall **PWI score for the community in Hornsby Shire of 74.5**. This score is broadlyconsistent with the average score for residents in Regional NSW (74.8), while being significantly higher than the PWI score for the City of Sydney (68.0) and slightly higher than the PWI score for Australia (72.0).

Figure 4: PWI Breakdown

Close to three quarters of all community survey respondents (71%) are likely to experience a 'normal' level of personal wellbeing (with a score of 70+). By comparison, 23% of participants are likely to experience challenges to their personal wellbeing (a score of 51-69). Another 6% of survey participants may have very low personal wellbeing with a strong



Given the diverse experiences of the Hornsby Shire community, it is also important to consider personal wellbeing data by factors such as locality. An analysis of community survey responses by ward suggests that overall, respondents based in Ward A, the largest ward and which covers the north and north western parts of the Hornsby Shire, are less satisfied with their personal wellbeing than those in Wards B and C.

Table 1:

Personal wellbeing scores across Hornsby Shire's wards suggest that residents of Ward A may experience slightly lower levels of wellbeing than those living in other parts of the Shire. (n=708)

	Ward A (n=287)	Ward B (n=305)	Ward C (n=125)
Your standard of living	6.75	7.88	8.14
Your heath	6.51	7.61	7.64
What you are achieving in life	6.33	7.46	7.50
Your personal relationships	6.82	7.89	7.97
How safe you feel	7.01	8.23	8.06
Feeling part of your community	5.96	6.84	6.88
Your future security/how confident you are about what the future might hold	5.65	6.73	6.92
Your mental health	6.79	7.55	7.90
Your financial situation	6.12	7.12	7.44
Average score	6.44	7.48	7.60

WHAT WE HEARD

As previously noted, it is also important to reflect on feedback provided by Aboriginal and/or Torres Strait Islander respondents who consistently rated their levels of satisfaction at least one to two points lower than the overall population. Most notably, 'Your financial situation' scored an average of 4.19 out of 10 among Aboriginal respondents, in comparison to 7.11 among the overall population. Similarly, responses to 'Your future security/how confident you are about what the future might hold' attracted an average satisfaction score of 4.73 among Aboriginal respondents, compared to 6.68 among respondents more generally.

These results suggest that personal wellbeing levels are experienced differently across Hornsby Shire – depending on where community members live, work or study and on their cultural background. Feedback from the community forums, pop-ups and interviews also highlighted the diverse experiences and perspectives of the Hornsby Shire community in terms of personal wellbeing.

Key issues identified were:

- Higher levels of social isolation among older people, LGBTQI+ community members, new parents, culturally and linguistically diverse residents (particularly recent arrivals and those with lower levels of proficiency in English), as well as recent movers to Hornsby Shire.
- Lower levels of community connection experienced by people with limited mobility, including those living in areas with limited transport options and places to go / things to do (for instance, more remote areas of the Shire such as Galston which offer a number of community spaces, but with limited programming).
- Higher incidence of mental health issues post the COVID-19 pandemic among community members of all ages, and related increase in demand for mental health support services.
- Reduced perceptions of safety in the Shire's public spaces among women and girls.
- Growing concern about the impacts of a changing climate and related events on life in Hornsby Shire.
- Growing concern about cost-of-living issues, with cost of housing being a key contributor that impacts many residents who are purchasing or renting their home.

SUGGESTIONS INCLUDED:

- Advocacy and partnerships for improved health / mental health and emergency services (including police and ambulance services) in Hornsby Shire.
- Increased promotion of Lifeline Connect as a resource to support people experiencing challenges / emotional distress.
- Initiatives to improve perceptions of safety for women, girls and culturally diverse groups in public space, such as lighting and public domain upgrades.



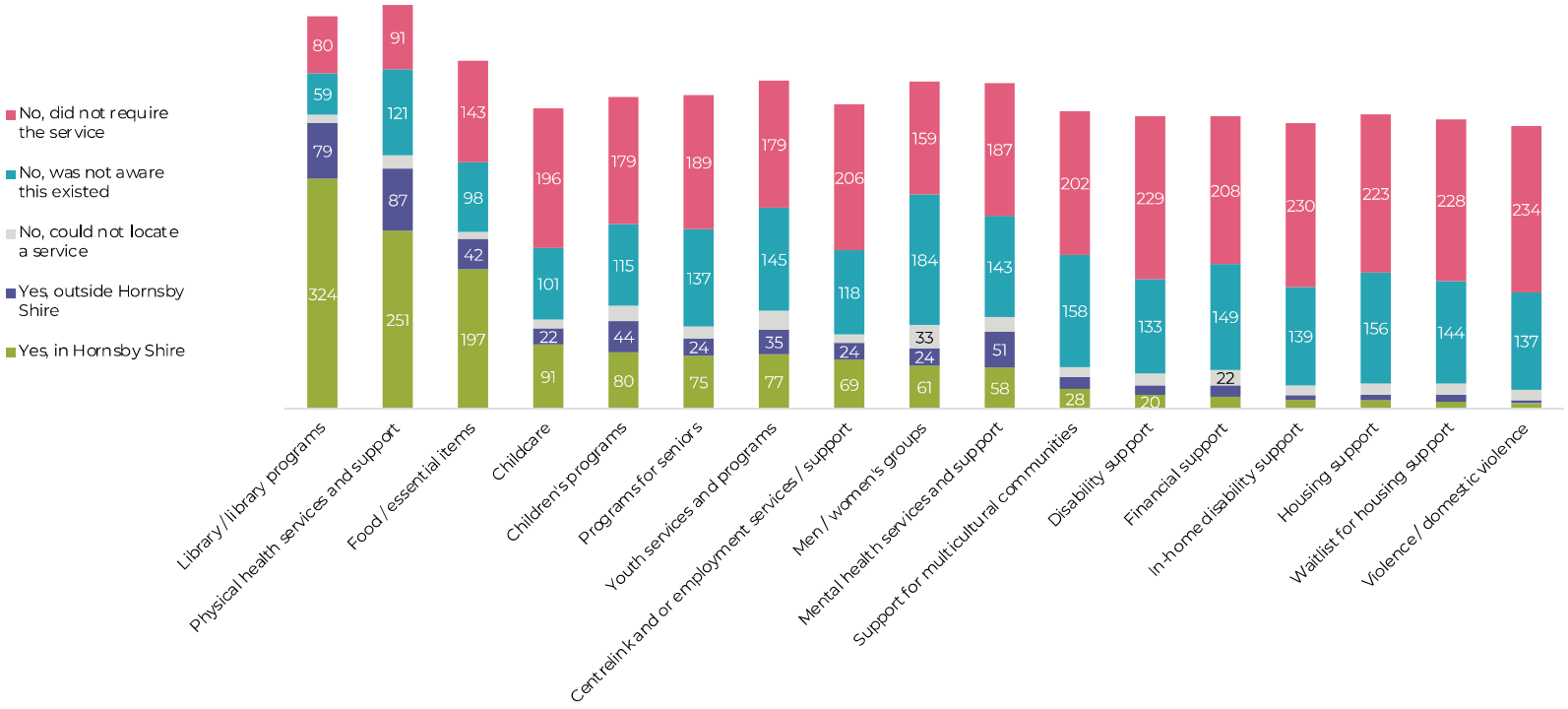
Sydney World Pride

WHAT WE HEARD

A COMMUNITY WITH ACCESS TO APPROPRIATE SERVICES AND SUPPORT

Figure 3: Libraries and services/support that promote physical health are commonly utilised both within and outside Hornsby Shire.

Community members who reported using the services shown above generally reported being able to access them within Hornsby Shire. Libraries and services/support that promote physical health were the most commonly utilised both within Hornsby Shire and beyond the Shire. For services that were not commonly accessed, most were not used because they were not needed. Interestingly, the survey shows similar levels of people using mental health services and children's programs inside and outside Hornsby Shire – indicating strong demand for these services. Men's and women's groups and housing support attracted the highest proportions of respondents who were not aware of their existence, followed by youth service programs and financial support.



WHAT WE HEARD

A RESILIENT COMMUNITY AND SUSTAINABLE ENVIRONMENT

'Protected rural, river and bushland areas' within Hornsby Shire was identified as the sixth most important social need or issue overall – by 30.7% of all community survey respondents.

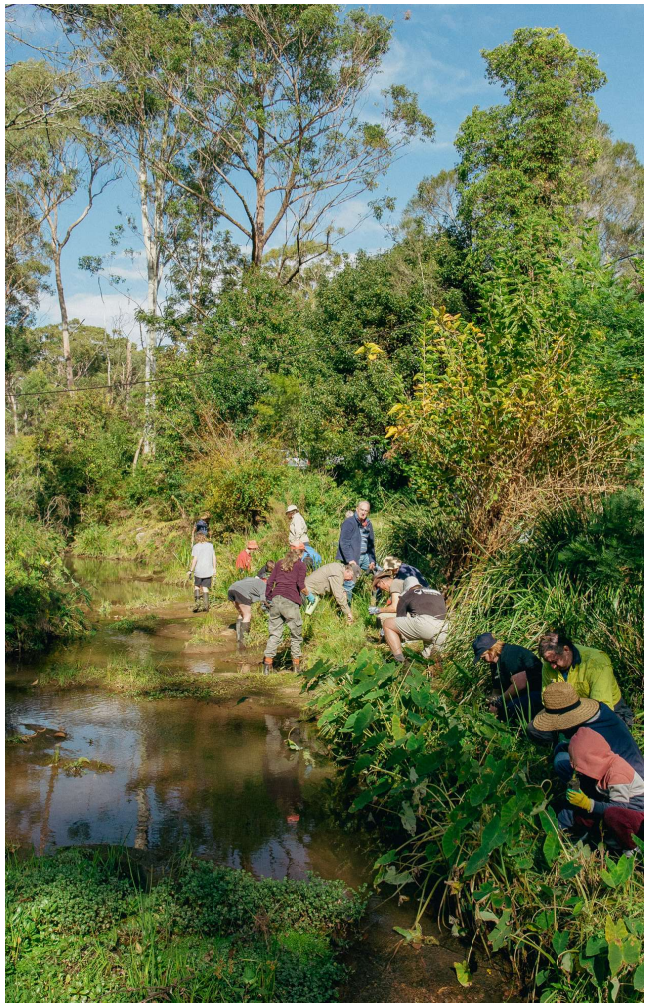
It was also identified as being of particular importance to respondents aged 31-60 years (34.4%) and those aged 61-100+ years (30.9%). In addition, 'Climate change and environmental risks to communities' was identified as the seventh most important social need or issue overall – by 27.4% of all survey respondents. This issue was identified as being particularly important to residents of Ward B (32.3%). It was of equal importance to both respondents aged 61-100+ years (28%), and those aged 30 years and under (27.5%).

Feedback from the community forums and pop-ups emphasised the high value placed on Hornsby Shire's natural assets by members of the community. Comments focused on: the importance of retaining areas of bushland in the context of increased urban development; protecting, maintaining and enhancing these areas for public use and enjoyment; and mitigating climate related risks including those relating to bushfire, flooding and extreme weather events.

Feedback from the community forums, pop-ups and interviews highlighted higher levels of anxiety and emotional distress related to climate change impacts and potential future events among community members who live in areas more prone to natural disasters such as bushfire and flooding (eg Wisemans Ferry, Cowan, Brooklyn, Berowra, Galston and Hornsby Heights). Positive initiatives identified by community members included the collaborative 'Get Prepared' workshop and app (an initiative of Hornsby Shire Council and Red Cross), which aim to support community preparedness for future climate events. Council's Bushcare program was also highlighted as a positive initiative that offers a valuable social outlet and community connector, with potential to support community resilience during natural disasters and climate events. Some commented that Council could do more to support people through the emotional and mental health impacts of climate change on communities.

SUGGESTIONS INCLUDED:

- Promoting tree planting across Hornsby Shire to support canopy cover and provide shade/cooling in summer
- Increasing Council tree / landscaping maintenance services to further care for the local environment, enhance amenity and reduce bushfire risk
- Preparation of a Hornsby Shire Community Resilience Plan and supporting plans for local areas to support community resilience before, during and in recovery from natural disasters (eg as per the Wiseman's Ferry Community Resilience Plan process which has involved co-design workshops to create a Community Resilience and Social Recovery Plan).
- Supporting community members to prepare an 'emergency plan' for their household / business.



Platypus riparian planting

WHAT WE HEARD

'High density urban environments that are more liveable and sustainable' within Hornsby Shire was identified as an important social need or issue overall – by 13.2% of all survey respondents.

Feedback from the community forums, pop-ups and interviews highlighted concerns about potential over development in Hornsby Shire, a strong desire for more diverse and high quality housing options, and for new development to be accompanied by provision of appropriate social infrastructure, to maintain urban amenity and quality of life. Community members at the Galston forum expressed a desire for new medium-density housing that reflects the appealing 'country-feel' of the area.

The economic sustainability of Hornsby Shire was also discussed at the community forums and pop-ups. Participants expressed a desire for more local job opportunities in Hornsby Shire and increased support for Hornsby Shire's centres, to enable them to serve the basic needs of local communities, and to thrive. Feedback from the Brooklyn Community Forum highlighted the unique appeal of Brooklyn among residents and visitors to Hornsby Shire but drew attention to the need for basic services and amenities in order to support the ongoing appeal and liveability of the area.

SUGGESTIONS INCLUDED:

- Council planning strategies and controls that recognise the unique qualities of Hornsby Shire's centres and support socially and economically sustainable centres.
- Council using the Social Plan as a tool to guide future housing and development strategies.
- Increased provision of affordable childcare options / after school and school holiday programs to support increased workforce participation.



Hornsby Town Centre artist's impression

ENHANCING THE HEALTH OF OUR LOCAL LANDSCAPES ONE TREE AT A TIME

Warada Ngurang Community Nursery – managed by Council's Environment Branch and assisted by a dedicated pool of local volunteers – provides a valuable community resource to Hornsby Shire. Established to promote tree planting and contribute to a sustainable environment across Hornsby Shire, the nursery produces more than 45,000 plants each year. Over 175 different species are propagated at the nursery, many of which are sourced from local bush reserves in Hornsby Shire.

Warada Ngurang Community Nursery is accredited through the Nursery and Garden Industry of Australia. It was the first local government nursery to acquire this accreditation in NSW. This accreditation requires the nursery's adherence to environmentally sound working practices whilst ensuring our customers receive high quality plants.

Many of the plants established in the nursery are given away to local residents at Free Native Plant Giveaways. They are also used by local schools, and as part of Council's Bushcare program, citizenship ceremonies, bushland restoration projects, Catchment Remediation Rate projects, street upgrades, as well as for donations and National Tree Day.



Warada Ngurang Community Nursery

Anxiety is a growing problem since COVID-19 among children and parents. Experiences of bushfire, flood and landslides have all created negative impacts on the Hornsby Shire community's mental health over the last few years.

(Interview participant)

There are people who come to Hornsby who don't live in the area – including from the Central Coast… the Shire provides recreational space for people from other areas such as the Hills. It's great that Hornsby Shire has a hospital, but you have to pay full price there for an MRI…which means we go out of area for that service.

(Brooklyn community forum)

For me I think we should be thinking about our bush regeneration and climate change as I think this is a really big issue in the present day.

(Youth participant, Hornsby pop-up)

The only way for some people to be resilient in the Shire, when we're impacted by heat stress, is to go to Westfield, because they can't get into a pool. Many pools are now reaching the end of their life. Now we have a whole generation who can't get into learn to swim classes, and drownings have increased.

(Brooklyn community forum)

The loss of these community facilities [the Cottage] would be damaging to everyone's ability to connect at their mental health. One of my favourite examples of collaboration in the community is the MAC group (the health committee that fundraises for our local health centre), which will be holding a fundraiser at the Cottage, connecting two different groups working together to build social capital in the community…

(Submission)

As a trans woman, I don't feel accepted or supported by the community.

(Hornsby pop-up)

Cost of living has had a major impact for lower income households due to rising food and energy costs. People living in units are more impacted because they can't install solar panels unless the strata committee provides permission.

(Brooklyn community forum)

That's where my role in climate change interacts with the Social Plan – re climate change, extreme weather events etc – we're finding there are vulnerable community members who will be impacted more than others, by those types of events.

(Council Officer, key stakeholder interview)

DELIVERING THE SOCIAL PLAN

STRATEGIC DIRECTION 1. A WELCOMING AND INCLUSIVE HORNSBY SHIRE

PERFORMANCE MEASURES

Indicators include:

- Number and profile of community members participating in community programs and events
- Number and profile of community members and strategic partners accessing / hiring community spaces
- Dollar value of subsidised facilities hire provided by Council
- Number and profile of households/people living in affordable housing eg using ABS data

Actions	Responsibility	Short-term	Medium-term	Long-term
Focus area 1.1 Help ensure Hornsby Shire is a place to call home at all life stages				
1.1.1 Develop a Hornsby Shire Affordable Housing Strategy to support increased provision of affordable housing options (including through Council led initiatives, partnerships with community housing providers / the development sector, and advocacy with the Department of Planning, Housing and Infrastructure)	Strategic Land Use Planning		X	
1.1.2 Advocate for more support and long term emergency accommodation for people experiencing homelessness	Community and Cultural Development	X	X	X
1.1.3 Advocate for more services and supports for the LGBTQI+ community in Hornsby Shire	Community and Cultural Development	X	X	X
Focus area 1.2 Recognise, reflect and celebrate Hornsby Shire as a place that is connected to Country and First Nations culture				
1.2.1 Promote and host events that celebrate, recognise and connect with the rich First Nations history and culture of the area	Community and Cultural Development	X	X	X
1.2.2 Support Council's Community Development Officer – Aboriginal Services in providing and promoting inclusive activities and programs	Community Services (Lead) Communications and Engagement (Support)	X	X	X
1.2.3 Continue to engage with Hornsby Shire's Aboriginal and/or Torres Strait Islander community through the HATSICC, appointment of an Community Development Officer and development of an Aboriginal Engagement Strategy.	Community Services (Lead) Communications and Engagement (Support)	X	X	X

DELIVERING THE SOCIAL PLAN

Actions	Responsibility	Short-term	Medium-term	Long-term
Focus area 1.3 Celebrate the Shire's rich cultural diversity				
1.3.1 Promote and host events that celebrate and connect the Shire's diverse cultures	Community and Cultural Development	X	X	X
1.3.2 Provide and promote inclusive activities and programs in partnership with multicultural services / community groups, such as those with a focus on English language, pathways to tertiary education and employment	Community Services (Lead) Communications and Engagement (Support)	X	X	X
1.3.3 Providing communications in multiple formats (online and paper), alternative media (video or voice), and in alternative languages for the CALD population	Communications and Engagement	X	X	X
Focus area 1.4 Support opportunities for young people to live, study and enjoy life in Hornsby Shire / Focus area 1.5 Support opportunities for older people to age in place and enjoy life in the Shire				
1.4.1 Plan and promote inclusive active living, healthy lifestyle and community participation activities and events with an intergenerational and cross-cultural focus	Community Services (Lead) Communications and Engagement (Support)	X	X	X
General				
1.4.2 Continue to offer and promote subsidised hire of community facilities and spaces for community or strategic partner-led initiatives (including those with a focus on seniors, people with disability, carers, new parents, culturally and linguistically diverse community members and recent movers)	Community and Cultural Development Relevant partners	X	X	X
1.4.3 As part of the review of Council's fees and charges investigate low or no cost hire of community facilities and spaces for community or strategic partner-led initiatives (including those with a focus on seniors, people with disability, carers, new parents, culturally and linguistically diverse community members and recent movers)	Community and Cultural Development Relevant partners		X	
1.4.4 Create a central information hub (web page) to promote 'what's on' at Hornsby Shire's libraries, community centres and other spaces (such as Hornsby Mall / Westfield)	Community Development (Lead) Communications and Engagement (Support) Relevant partners		X	
1.4.5 Provide updates of Social Plan actions in Council communications	Communications and Engagement	X	X	X

DELIVERING THE SOCIAL PLAN

STRATEGIC DIRECTION 2. A CONNECTED COMMUNITY

PERFORMANCE MEASURES

Indicators include:

- Number and profile of community members accessing programs / services
- Number and profile of community members participating in community activities and events
- Length and location of accessible pedestrian and cycle paths and bushland trails within the Shire,
- Number of people accessing community and public transport

Actions	Responsibility	Short-term	Medium-term	Long-term
Focus area 2.1 Support improved access to community and public transport across Hornsby Shire				
2.1.1 Consider opportunities to improve / expand existing community transport services	Community Services (Lead) Traffic and Road Safety		X	
2.1.2 Advocate on behalf of Hornsby Shire community with Transport for NSW to improve public transport services for residents and visitors	Community Services (Lead) Traffic and Road Safety	X	X	X
2.1.3 Providing communications in multiple formats (online and paper), alternative media (video or voice), and in alternative languages for the CALD population (Reference – DIAP)	Traffic and Road Safety	X	X	X
Focus area 2.2 Create more opportunities for people to walk and cycle throughout Hornsby Shire				
2.2.1 Provide and maintain continuous accessible paths of travel across Hornsby Shire, in consultation with the Hornsby Shire community including people with disability and seniors (starting with key locations where access currently presents a challenge, and to provide ongoing improvements across the Shire) (Reference – DIAP)	Assets and Maintenance	X	X	X
2.2.2 Accommodate accessibility needs as new pedestrian paths and public spaces are established or refurbished (Reference – DIAP)	Assets and Maintenance Parks, Trees and Recreation	X	X	X

DELIVERING THE SOCIAL PLAN

Actions	Responsibility	Short-term	Medium-term	Long-term
Focus area 2.3 Establish more opportunities for people to access and enjoy the Shire's bushland areas				
2.3.1 Continue to implement and promote accessible trails as part of Council's Track and Trail Masterplan (including through central information hub) (Reference – DIAP)	Environment	X	X	X
Focus area 2.4 Reduce social isolation through more opportunities for interaction and connection				
2.4.1 Develop / continue successful partnerships with non-government organisation partners to enhance coordination and provide programs, events and activities that encourage active living, healthy lifestyles and community participation (such as Hello Hornsby and Lifeline Connect Hornsby)	Community and Cultural Development Customer and Operations (Library)	X	X	X
Focus area 2.5 Support digital literacy, competency and access to opportunities for the Hornsby Shire community				
2.5.1 Create and promote opportunities for learning / skills development (potentially including community volunteers such as young people to share digital literacy skills with seniors)	Community and Cultural Development Customer and Operations (Library)		X	

DELIVERING THE SOCIAL PLAN

STRATEGIC DIRECTION 3. A HEALTHY AND RESILIENT COMMUNITY

PERFORMANCE MEASURES

Indicators include:

- Number of community members participating in community resilience and disaster preparedness initiatives
- Number of Resilience Plans developed by wards/localities
- Number of household Emergency Response Plans completed
- Number of square metres of bushland area and canopy cover

Actions	Responsibility	Short-term	Medium-term	Long-term
Focus area 3.1 Support community wellbeing initiatives through strategic partnerships and interagency networks				
3.1.1 Continue to support successful community wellbeing initiatives and identify further opportunities to foster community wellbeing in partnership with agencies and service providers (including those with a focus on physical and mental health)	Community Development (Lead)	X	X	X
Focus area 3.2 Make space for diverse community voices to be heard				
3.2.1 Increase opportunities for community voice in local decision making across Hornsby Shire and in relation to individual wards/localities – including for young people, Aboriginal and Torres Strait Islander community members and culturally and linguistically diverse community members	Communications and Engagement Community Development	X	X	X
Focus area 3.3 Offer pathways for communities to play a role in a climate resilient Hornsby Shire				
3.3.1 Ensure that Council strategies and plans around disaster preparedness and resilience incorporate targeted activities and initiatives to support the communities most affected by climate events	Local Emergency Management Committee (Officer)		X	
3.3.2 Develop Resilience Plan for Hornsby Shire and individual wards/localities			X	
3.3.3 Consider opportunities to build a local Community Resilience Network involving key stakeholders and community groups			X	

DELIVERING THE SOCIAL PLAN

Actions	Responsibility	Short-term	Medium-term	Long-term
Focus area 3.4 Retain and protect bushland areas and increase tree canopy in Hornsby Shire				
3.4.1 Continue to implement and promote Council's Bushcare program and nursery (including through central information hub)	Environment	X	X	X
3.4.2 Consider the inclusion of shade and seating within all new development, parkland and sports facility projects	Parks, Trees and Recreation	X	X	X
Focus area 3.5 Foster thriving and sustainable local and regional centres and economies				
3.5.1 Host an employment forum with a range of organisations including local schools, tertiary institutions and local businesses to support transition from education to the workforce	Community Development		X	
3.5.2 Work with businesses / employers to communicate the opportunities and benefits of employing people from the Hornsby Shire – including young people, women, people from culturally and linguistically diverse backgrounds and First Nations community members	Strategy and Place		X	
3.5.3 Consider opportunities for Council to demonstrate leadership in the above – through work experience, traineeship and employment opportunities	People and Culture	X	X	X

APPENDICES

APPENDIX A: BACKGROUND

APPENDIX B: COMMUNITY SURVEY

APPENDIX C: KEY STAKEHOLDER INTERVIEWS

APPENDIX D: COMMUNITY POP-UPS

West Side Vibe Event

APPENDIX A
Background

WHY A SOCIAL PLAN?

A Social Plan is essential to unlock opportunities for the Hornsby Shire to prioritise resources, implement innovative programs, and cultivate an environment where every individual can thrive and contribute meaningfully to the community.

The Hornsby Shire Social Plan aims to address the issues identified by the Hornsby Shire community, to foster an inclusive environment where every individual feels included and listened to.

The Social Plan recognises the unique and diverse nature of Hornsby Shire and composition of its community. This Social Plan will ensure that the Hornsby Shire's progress is measured not only by economic prosperity but also by social progress, sustainability, and wellbeing.

Aligned with the United Nations (UN) Sustainable Development Goals, The UN Declaration on the Rights of Indigenous Peoples and the Hornsby Shire Strategic framework, this Social Plan seeks to respond comprehensively to social needs.

STRATEGIC CONTEXT

International

The United Nations Sustainable Development Goals (UNSDGs) were developed in 2016 and encompass 17 goals aimed at enhancing global, social, economic, and environmental prosperity. The Hornsby Shire Social Plan will focus specifically on the following UNSDGs. [include graphic of SDGs]

- SDG 3 Good Health and Wellbeing
- SDG4- Quality Education
- SDG 5 Gender Equality
- SDG 10 Reduced Inequalities
- SDG 11 Sustainable Cities and Communities
- SDG 16 Peace Justice and String Institutions
- SDG 17 Partnerships for the Goals.

Despite their global focus, these SDGs hold significant relevance at the local level. They underscore the crucial role of local government and communities to enhance social sustainability and personal wellbeing within the Hornsby Shire.

The incorporation of the UNSDGs into the Hornsby Shire Social Plan provides a new way in which social progress can be tracked and measured.

National and State

Australia's Disability Strategy 2021-2031 is a national framework aimed to enhance the personal wellbeing of people with disability, with a focus on creating and inclusive and equal Australian society. It focuses on seven key areas, including employment, housing, safety, support, education, health and community attitudes.

NSW Disability and Inclusion Plan 2021-2025 aims to create a more accessible and inclusive community for those living with disability in NSW. The plan has four key areas of focus including, developing positive community attitudes and behaviours, creating liveable communities, supporting access to meaningful employment, and improving access to mainstream services through better systems and processes.

The NSW Volunteering Strategy 2020-2030 is a ten-year plan which focuses on growing, understanding, and valuing volunteering. The strategy supports the sector in attracting and retaining volunteers, and understanding the impacts and contributions volunteers make for their community. Progress is tracked through a biennial report card.

Housing 2041, NSW Housing Strategy, is a 20-year vision to meet diverse housing needs. It emphasises affordability, accessibility, and sustainability to housing and aims to address demographic shifts, such as an aging population and the need for accessible housing for people with disabilities. The strategy promotes innovative solutions and research-driven approaches to housing design.

1.1.1 Regional

Resilient Sydney 2018 is a collaboration of all 33 metropolitan councils of Greater Sydney that developed and implemented a city-wide resilience strategy. The group is currently in the process of developing a new resilience Strategy for Sydney that builds on the 2018 Strategy that sets out a plan for responding to shock events like floods, fires, droughts, infrastructure failures, cyberattack and global pandemics.

APPENDIX A
Background

1.1.2 Hornsby Shire Council

Council plans, strategies and initiatives

Hornsby Shire Council's current plans, strategies and initiatives of particular relevance for the Social Plan 2024-2034 are considered below.

Your Vision Your Future Hornsby Shire Community Strategic Plan 2022-2032



The Hornsby Shire Council Community Strategic Plan sets the overarching roadmap of the Hornsby Shire for the next ten years. It identifies the community's main priorities and aspirations for the future and sets the broad strategic direction for Council's operations.

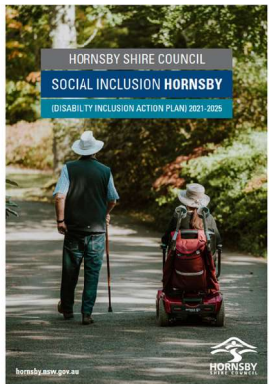
Key elements of the existing vision for Hornsby Shire, contained in the Community Strategic Plan, highlighted as being particularly important for the Shire's people and communities were that it is "a place for people and nature to thrive" with "our diverse community" that is "welcoming, inclusive and resilient". A socially 'connected' Hornsby Shire was also highlighted as an important element of the vision to 2034.

The Community Strategic Plan is centred around four key themes:

1. Liveable – a liveable community is one which ensures a connected and welcoming community, supported by urban design, it also ensures public spaces that support the community's health, wellbeing, and growth.
2. Sustainable – a sustainable community is resilient, and adaptable in the face of shocks such as natural hazards or pandemics. It is also a community which values the environment, celebrates biodiversity, and supports the transition to net-zero and a circular economy.
3. Productive – a productive community is empowered by accessible and intermodal transport options, encouraging active lifestyles. Productive communities foster a flourishing and innovative economic landscape.
4. Collaborative- collaborative communities ensure an open and engaged dialogue between decision-makers and community members to solve complex problems and ensure continuous community improvement.

This Social Plan presents three strategic directions that reflect and align with these four themes.

Social Inclusion Hornsby (Disability Inclusion Action Plan) 2021-2025

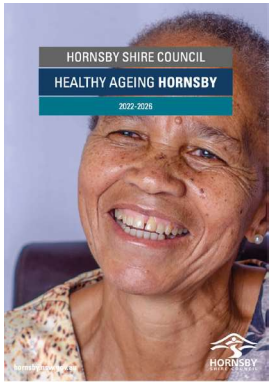


The Hornsby Shire Disability Inclusion Action Plan is designed to improve the standard of living for those living with disability in the Hornsby Shire. The plan has four focus areas, including:

1. Developing positive community attitudes and behaviours – this includes accessible communication, and the development of education and training programs to improve respectful language and behaviours towards those living with disability.
2. Creating liveable communities – this ensures that the community is accessible for all. Hornsby Shire Council is committed to creating accessible paths, ramps and toilets and ensuring that these are actively maintained and expanded to promote independence for all. Public spaces will receive regular accessibility audits and upgrades, including parks, playgrounds and buildings, to ensure they adhere to universal design principles.
3. Supporting access to meaningful employment – this includes reviewing Council recruitment processes to ensure they are accessible, promoting work experience and traineeships, and encouraging collaboration between non-government organisations (NGOs), disability services providers, schools, local businesses and people with disabilities.
4. Improving access to services through better systems and processes – this involves enhancing accessibility and inclusivity by providing information in various formats and languages, updating communications guidelines for readability, and involving people with disabilities in the design and implementation of services. Council also commits to continuous dialogue and engagement with people with disability to ensure accessibility meets their needs.

This Social Plan highlights strategic directions and actions that consider these four focus areas.

Hornsby Shire Council Healthy Ageing Hornsby Strategy (2022-2026)



The Healthy Ageing Hornsby Strategy focuses on maximising the quality of life and maintaining the physical and mental wellbeing of older people in the Hornsby Shire.

The Healthy Ageing Hornsby Strategy has four key focus areas. These include:

1. Living in age-friendly environments – this involves making the community more liveable for seniors and people living with mobility issues. It includes safe footpaths, affordable senior housing, accessible toilets and mobility parking.
2. Participating in inclusive communities – this ensures accessibility at public events, training staff on access and inclusion for older people and promoting intergenerational activities.

APPENDIX A
Background

3. Staying safe active and healthy – this focuses on supporting independence among older individuals and enhancing community safety, making parks and venues age-friendly. Specific efforts to address this include improving lighting and pedestrian safety and creating dementia-friendly environments.
4. Being resilient and informed – this ensures older people are independent and confident in the community and can engage with Council in ways that suit them. It includes initiatives such as, education programs on cyber security and online safety, providing a central Council contact point for older people, ensuring Council can be contacted without a computer and information can be distributed by paper.

This Social Plan supports the four focus areas outlined above, with a view to enabling healthy ageing for all members of the Hornsby Shire community.

Your Vision. Your Future. Sustainable Hornsby 2040

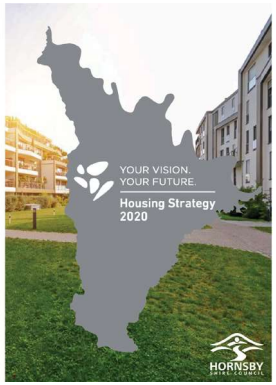


Sustainable Hornsby 2040 was developed to enhance environmental sustainability outcomes and increase ecological, economic and social resilience within the Hornsby Shire. It is supported by six themes and goals, each having their own strategy.

1. Waste management
2. Biodiversity conservation
3. Urban forest
4. Water management
5. Climate wise/net-zero
6. Active transport

This Social Plan specifically highlights opportunities to support a resilient Hornsby Shire, with consideration of the themes, goals and strategies highlighted in Sustainable Hornsby 2040 – with a particular focus on climate and active transport.

Hornsby Housing Strategy



The Local Housing Strategy (LHS) outlines the 20-year vision and priorities for housing in Hornsby Shire in response to the Greater Sydney Region Plan A Metropolis of Three Cities and the North District Plan. The LHS is consistent with the strategic priorities identified in Council's Local Strategic Planning Statement and the 2018 Hornsby Community Strategic Plan, Your Vision Your Future. The LHS confirms that there is enough land zoned for housing in the short-term to meet Council's housing target and that, in the medium to longer term Hornsby Town Centre will provide significant housing opportunities. Council will also investigate shortages of certain types of housing in the Shire that could be provided in the longer term.

Sydney's population growth and housing affordability continue to be a critical issue. The Hornsby LHS guides the quantity, location and type of future housing in Hornsby Shire, with a view to meeting the housing objectives and targets in the Region and District Plan.

SUMMARY OF SOCIAL ISSUES AND NEEDS IDENTIFIED THROUGH THE DESKTOP RESEARCH

The issues identified as being important for life in Hornsby Shire through the initial desktop research were:

- Lack of affordable and diverse housing (social inclusion / DIAP) (Local housing strategy) (LSPS) (Summary of
- community engagement outcomes from 2018-2021)
- A need for improved equity and accessibility, especially in rural/ semi-rural areas and for people with disability.
- (social inclusion / DIAP) (LSPS)
- Lack of in-home support and services for the growing 70+ population (social inclusion / DIAP)
- Insufficient play and open space in urban/high density areas, including inclusive, accessible, and intergenerational
- play spaces (Play Plan 2021 community consultation and community design brief) (CSP community survey report
- 2021)
- Condition of local roads, bike paths and footpaths, and lack of car parking (LSPS) (Asset management community
- insights report 2020) (community satisfaction survey 2021)
- A lack of community spaces, preventative care services, childcare, arts and culture activities and social connections
- more broadly (Community and cultural facilities strategic plan 2021)
- Social isolation due to barriers relating to language, culture, age and living with a disability. (Social inclusion /
- DIAP) (Delivery Program)
- Safety after dark on public transport and in public spaces (LSPS) (Asset management community insights report
- 2020)
- A lack of local employment opportunities and additional support needed to encourage locally owned businesses
- (community satisfaction survey 2021) (2023 Australian Liveability Census – Hornsby Shire Council)
- A need for more homelessness support services
- A need for more cultural awareness and recognition to create a more inclusive and safe community for members of the Shire's culturally and linguistically diverse communities (Social Plan 2010-2014)
- Climate change mitigation and resilience to bushfire, extreme weather, food and water security (LSPS) (Delivery Program) (Summary of community engagement outcomes from 2018-2021).

APPENDIX A
Background

OUR PEOPLE AND COMMUNITIES

Hornsby Shire wards and neighbourhoods

Hornsby Shire is a place characterised by a diverse physical landscape and socially and economically diverse community.

The Shire comprises three wards.

- Ward A covers the north and north western parts of the Hornsby Shire Council Area and includes the suburbs: Asquith, Arcadia, Berowra, Berowra Heights, Brooklyn, Berrilee, Calabash, Cowan, Canoelands, Dangar Island, Dural, Fiddletown, Forest Glen, Glenorie, Galston, Glenhaven, Hornsby Heights, Laughtondale, Mount Colah, Mount Kuring Gai, Maroota, Middle Dural, Singletons Mill.
- Ward B encompasses the central part of the Hornsby Shire Council area and includes the suburbs: Hornsby, Normanhurst, Pennant Hills, Thornleigh, Wahroonga, Waitara, Westleigh.
- Ward C includes the southeastern and southwestern parts of the Hornsby Shire Council area and includes suburbs: Beecroft, Castle Hill, Cheltenham, Cherrybrook, North Epping, West Pennant Hills.

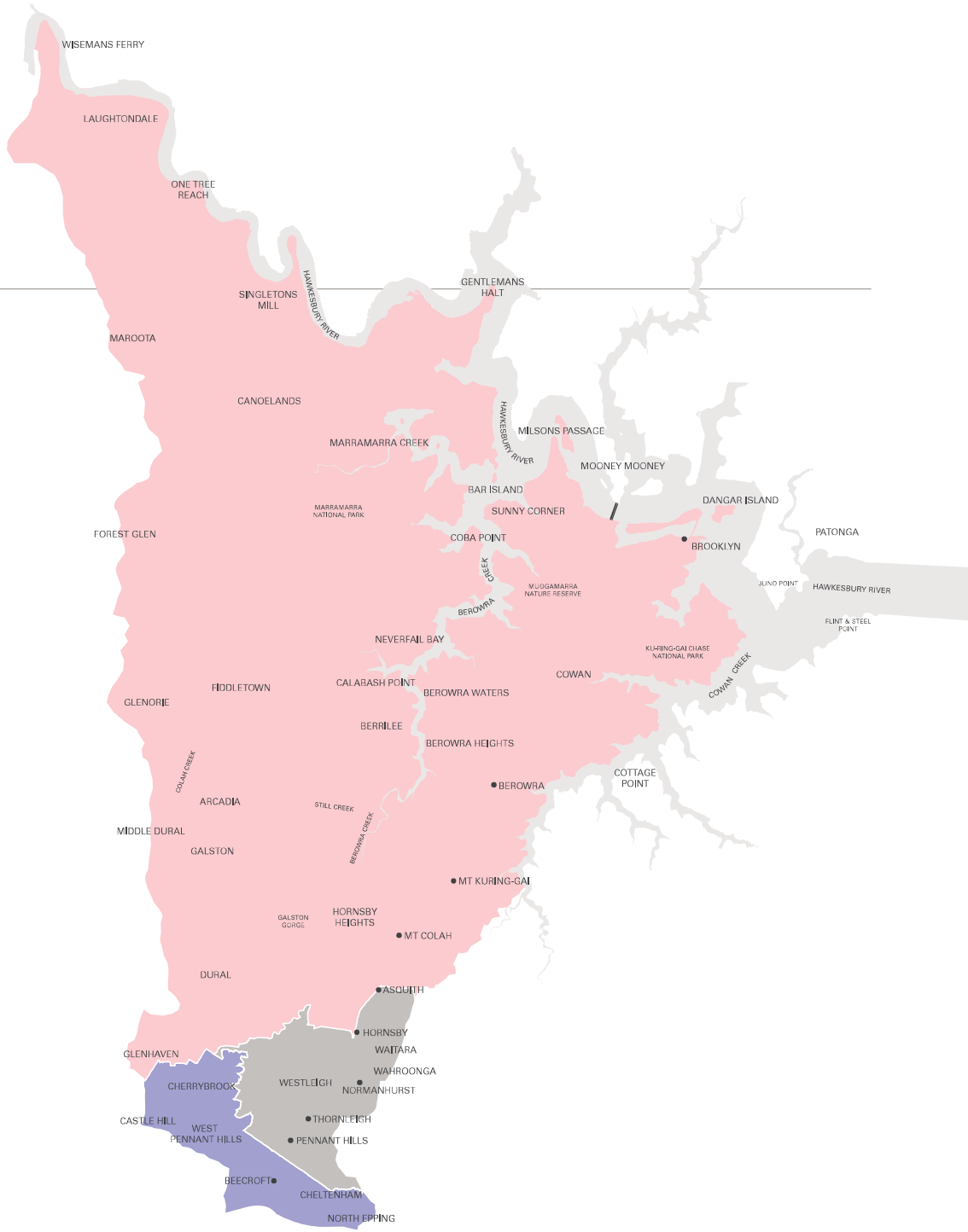


Figure 5 | Hornsby Shire is made up of three wards incorporating Hornsby town centre, with numerous smaller urban centres, as well as more remote and isolated localities.

APPENDIX A
Background

HORNSBY SHIRE'S COMMUNITY TODAY

All data in this section of the Social Plan has been sourced from the Australian Bureau of Statistics Census of Population and Housing 2021.

Population

In 2022 the population of Hornsby Shire was 151,747, with the area reflecting a balanced gender distribution, with males comprising 49% and females 51% of the populace. From 2016 to 2021, the employed population rose from 70,797 to 74,803, reflecting a dynamic economic landscape.

Cultural diversity

We embrace and celebrate our community's rich cultural diversity. 41% of Hornsby Shire's residents were born overseas, with the most common countries of birth being China, the United Kingdom and India. We speak many languages – with 36% of residents in Hornsby Shire speaking a language other than English at home, creating a multilingual environment. Describe key cultural and language groups – including longer term residents and more recent arrivals. While 92% of residents in Hornsby Shire are proficient in English, another 4.7% have no or low proficiency in English.

Age

The median age of residents in the Hornsby Shire was 41, higher than the state and national averages of 39 and 38 respectively. Notably, the largest age group are people aged 35-49, indicating a significant portion of the population in their working and family-building years.

Hornsby Shire Council embraces its growing senior population. Residents aged 60 and above make up 24%, and this number is expected to continue rising. Between 2016 and 2021, Hornsby Shire experienced a significant increase in residents aged 70-84 (+3,196) and empty nesters and retirees (+1,781).

Families

The Hornsby Shire includes diverse family types, however, a large proportion of the community consists of couples with children at 54.9%, significantly higher than the New South Wales average of 44.7%. At the same time couples without children make up 32.8% of the Hornsby Shire Council population, a considerably lower proportion than the state average of 37.9%.

Education is highly valued within Hornsby Shire. As many as 44% of residents hold a university qualification, exceeding the average of 33% across the Greater Sydney area.

How we work

Hornsby Shire residents embrace stability and flexibility in their careers. Over half (58%) of the Shire's residents enjoy full-time employment, while a third (29.2%) work part-time. The top five industries of employment highlight the diverse skills of the Hornsby Shire community: healthcare, education and training, retail, construction, and professions services.

Where we live

In Hornsby Shire our housing landscape reflects a diverse array of dwellings and living arrangements. The majority of occupied private dwellings (68%) are separate houses, followed by flats or apartments (21.9%) and semi-detached, row or terrace houses (8.3%). Homes in Hornsby Shire vary in size, with a considerable portion having four or more bedrooms (46.2%). This caters to our families, with family households making up 79.7% of occupied private dwellings.

The majority of homes in Hornsby Shire are either owned outright (33.9%) or owned with a mortgage (39.6%). Just under a quarter of homes in Hornsby Shire (23%) are rented. Across the Shire the median rent is $495 per week.

Health and wellbeing

11.3% of all households in Hornsby Shire earn less than $650 in weekly income. Further to this, 31.3% of low-income households are under financial stress from mortgage or rent in 2021. More than one in ten people in Hornsby Shire identified as living with disabilities (12.7%) and 16.7% of children are developmentally vulnerable.



Taste of the World Multicultural Festival

APPENDIX A
Background

HORNSBY SHIRE'S COMMUNITY TOMORROW

Population and growth

As the Hornsby Shire evolves, there are several key trends that are predicted to emerge and shape its future. The population is expected to steadily rise, the projections suggesting a total population of 179,582 by 2036. The dominant age group in Hornsby Shire will remain in the range of 40-44, however the largest increase between 2022 and 2036 will occur in the age groups of those aged 85 and over, which is expected to increase by 1,730 and account for 3.5% of total residents within the Hornsby Shire.

Local economy

The growing population in Hornsby Shire will necessitate the need for more jobs and infrastructure. Projections are indicating that over the next 17 years, we might need about 214,665 square metres of new office and shop space.

Cherrybrook, Asquith Village and Beecroft Village are areas forecasted to see significant increases in floorspace over the next 17 years to accommodate for growing populations and business needs. Furthermore, the Hornsby Shire expects 18,000 new residents to enter the labour force over the next two decades. However, only 8,555 are expected to find employment within Hornsby. This raises challenges in the development of social cohesion and the fostering of social sustainability.

Housing

Hornsby Shire's growing population necessitates the need for more housing. In 2016, the NSW Government set a five-year housing target under the Greater Sydney Commission's North District Plan for the Hornsby Shire, to provide an additional 4,350 dwellings by 2021 and a further 3,800 to 4,200 additional dwellings in the medium term (2021-2026). Longer term, an additional 7,500 dwellings would be required between 2026 and 2036 to accommodate this level of population growth within Hornsby Shire.

A key contributor to housing supply in Hornsby Shire is the Hornsby Town Centre Masterplan. The Masterplan will redefine the Shire's major centre with 4,900 new dwellings clustered around Hornsby train station and mall plus 4,500 new jobs. It will require coordinated planning and a commitment from all levels of government, to ensure supporting infrastructure is delivered alongside population growth.

Further to this, the NSW Department of Planning and Environment released an Explanation of Intended Effect (EIE) in December 2023 which proposed changes to create low and mid-rise housing. Council has expressed concerns about various aspects of the EIE, including the absence of local planning, density of development permitted under the controls, impacts on character, heritage, natural environment, tree canopy loss, infrastructure, and risks of overdevelopment in hazard areas. Council recommended the release of revised housing targets, including a medium-density component, to facilitate the delivery of diverse housing. Council also emphasised the importance of a precinct-based approach to preparing a local medium-density housing strategy that aligns with the area's character and community expectations.

The growing need for new housing is contextualised with expectations for an increase in hotter, drier weather and more frequent droughts and bushfires, over the next 20 years. Currently, 48% of homes in Hornsby Shire are located in bushfire-prone areas, highlighting the importance of sustainable planning and development and community resilience.

Outcomes of previous consultation activities

The Hornsby Shire Council and local stakeholders have been active participants in shaping the future of the Shire through numerous consultation and engagement processes. This Social Plan has been informed by a review of engagement outcomes from a number of recent, relevant processes.



Hornsby Town Centre artist's impression

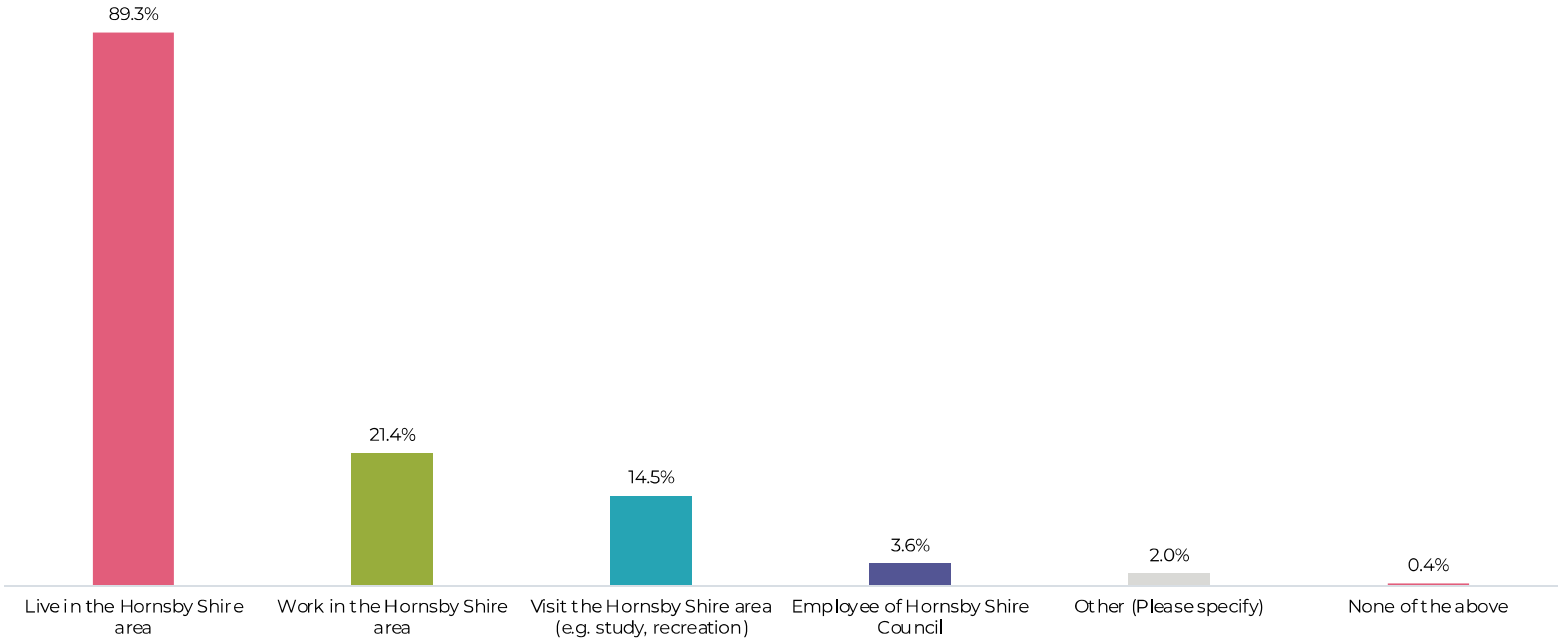
APPENDIX B
Community survey

PARTICIPANT PROFILE

The Hornsby Shire Social Plan community survey was an opt in survey open to all members of the Hornsby Shire community. As such the survey results reflect the experiences and perspectives of survey participants.

The majority of community survey respondents were residents of Hornsby Shire (89%). As many as 21% worked in Hornsby Shire and 14% visited the Shire for other purposes such as study or recreation.

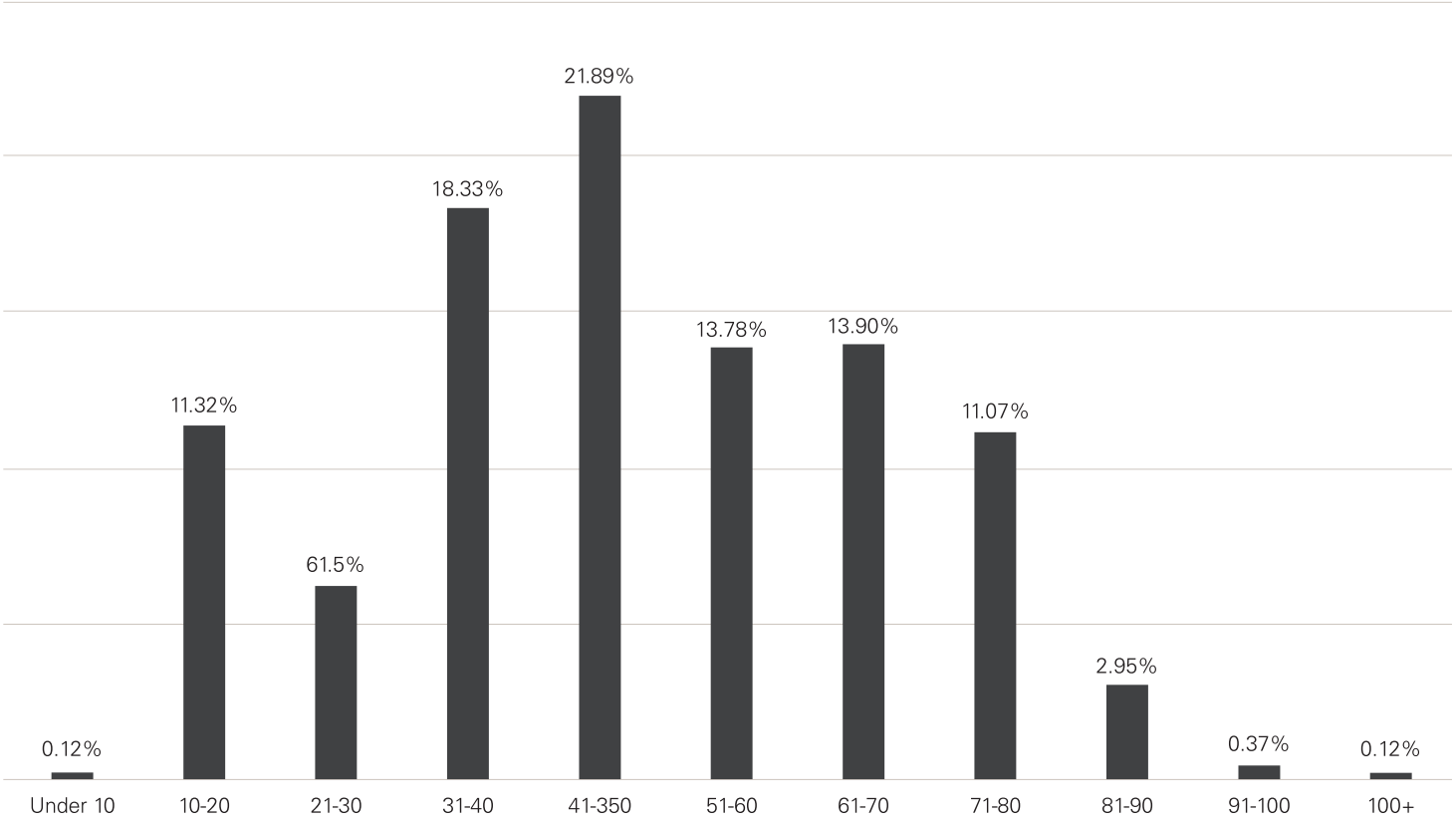
Figure: Which of the following best describes you? Please select all that apply. N=813



APPENDIX B

Community survey

Figure: What is your age? N=813



APPENDIX B

Community survey

Figure: Do you identify as...? N=813

As is often the case in community survey research, the Social Plan survey attracted a higher level of participation by women (64%) than men (33%). Non binary community members represented less than 1% of respondents.

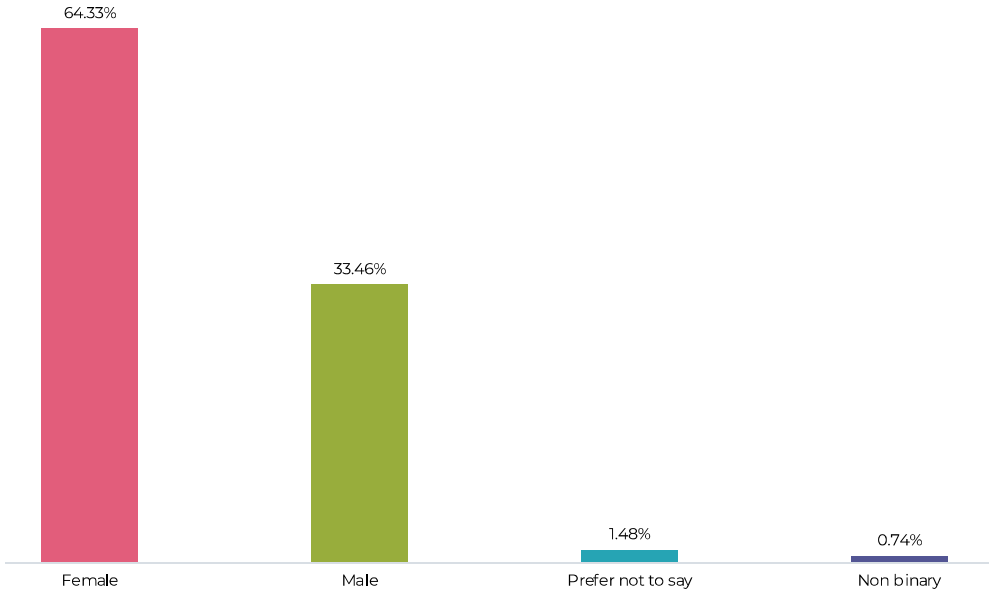
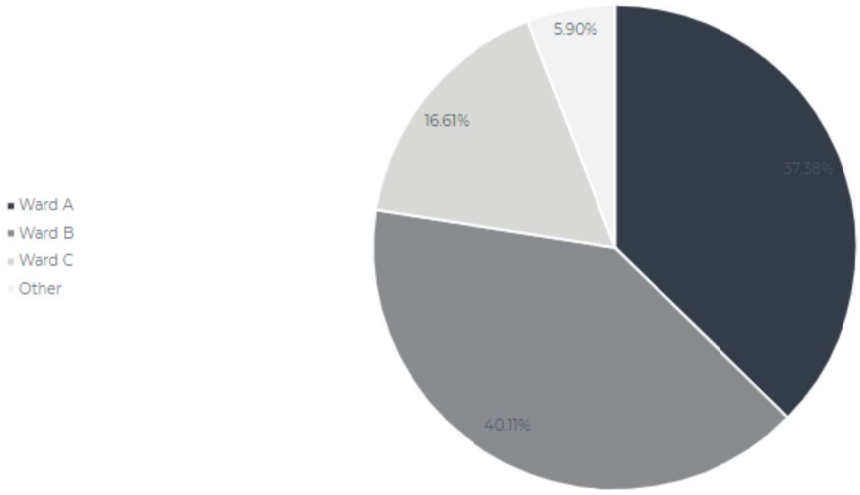


Figure: Which Ward do you live in? (n=813)

The community survey attracted participants from all three of Hornsby Shire's wards. Levels of participation varied, with particularly high levels of participation from community members in Ward A (37% of all survey respondents) and Ward B (40% of all survey respondents). By comparison, approximately 17% of survey respondents were from Ward C.



APPENDIX B

Community survey

Figure: Do you identify as being of Aboriginal and Torres Strait Island origin. N=813

As many as 3.3% of community survey respondents identified as being of Aboriginal and or Torres Strait Island origin.

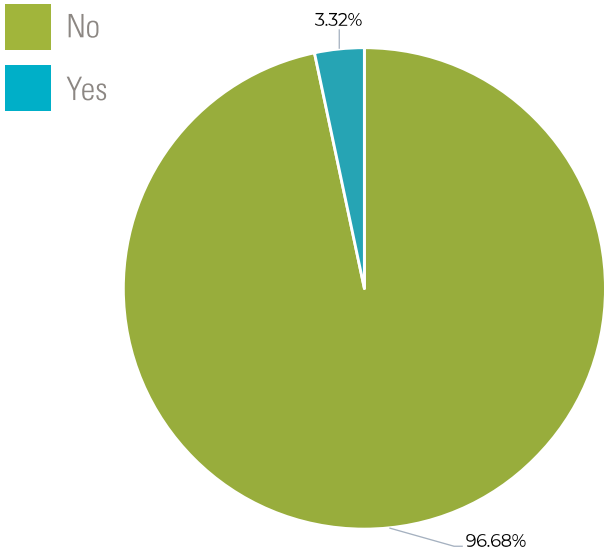
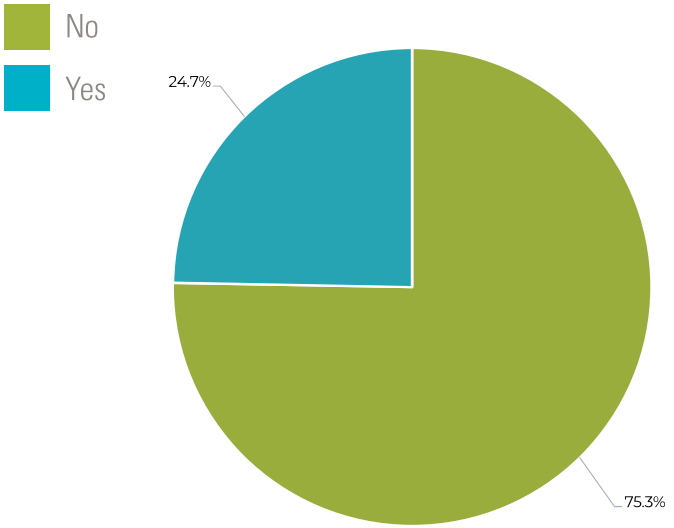


Figure: Do you speak a language other than English at home? N=813

As many as one in four (25%) survey respondents reported that they speak a language other than English at home, with Hindi, Cantonese, Korean and Spanish most frequently identified.

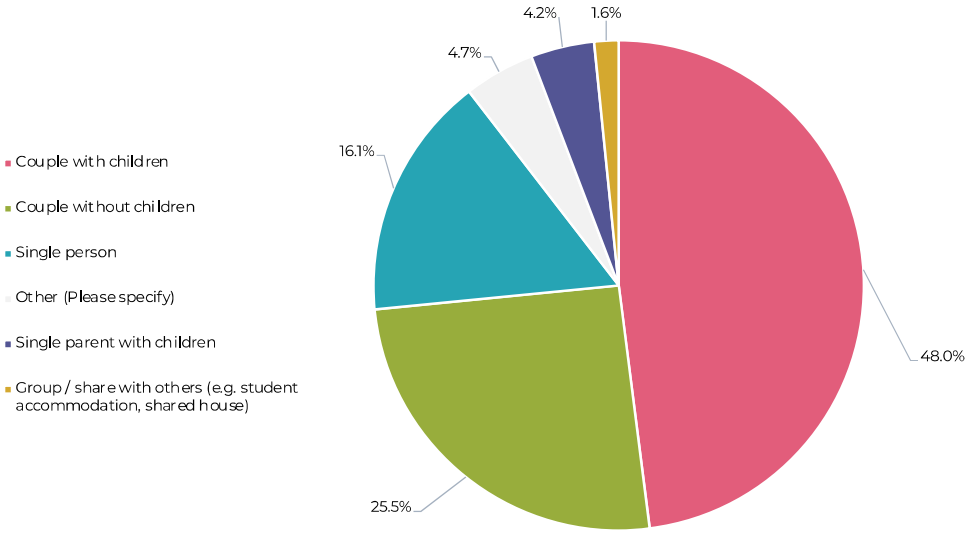


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Figure: Which of the following best describes your household? Please select one only. N=813

Just under half of all community survey respondents (48%) were couples with children. Another one in four were couples without children. Single person households made up 16% of participants, followed by other household types (4.7%), single parent with children (4.2%) and group/share households (1.6%).



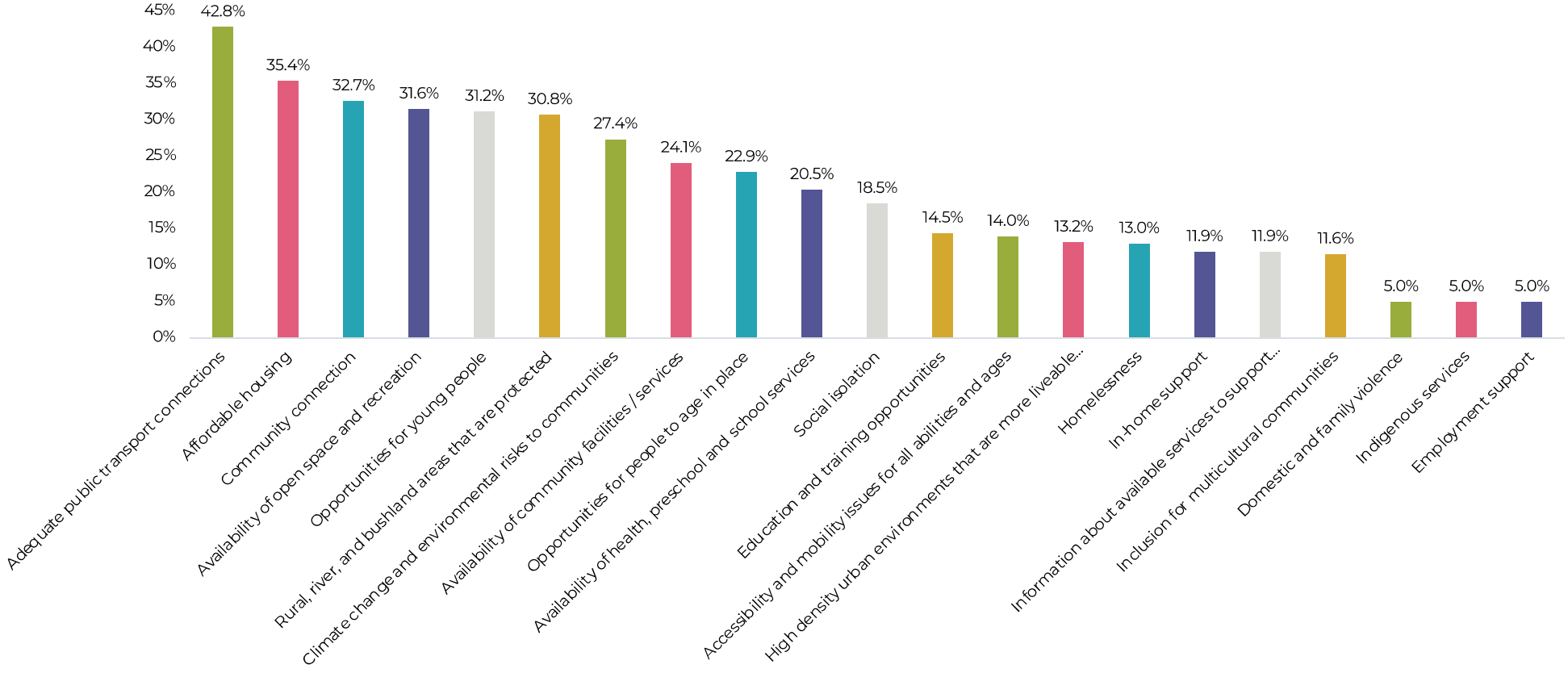
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Community survey

PRIORITY SOCIAL NEEDS AND ISSUES

Figure: What do you see as the most significant social needs and issues for you and your household? Please select up to five issues.

The top five most significant social needs and issues identified by community survey respondents overall were public transport, affordable housing, community connection, open space and recreation, and opportunities for young people



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Overall – Top five most significant social needs and issues for your household (n=621)

1. Adequate public transport connections (42.8%)
2. Affordable housing (35.4%)
3. Community connection (32.7%)
4. Availability of open space and recreation (31.6%)
5. Opportunities for young people (31.2%)

Top five issues – Aboriginal and or Torres Strait Islanders survey respondents (n=23)

1. Indigenous services (73.9%)
2. Adequate public transport connections (43.8%)
3. Affordable housing (43.5%)
4. Community connection (30.4%)
5. Opportunities for young people (30.4%)

Top five issues – Survey respondents aged 30 years and under (n=112)

1. Affordable housing (50%)
2. Opportunities for young people (49.1%)
3. Adequate public transport connections (28.6%)
4. Climate change and environmental risks to communities (27.5%)
5. Homelessness (25%)

Top five issues – Survey respondents aged 31-60 years (n=320)

1. Adequate public transport connections (46.3%)
2. Availability of open space and recreation (38.4%)
3. Affordable housing (36.6%)
4. Community connection (36.6%)
5. Rural, river, and bushland areas that are protected (34.4%)

Top five issues – Survey respondents aged 61-100+ years (n=189)

6. Adequate public transport connections (44.5%)
7. Opportunities for people to age in place (43.3%)
8. Community connection (34%)
9. Rural, river, and bushland areas that are protected (30.9%)
10. Climate change and environmental risks to communities (27.8%)

Are there any other significant social needs and issues or you and your household? Do you think some of these issues are specific to or more significant in the area/suburb where you live, and why?

A number of key themes emerged in responses to this question, as follows:

- Lack of housing affordability – discussed in terms of both renting and purchasing a home (raised as an issue for community members across Hornsby Shire).
- A lack of bike paths (raised as an issue for community members across Hornsby Shire.
- Lack of access to in-home care – for older people including those living alone (responses suggest this was of more concern for residents in semi-rural areas of the Shire).
- A need for more parking – particularly disability parking (for community members across Hornsby Shire).
- Concern about perceived over development of high-density housing in Hornsby Shire.
- A lack of public and co-education high schools.
- A desire for more restaurants, nightlife and events.
- A need for more support for LGBTQI+ community members – including transgender health services (across Hornsby Shire).
- Stress and anxiety around climate change (some survey respondents commented that is more prevalent in bushland and river communities).
- A need for improved public transport connections (raised as an issue for community members across Hornsby Shire, and particularly for semi-rural communities).
- Lack of community facilities and open space/recreation (some survey respondents reported that this was more of an issue in semi-rural areas, with Hornsby suburb and other more central locations attracting a disproportionate amount of resources).

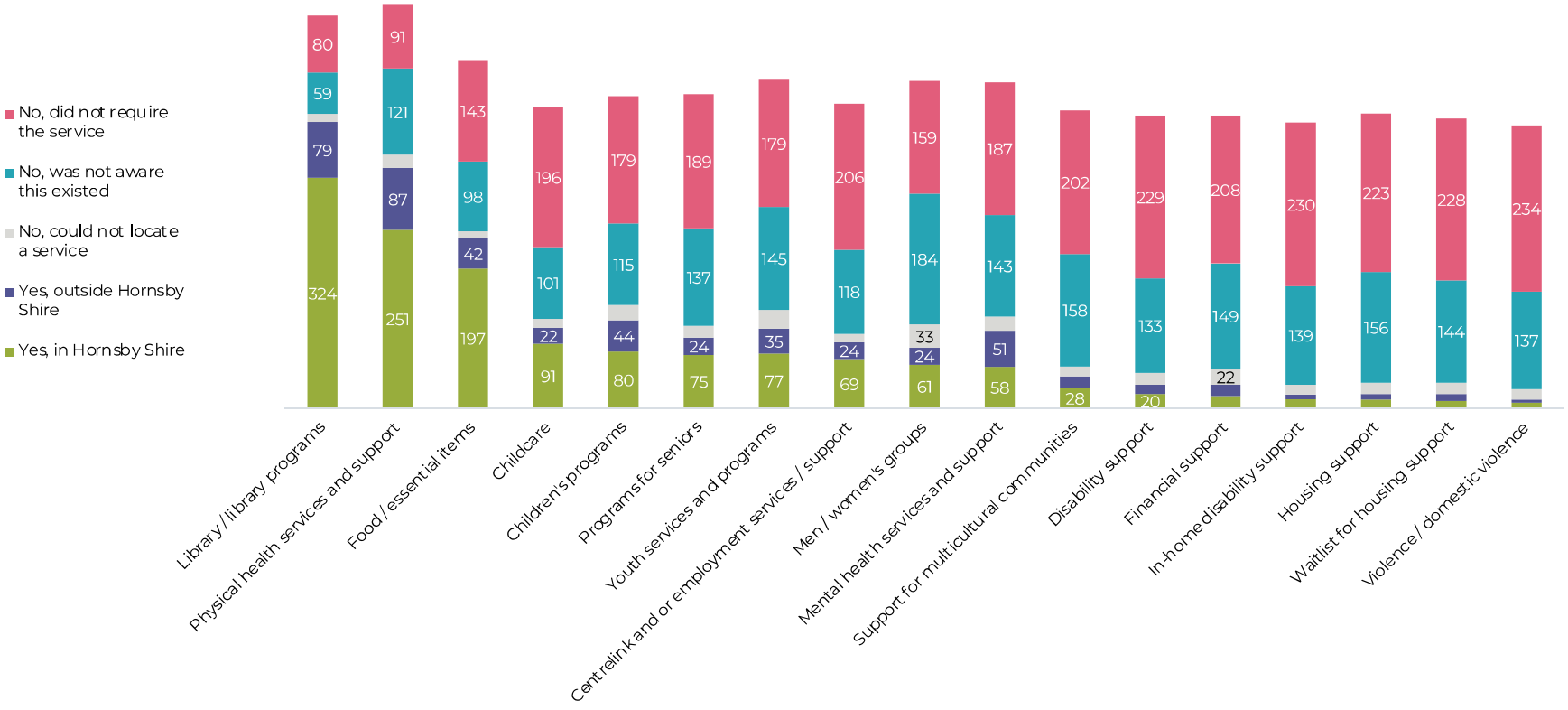
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SERVICES AND SUPPORT

Figure: In the last 12 months, have you accessed any of the following services, either in Hornsby Shire or another location? Please select all that apply. N=593

Libraries and services/support that promote physical health were the most commonly utilised social services and supports – both within Hornsby Shire and in other locations outside the Shire – identified by community survey respondents. Further social services and supports that were most commonly accessed by respondents outside Hornsby Shire were mental health services and supports, children's programs, and youth services and programs.



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Are there any other social services or support networks that you think should be provided in the Hornsby Shire local government area to support you and your household, or other members of the local community?

Feedback highlighted the following key themes relating to further social services and support networks, to improve the experience of community members in Hornsby Shire:

- More mental health services and supports to address urgent social needs and support prevention – suggestions focused on the need for increased access to mental health services generally (such as counsellors and psychologists), and for more affordable / subsidised mental health services. Specialised services such as youth mental health services/counselling, services for young people and their families, services for seniors (such as those living with dementia), and men's mental health support (like 'Walk it Off' a group that meets every Wednesday night to walk/talk around the local area) were also sought.
- Improved access to childcare and early childhood services – such as local government run childcare (ie more affordable childcare than is currently available in the Shire), early childcare health services, support for isolated parents with young children, more preschool places and long day care places to support working parents.
- More supports, spaces and opportunities for teenagers and young people – beyond hanging out at Westfield, such as organised sports, swimming classes, further activities / opportunities, pathways to employment/local jobs, and opportunities for younger generation Hornsby Shire councillors.
- More community groups / opportunities for members of the community to meet and socialise – to help build community and prevent social isolation – including for young families, single parents, seniors living alone, seniors from multicultural backgrounds (eg walking groups, volunteering opportunities, community gardening, bushcare groups, Country Women's Association).
- More low cost and specialised medical services – such as MRI services which are provided free of charge at Norwest Private Hospital, transgender health services.
- More community transport options – suggestions included more community buses with subsidised hire costs, grants for local clubs like Probus to fund buses / promote community participation.
- More seniors focused services, supports and activities – including services to connect older community members such as exercise classes in local gyms, dance classes, opportunities to mentor and support younger people, a community choir.
- More support for Aboriginal community members – such as local Aboriginal support group and dedicated Council officer.
- More community events, festivals and celebrations – including Australia Day, Christmas Day, New Year's celebrations in Hornsby Shire, live music played by local bands, more events, multicultural groups, family-friendly events throughout the year.
- Centralised and accessible information about what facilities, services and supports are available – including practical assistance for elderly residents, such as a list of reliable tradespeople.
- Arts and cultural opportunities – ideas included a theatre for performances -at present residents need to travel to Glen St Theatre at Davidson, Parramatta, or the city – which is challenging via public transport.
- Improved access to public education – specifically there was strong interest in a local co-educational high school, with the nearest being in Ku-ring-gai.
- Improved access to social infrastructure – such as an aquatic centre / swimming pools, recreation and fitness opportunities, free parking for Hornsby Shire residents at local parks and community facilities.
- Local markets and support for local small businesses – "there are so many local family businesses struggling to stay afloat with no cost effective way to run a market."
- Access to further amenities – such as EV charging points.

"I'd like to see an integrated statement of social services and support networks that exist at Shire and State levels…"
(survey respondent)

"I'd love to see local festivals, things like open-air cinema, themed weekend festivals like Parramasala or the night noodle markets… I would also love to see more active support for environmental initiatives such as rebates for purchasing reusable cloth nappies…"
(survey respondent)

"Local walkability and accessibility should be a priority, otherwise people can't access facilities. Particularly people too young or old to drive. Investing in large, centralised community facilities means that more local facilities are neglected."
(survey respondent)

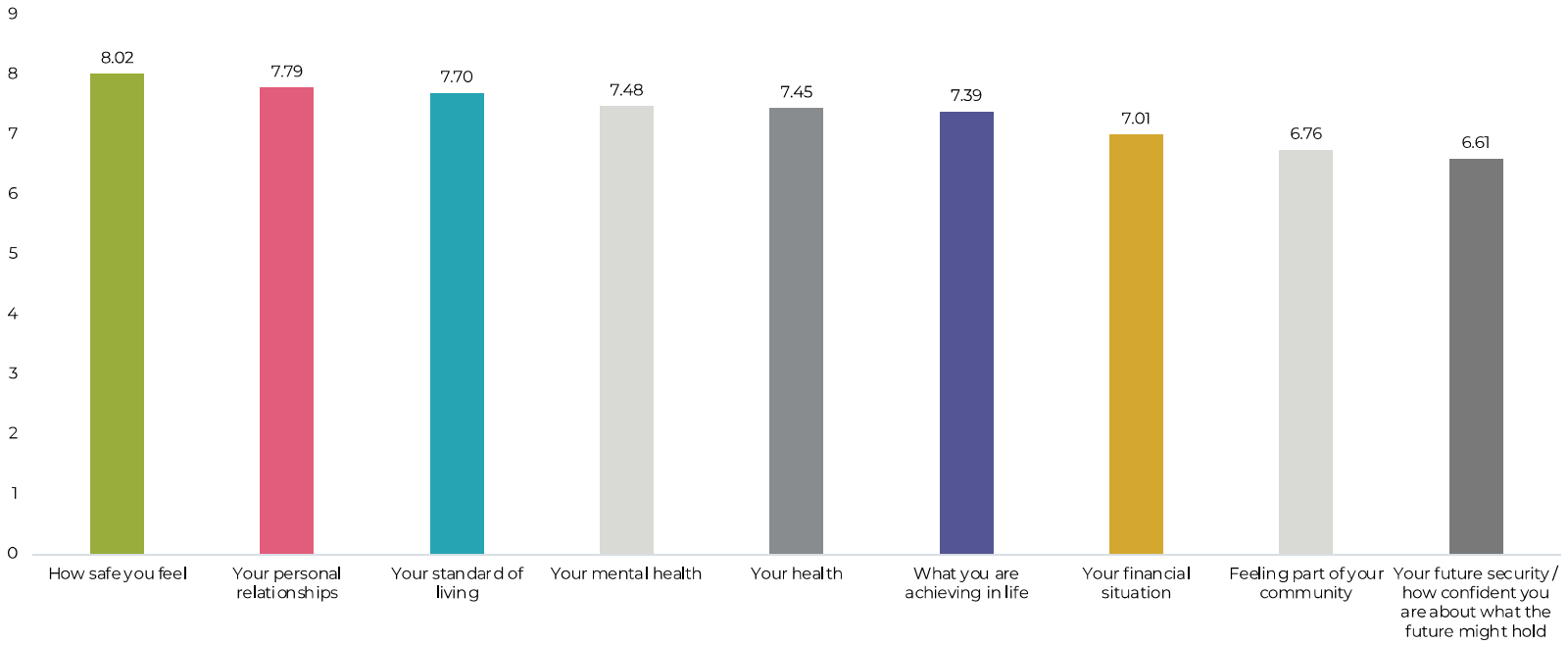
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PERSONAL WELLBEING

Figure: Thinking about your personal wellbeing, how satisfied are you with_? (On a scale of 0-10 where 0= no satisfaction at all and 10= entirely satisfied N=758

Feedback on personal wellbeing questions suggest that the Hornsby Shire community is most satisfied with the aspects of their lives that relate to their safety, personal relationships and standard of living, and least satisfied with aspects relating to their future security, feeling part of their community and their financial situation.

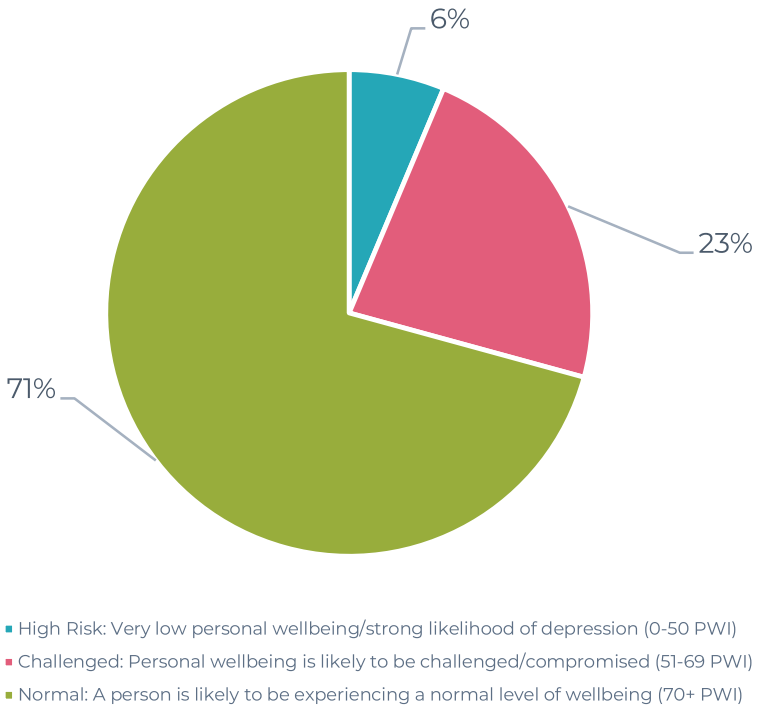


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Community survey

Figure: Overall PWI scores for respondents N=758

An analysis of the community survey data indicates an overall personal wellbeing score for Hornsby Shire of 74.5, with 71% of survey respondents being in the 'normal' category, 23% likely to have personal wellbeing that is challenged, and a further 6% with very low personal wellbeing.



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Community survey

Table | Personal wellbeing scores across Hornsby Shire's wards suggest that residents of Ward A may experience slightly lower levels of wellbeing than those living in other parts of the Shire. (n=708)

	WARD A (N=304)	WARD B (N=326)	WARD C (N=78)
Your standard of living	6.75	7.88	8.14
Your heath	6.51	7.61	7.64
What you are achieving in life	6.33	7.46	7.50
Your personal relationships	6.82	7.89	7.97
How safe you feel	7.01	8.23	8.06
Feeling part of your community	5.96	6.84	6.88
Your future security/how confident you are about what the future might hold	5.65	6.73	6.92
Your mental health	6.79	7.55	7.90
Your financial situation	6.12	7.12	7.44
Average score	6.44	7.48	7.60

It is important to note that the community survey attracted varying levels of participation from across each of the Shire's wards. For instance, the survey attracted a high level of participation from Ward A (which is home to 25% of the Shire's population but attracted 37% of survey respondents) and Ward B (which makes up 33% of the population, but 40% of survey respondents). While Ward C was relatively underrepresented in survey responses, making up 42% of the Shire's population, but just 17% of survey respondents. For this reason, and so as to avoid any potential misrepresentation, individual personal wellbeing scores have not been generated for individual wards.

APPENDIX C

Key stakeholder interviews

SUMMARY OF FINDINGS

Social issues and needs now and in the future

- Homelessness, particularly in Hornsby
- Loneliness, social isolation and mental illness
- Parking, particularly a lack of commuter parking
- A lack of affordable housing options and long waitlists
- Lengthy processes for accessing Council grants, with some interview participants commenting that the time involved in writing the application and acquittal report would have cost more than the related funding being sought
- Cost of living and inflation increases
- Public transport connections. This was raised as a big issue for people with access and mobility issues eg seniors, youth and people with a disability.
- Increased pressure on school aged children around the HSC
- Climate anxiety
- Issues specific to geographic locations:
  - Equitable access to services and supports across the Shire's three wards
  - Communities feeling 'left out' or excluded, due to their different lifestyle and different needs
  - Social isolation among those living in rural and river communities
  - Cumulative impacts for certain communities, particularly river communities ie bushfires, tainted water, flooding, social isolation
- Issues identified as specific to the Shire's culturally and linguistically diverse community:
  - Large cohorts of seniors who do not speak English and don't know how to access support or services
  - Lack of service and support information available in language (eg Mandarin, Cantonese, Spanish etc)
  - Council's current methods of sharing information (Facebook and the Council website) do not reach culturally and linguistically diverse communities (eg suggest using Tik Tok and WeChat)
  - Domestic violence incidences and stigma around seeking support
  - Visa restrictions for accessing financial and other kinds of government support
  - Unconscious bias and stereotypes can make culturally and linguistically diverse community members feel socially isolated and not part of the community.

What's working well in terms of social supports or services?

- Compassionate community with people who care about one another
- Partnering with existing services or activities to share information and reach diverse audiences ie Sharing information about social services at English as a Second Language courses at Hornsby TAFE
- Consistent activities that bring people together eg Hello Hornsby Shire.

What support or services are helping to address social issues or needs in Hornsby Shire?

- Hello Hornsby Shire brings people together for easy and fun events.
- Dom's Place provides drop-in services and support for homeless people. The centre provides showers, meals, TV and couches, computers, organises outings, BBQs etc.
- The DISH meal service in Hornsby Park.
- CASS offers different types of support for newly arrived migrant communities. New services where volunteers make weekly phone calls to seniors, or visit people in their homes, to have an informal chat and provide information about what's happening in the community has been very successful.
- Fusion North Sydney runs an op-shop and provide free meals to people experiencing homelessness two days a week.
- TAFE and Hornsby Police partnership that shares information with culturally and linguistically diverse community members around road and personal safety, domestic violence, cyber security etc.
- Collaborative workshops with Hornsby Shire Council and the Red Cross about their Get Prepared Program and App that prepared people for natural disasters and climate events. As well as the Emergency Ready Week.
- Lifeline Connect drop-in service for people needing counselling support in Hornsby Library once a week.
- Bushcare volunteer groups for maintaining and protecting bushland.
- Sporting groups across Hornsby Shire for connecting people.

APPENDIX C

Key stakeholder interviews

What's missing in terms of support or services?

- Affordable access to community centres. Having spaces where groups can consistently meet would help to build social connection and create a space where information can be easily shared about the support and services available across Hornsby Shire.
- Funding for Not-for-profit and charitable organisations. Most service providers or volunteers know what is needed and what works but simply lack the sufficient resources to do this.
- More consistent and planned opportunities for culturally and linguistically diverse community members to get together and meet socially. This will provide opportunities to share information but also build safe spaces where both women and men can feel comfortable to talk about their challenges.
- Mental health services for primary school aged children and their families. Headspace etc., is for 12-24 year olds.
- Community transport to allow people to access events and activities for socialisation and connection.
- Services for men in the Shire's culturally and linguistically diverse community – like father's groups or play groups for men looking after their kids at home.
- Bilingual services in mental health/psychology.
- A central place on Council's website where service providers can share information and events.
- Regular meetings for service providers to share information (this was suggested to be hosted by Council).
- Council to work more with other Councils regarding climate change, resilience and disaster preparedness.

APPENDIX D

Community pop-ups

SUMMARY OF FINDINGS

Table | When asked to identify the top three social issues pop-up participants, across all groups, most consistently identified 'affordable housing' and 'Rural, river and bushland areas that are protected'

	HORNSBY LIBRARY POP-UP	HORNSBY MALL POP-UP	SENIORS' WEEK POP-UP	HORNSBY LIBRARY YOUTH POP-UP	BEROWRA FOOD TRUCK POP-UP
Accessibility and mobility issues for all abilities and ages	2	2	4	2	2
Adequate public transport connections	14	5	14	12	5
Affordable housing	26	12	3	35	9
Availability of community facilities / services	2	9	6	3	2
Availability of health (incl mental health), preschool and school services	7	1	3	11	10
Availability of open space	1	6	4	10	3
Climate change and environmental risks to communities	14	4	4	12	12
Community connection	1	4	5	10	5
Domestic and family violence	3	4	2	16	6
Education and training opportunities	12	5	2	9	3
Employment support	8	2	-	9	1
High density urban environments that are more liveable and socially sustainable	8	11	3	11	8
Homelessness	12	5	1	19	7

APPENDIX D

Community pop-ups

	HORNSBY LIBRARY POP-UP	HORNSBY MALL POP-UP	SENIORS' WEEK POP-UP	HORNSBY LIBRARY YOUTH POP-UP	BEROWRA FOOD TRUCK POP-UP
Inclusion for multicultural communities	4	1	3	12	1
Indigenous services	2	1	-	5	1
Information about available services to support members of the community	1	1	4	3	-
In-home support	1	2	8	2	-
Opportunities for people to age in place	1	10	7	4	1
Opportunities for young people	11	4	2	15	6
Rural, river and bushland areas that are protected	5	13	6	13	8
Social isolation	3	4	5	8	-