



CUMBERLAND
CITY COUNCIL



Cumberland Community Wellbeing Report

2021

Acknowledgement of Country

Cumberland City Council acknowledges the Darug Nation and People as Traditional Custodians of the land on which Cumberland City is situated and pays respect to Aboriginal Elders both past, present and future.

We acknowledge Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia.

Cumberland City Council acknowledges other Aboriginal and Torres Strait Islander Peoples living in the Cumberland Local Government Area and reaffirms that we will work closely with all Aboriginal and Torres Strait Islander communities to advance reconciliation within the area.

Contents

Introduction	4
Transport	8
Education	12
Health	16
Recreation	20
Environment	24
Emergency Services and Justice	28
Monitoring Progress	31

Introduction

The 'Cumberland Community Wellbeing Report 2021' outlines Council's key priorities to improve health and wellbeing outcomes to enable residents to live rewarding, healthy and socially connected lives.

Cumberland is experiencing strong population growth. Whilst this growth is a positive influence on our community, it also presents multiple challenges such as the increased demand for the provision of services and social and physical infrastructure, amongst others. These challenges, if not addressed in a timely manner, can affect the liveability and overall wellbeing of the Cumberland community.

This report has been prepared to identify the strengths, opportunities and needs of our growing community, and to help inform planning and prioritisation of infrastructure, services and programs. It will be used to collaborate with our community and relevant stakeholders on issues of importance and to advocate for the appropriate and timely provision of infrastructure and services.

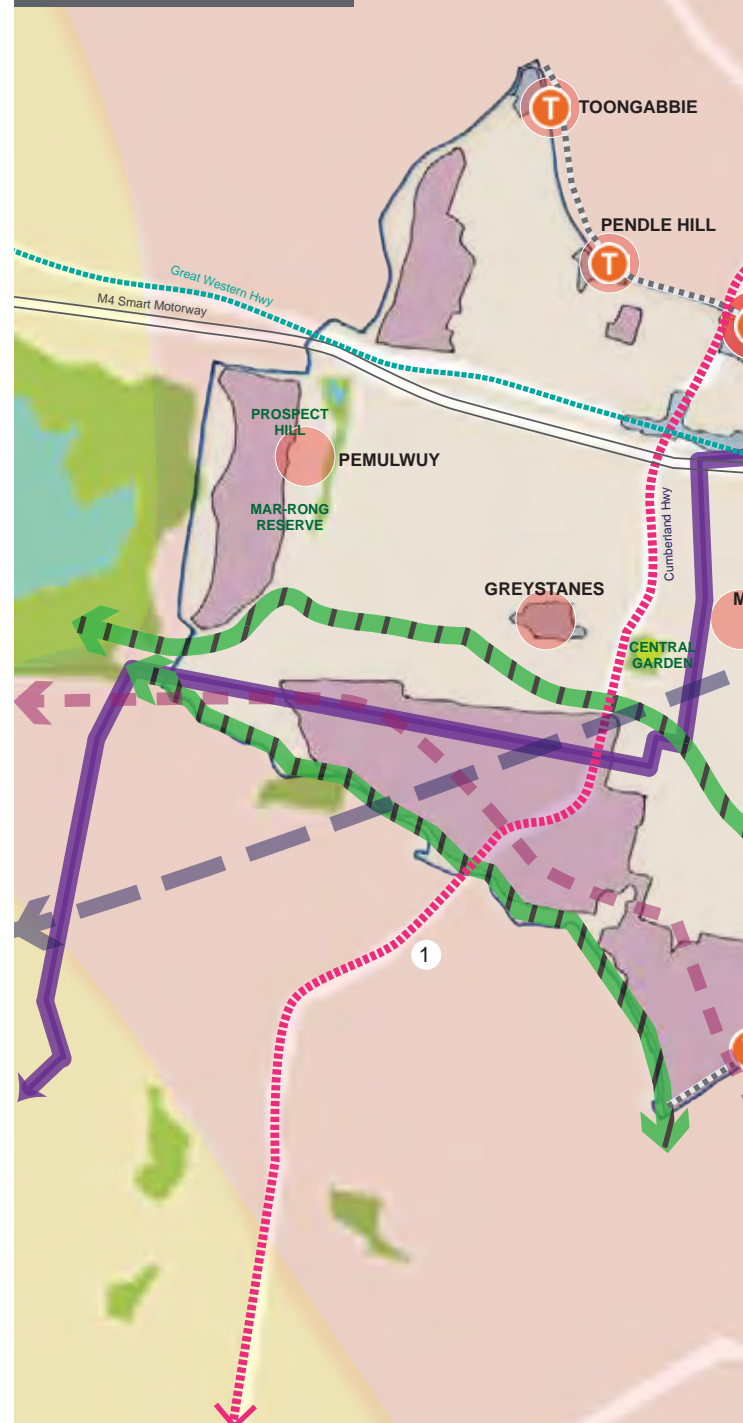
The Community Wellbeing Report is aligned to Council's strategic documents including *Cumberland 2030: Our Local Strategic Planning Statement* and the *Cumberland Community Strategic Plan*.

ABOUT CUMBERLAND

Cumberland City had an estimated population of 241,500 in 2019, and, prior to the COVID-19 pandemic, was growing at the rate of almost 4,000 people per year. Covering 72 km² of the western suburbs of the Greater Sydney Region and with 29 suburbs, it is one of the most populous and fastest-growing local government areas in greater metropolitan Sydney.

Located in the geographical heart of Sydney, just over half of all residents were born overseas with almost a quarter having arrived in Australia in the last five years. Cumberland City is culturally diverse and vibrant with 66% of residents speaking a language other than English at home, and over 60 different languages spoken.

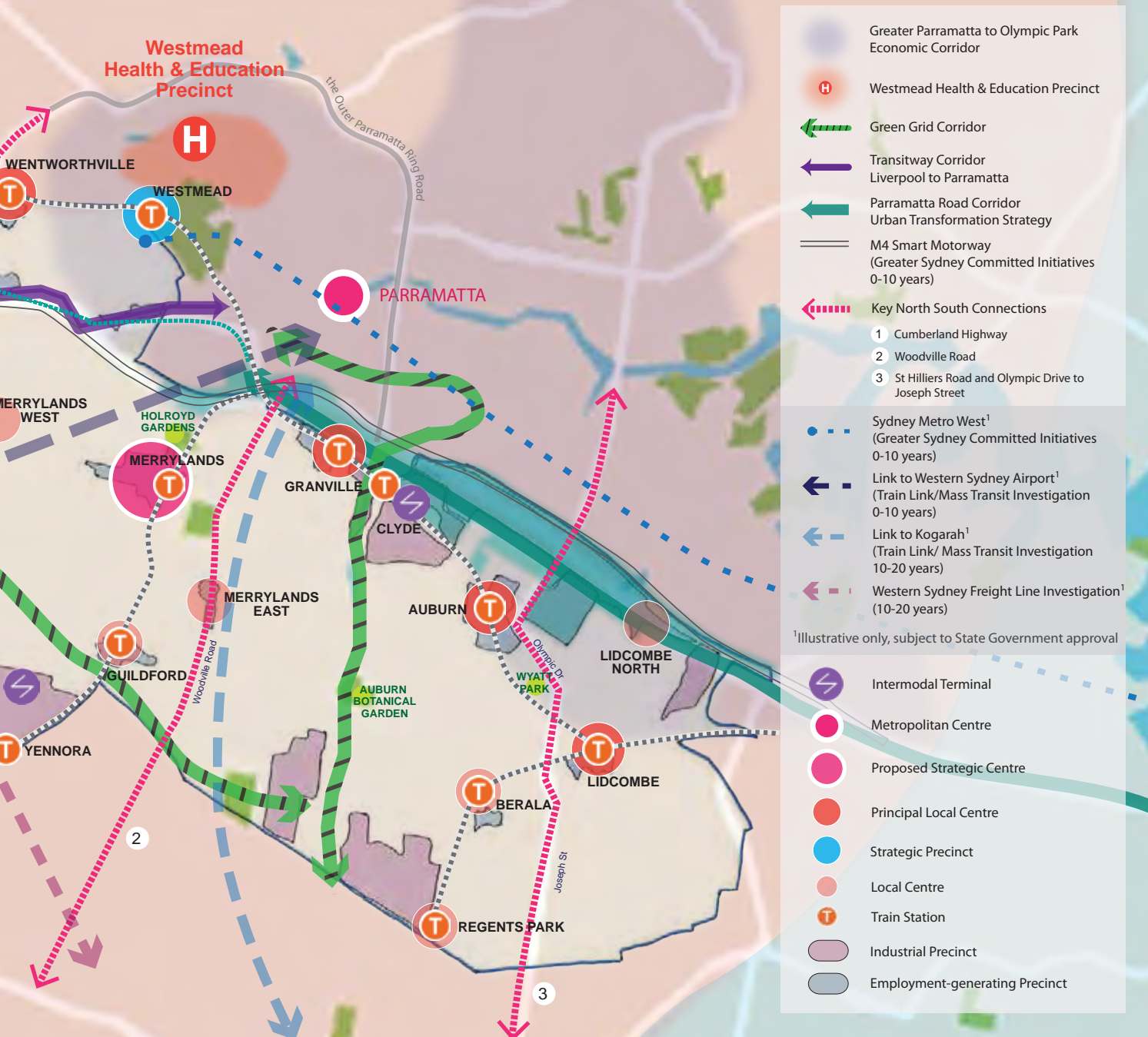
Cumberland City Structure Plan



Cumberland has a comparatively young population: one in five residents are aged under 15; one in ten at the age of leaving school and further education (18-24); and one in five are part of the "young workforce" (25-34). The relatively young age structure of Cumberland's population is driven by natural increases as well as young families moving in.



CUMBERLAND CITY COUNCIL



Cumberland is a city of families. 71.4% of resident households are family households. Couple households with children are the largest family group making up 41% of all households whereas 17.1% are lone person households and 4.7% are group households.

The land of the Cumberland plains where Cumberland City Council now exists forms part of the traditional home of the Darug Nation and People. The people of the Darug Nation are an integral part of the community of Cumberland City.





HOUSING

Cumberland City has a significant proportion of residential land use when compared to adjoining Councils. About 57% of the local government area is zoned for residential purposes and, according to ABS data from 2016, there are an estimated 67,815 households. Data from the 2016 Census indicates that detached houses (low-density housing) are the dominant dwelling structure, with over 55% coverage in Cumberland, followed by medium-density (24.7%) and high-density (18.7%) housing. The majority of the medium- and high-density dwellings are located in close proximity to centres that are based around train stations and transport services; and are composed of predominantly two-bedroom stock. There is a growing demand in Cumberland for one- and two-bedroom housing. It is expected that there will be an increase in number of lone person household over the next 20 years, especially around the areas convenient to travel along the train line corridors.

Housing affordability and mix are important considerations for the Cumberland community, particularly given the diverse household structures within the area. Housing affordability relates to the general affordability of both rental and purchase housing on the open market, and is not limited to those on low to moderate incomes. Private renters in Cumberland are experiencing the highest rental stress within the Central City District. In Cumberland, 23% of all households have a very low to moderate income, and are paying more than 30% of their income on rent. Homelessness is also an important issue in Cumberland, with over 3,000 people identified in this category, primarily through living in overcrowded dwellings.

Housing provision and housing affordability are important priorities for Cumberland City Council. As such, Council has undertaken and prepared several assessments and strategies related to housing across the Council area. The Cumberland Local Housing Strategy identifies the key priorities, objectives, and initiatives for future planning, delivery, and design of housing within Cumberland. It also outlines how Cumberland will meet the housing priorities in the Central City District Plan. A corresponding focus has been placed on affordable housing through the Cumberland Affordable Housing Strategy.



EMPLOYMENT

Cumberland has a large, young population with an interest in entrepreneurship, a diverse community of skilled migrants, and an increasing number of residents with tertiary qualifications. The size of Cumberland City's labour force in 2016 was 95,939, of which 29,357 were employed part-time and 54,615 were employed full time. Between 2011 and 2016, the number of people employed in the Cumberland area showed an increase of 11,514. 22.2% of people in the Cumberland area had a Bachelor or Higher degree qualification in 2016. This represents an increase of 11,120 people since 2011.

Cumberland is home to substantial industrial and employment lands accommodating a diverse range of jobs and services. The Cumberland economy provides over 86,000 local jobs in over 20,000 businesses. The main industries in Cumberland contributing to local employment are manufacturing, retail trade, transport, postal and warehousing, construction, healthcare and social assistance, and education and training. Cumberland is an attractive location for these sectors

due to accessibility to various distribution catchments across metropolitan Sydney.

Cumberland City is well placed to respond to emerging trends in job creation in the digital technologies, media and advanced knowledge services sectors. Creative industries, allied health and design are also areas with opportunities for employment growth. Emerging industries in the knowledge-based and creative sectors tend to use a more agile operating infrastructure and gravitate towards unconventional commercial accommodation, such as education and training delivered in retail premises, or lean start-ups co-working in light industrial warehouses. Connectivity to other collaborators and places is a key requirement in making these options possible. New growth industries, particularly in the knowledge-based areas such as advanced manufacturing and engineering, are largely made up of small to medium enterprises (SMEs). In order to build capacity and deliver value, collaboration in a supply chain is crucial for these companies.

Transport

CURRENT STATE

Cumberland is at the geographic centre of the Central River City and its local centres are well positioned to achieve the 30-minute city vision of the Central River City as part of a Metropolis of Three Cities. Cumberland City is serviced by rail, with a major interchange at Lidcombe. Whilst it is generally well-served by transport infrastructure, some parts of Cumberland City have limited access to rail (mainly in the western part of the area and a small portion in the south-eastern end), there are limited rail frequencies between Merrylands (and other T5 stations) and Parramatta CBD, and the existing infrastructure is insufficient to meet the needs of the current growing population. For example, some of the rail lines that service Cumberland are crowded during peak periods, with the T5 Cumberland line experiencing the highest level of crowding for all of Sydney during the AM peak (157%).

Cumberland's road network is extensive and includes cross-regional connections through Woodville Road and Cumberland Highway (north and south connection), as well as the M4 Motorway, Great Western Highway and Parramatta Road (east and west connection). However, there is a lack of continuous

strategic east-west road connections south of Parramatta Road and the Main Western Railway Line. Journey times on the Great Western Highway/ Parramatta Road, Cumberland Highway, Woodville Road and Prospect Highway are slow and unreliable during peak periods with high levels of congestion also felt east of Lidcombe and medium levels of congestion on Merrylands Road. A number of local roads within Cumberland are also dominated by heavy freight traffic volumes, for example between the Yennora intermodal terminal and the Cumberland Highway, which has an impact on local communities.





There is an extensive bus network serving the Cumberland area. However, bus services are infrequent outside of peak periods and outside of the Liverpool to Parramatta T-way. Some areas of growing density are also not well served by public transport such as Parramatta Road, Great Western Highway and Woodville Road.

Cumberland's active transport network has a number of incomplete routes, with major roads and the railway acting as barriers to walking and cycling. The cycling network consists of a combination of off-road and on-road routes, with significant variation in their quality.



COMMUNITY SATISFACTION

Access to transport features prominently in Council's Community Satisfaction Survey both as a wellbeing indicator and as a key concern and priority for the community.

 <p>Current challenges and priorities</p>	 <p>Priorities for the next 4 years</p>	 <p>Importance/satisfaction ratings for Council services and facilities</p>	 <p>Wellbeing indicator: access to transport</p>
<p>Survey respondents identified the following:</p> <ul style="list-style-type: none"> • access to parking facilities (high) • traffic management/ congestion (high) • maintenance of roads (high) • access to public transport (lower) 	<p>Survey respondents identified the following:</p> <ul style="list-style-type: none"> • access to parking facilities (high) • enforcement of parking regulations (high) • maintenance of roads (high) • traffic management and congestion (high) • access to public transport (lower) 	<p>Key themes identified included:</p> <ul style="list-style-type: none"> • traffic management/road safety and maintenance of local roads were in the top five most important services that Council provides • availability of public parking featured in the bottom five services for satisfaction ratings • cycleways ranked positively, but in relative terms were deemed less important than other more obvious areas - however, other indicators with a low-importance but high satisfaction rating tend to be the services and facilities that make Cumberland a great place to live 	<p>Key themes from the survey included:</p> <ul style="list-style-type: none"> • younger people rated transport as significantly more accessible than older people • non-ratepayers rated transport as significantly more accessible than ratepayers • the average ratings were higher in the Wentworthville and Granville Wards than in the other three wards, with Greystanes Ward significantly lower than the other wards • people with a disability had a lower rating for accessibility of transport

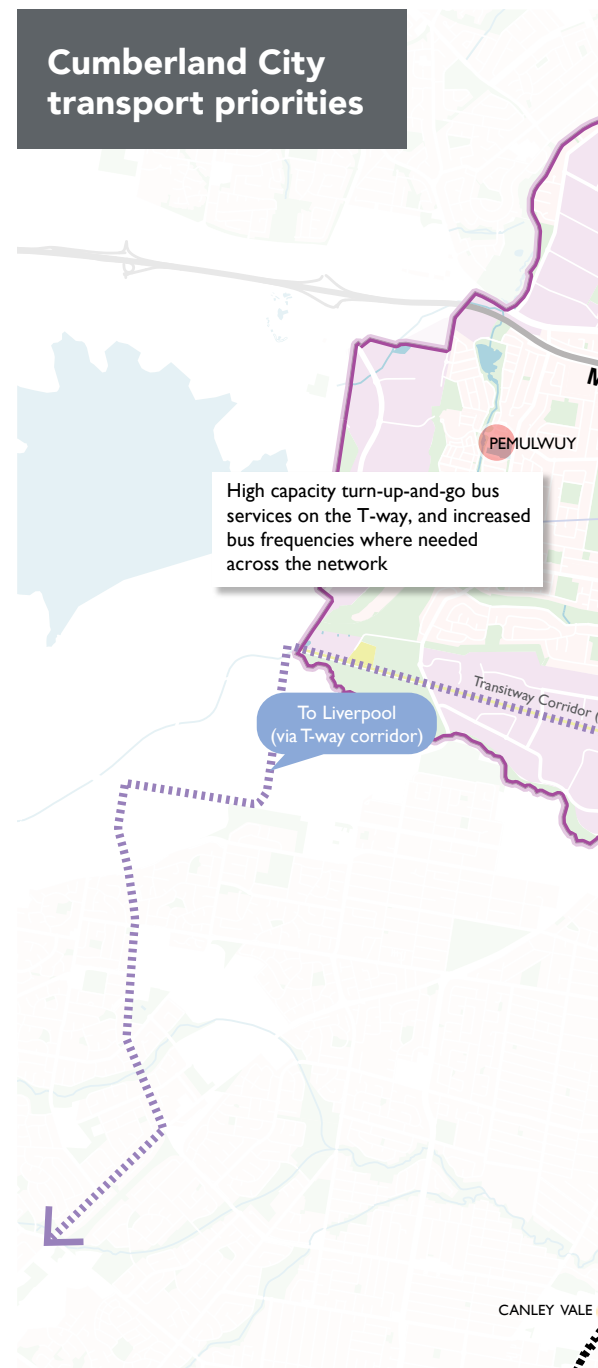


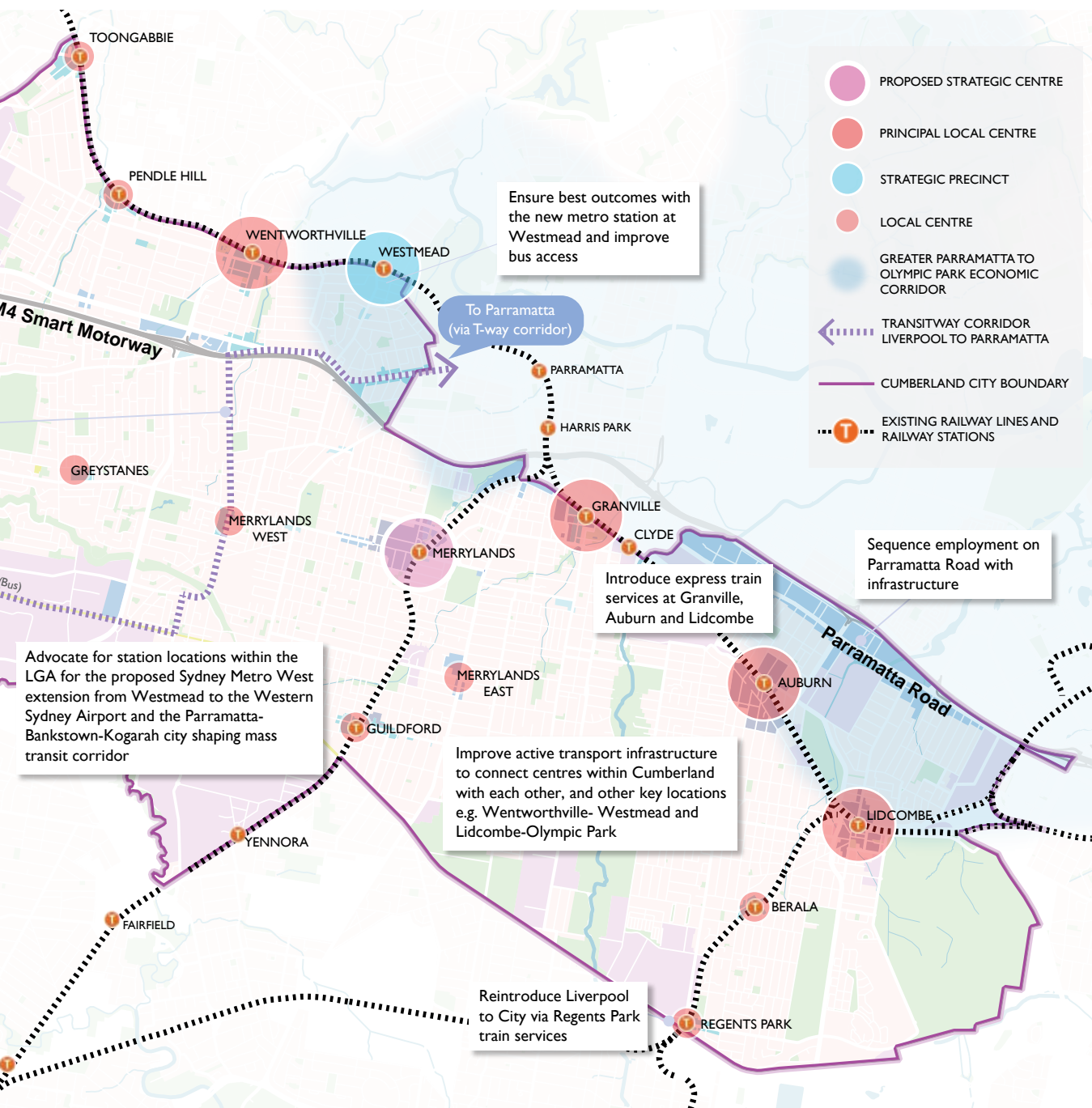
FUTURE CONSIDERATIONS

Key to encouraging a shift away from private vehicles towards public transport and multimodal trips and achieving the 30-minute city is improved and reliable connections to key markets such as the employment centres of Greater Parramatta, major ports and airports. Some considerations for Cumberland are listed as follows:

- Increased frequency of rail is required to significantly improve the movement of people in and out of Cumberland's neighbourhoods and centres, and to neighbouring centres including Homebush, Strathfield, Blacktown, Fairfield and Bankstown.
- There is an identified need for more bus services on routes that connect residents between local centres and neighbouring centres beyond the area.
- Metro stations in Cumberland City should be prioritised, particularly in the western and south-eastern portion of the area to better connect parts of the area that currently have no rail access and to release some pressure off the currently congested rail services.
- Enhancements are required to support Merrylands as a multimodal interchange, given the strong population growth expected in this area.
- Improving walking routes and cycling paths are crucial to support movement between and within local centres, particularly for last-mile travel/station access. Better cycling connectivity is also required for the movement of goods as cycling couriers will require links between centres. These local connections will be important for small-medium enterprises.
- Appropriate investment in active travel infrastructure will have a high impact on safety and amenity for cyclists and pedestrians alike. Improving the walkability/cyclability to institutions such as Granville TAFE can also deliver multifaceted outcomes for the Cumberland community – not only better connections, but healthier urban environments.
- Buses and active transport options should be activated as a way to connect to train and future metro services through the Cumberland City, facilitating better connections to Sydney CBD and major centres in the Western Parkland City (Liverpool, Campbelltown, Penrith).

Cumberland City transport priorities





WHAT WE ARE ADVOCATING FOR

- Introduction of express train services at Granville, Auburn and Lidcombe.
- Reintroduction of the Liverpool to City via Regents Park train services.
- High capacity turn-up-and-go bus services on the T-way, and increased bus frequencies, where needed, across the network.
- Best outcomes with the new metro station at Westmead and improved bus access.
- Station locations that can support Council's land use objectives for the proposed Sydney Metro

West extension from Westmead to the Western Sydney Airport and the Parramatta-Bankstown-Kogarah city shaping mass transit corridor.

- The sequencing of employment growth in the Parramatta Road Corridor with infrastructure.
- Improvements to multi-modal options, including commuter car parking facilities, transport interchanges, and 'last-mile' solutions.
- Improved experience of walking and cycling through focused improvements of physical infrastructure to ensure a connected network of centres and increase uptake.

Education

CURRENT STATE

Couples with children are the dominant household type in Cumberland City, making up more than 40% of all households. This will continue to be the case to 2036. Education for children and opportunities for young people will therefore continue to be top priorities for the community. Cumberland City currently includes:





- 23 government primary schools that service 61% of children aged 5 to 11
- 7 government secondary schools that service 29% of children aged 12 to 17
- 17 Catholic system schools and 6 independent schools

There are two TAFE campuses within Cumberland City. Granville TAFE offers engineering and manufacturing, and food and beverage manufacturing courses whereas Lidcombe TAFE offers specialist State Centres for Excellence for furniture and building trades, as well as specialised courses in fashion design. In 2016, over 4,800 Cumberland City residents attended a technical or further education institution (including TAFE colleges). Based on the forecasted growth for each age group, over 6,300 residents are likely to require access to further education, representing a 30% growth in total enrolments compared to 2016.



COMMUNITY SATISFACTION

The Community Satisfaction Survey measures satisfaction with Council-run community education programs only. The NSW Government undertakes its own customer satisfaction surveys on a range of public services, including public schools.

 <p>Current challenges and priorities</p>	 <p>Priorities for the next 4 years</p>	 <p>Importance/satisfaction ratings for Council-run community education programs</p>	 <p>Wellbeing indicator: education</p>
<ul style="list-style-type: none"> Quality of and access to education in the area 	<ul style="list-style-type: none"> Quality of and access to education in the area 	<ul style="list-style-type: none"> Negative performance gap for Council-run community education programs 69% rated as important versus 86% satisfaction level 	<ul style="list-style-type: none"> Not included as an indicator in the past survey; 'high quality education opportunities' noted for inclusion as a wellbeing indicator in future surveys

Council will also continue to work with the Department of Education to understand capacity within schools as Cumberland's population changes over time, and pursue opportunities for infrastructure to better meet the needs of the community.



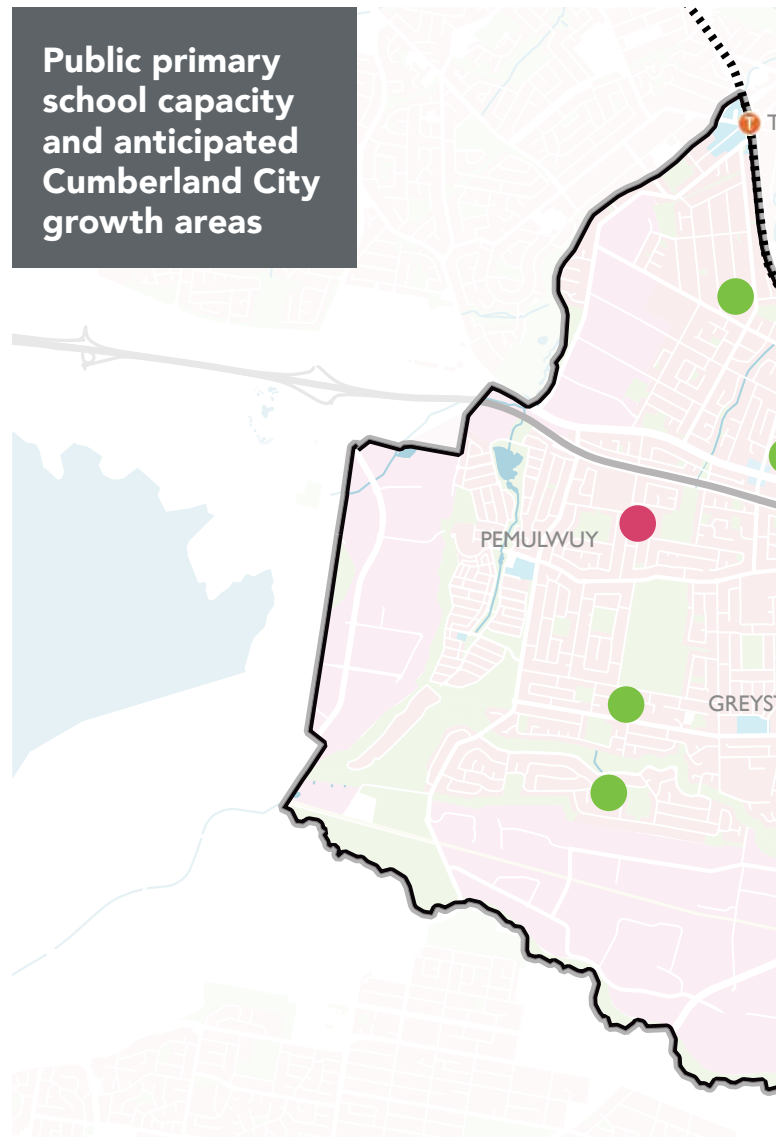
Westmead Public School

FUTURE CONSIDERATIONS

Given the expected population growth in Cumberland City, there are a range of future considerations:

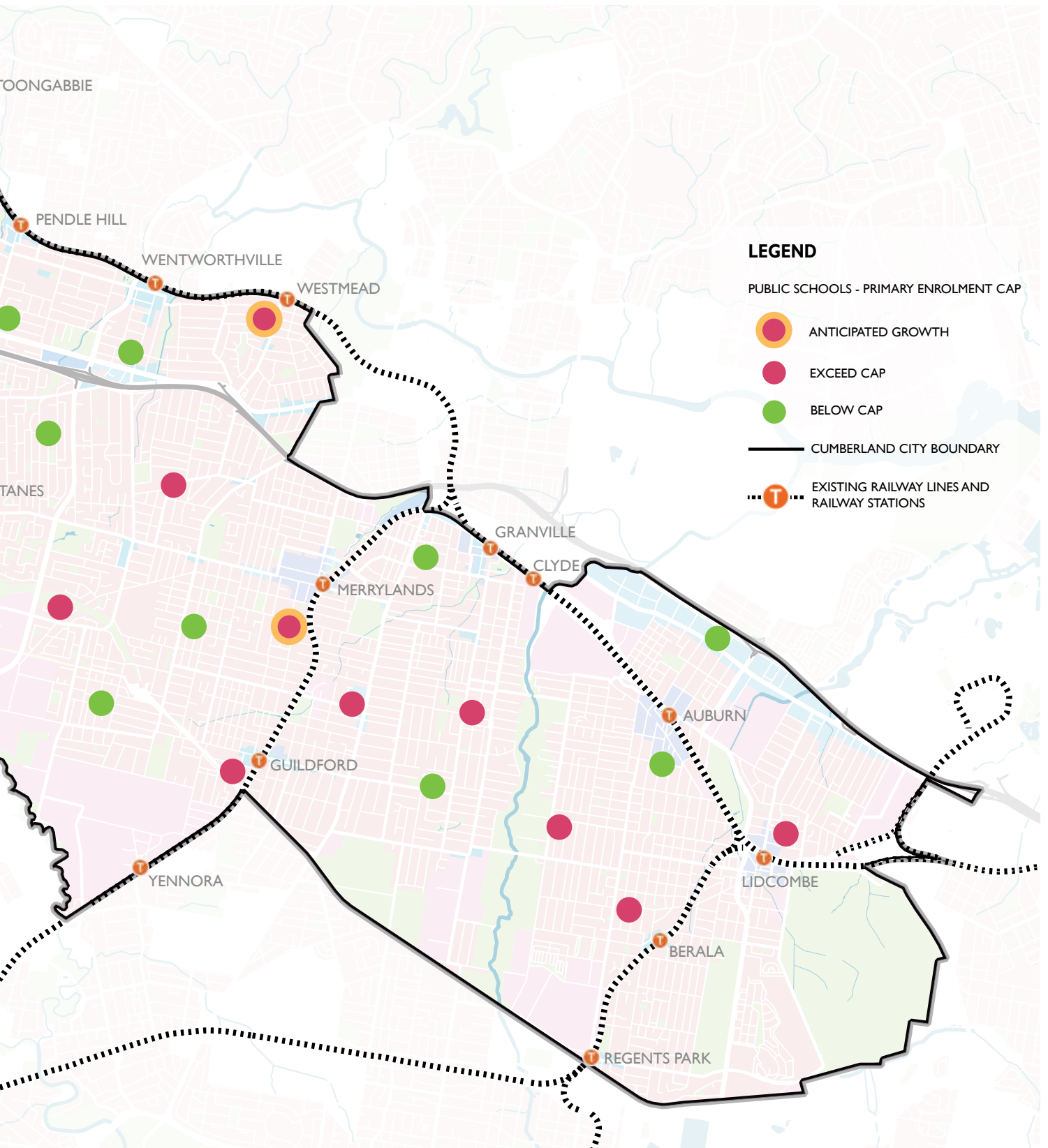
- Cumberland City will require an additional five government primary schools, an additional two to three government secondary schools, an additional four to five Catholic schools, and an additional one to two independent schools by 2036. With the Department of Education projections suggesting that independent school enrolments will surpass Catholic schools by 2022 and a likely increase in community expectations for wider choice in school preferences, the demand will likely be greater than the additional one to two independent schools.
- Out of the 23 government primary schools in Cumberland, 11 have exceeded their enrolment caps. Westmead Public School has an enrolment cap of 901 students, and in 2020 had a full-time equivalent enrolment of 1,638 students, exceeding the enrolment cap by over 730 students. With the expected population growth in Cumberland, this stress on school infrastructure will pose significant challenges for Council. Considering how schools are spread across Council, areas with high population growth that are therefore at greater risk include Auburn (with two schools already exceeding their cap), Wentworthville, Westmead, and Merrylands.
- Cumberland's TAFE Campuses should be positioned to provide specialised education options, such as manufacturing and artisan skills which would be in demand for businesses and employers developing in the growing Western Sydney region. Such intensification and specialisation of the current offerings – similar to Design Centre Enmore (Enmore TAFE) – would broaden the appeal and catchment of the two TAFE Campuses.
- A further consideration regarding TAFE's presence in Cumberland is alternative service delivery models for adult learning, which may require less physical space, such as courses delivered online or hosted in physically dispersed and unconventional accommodation, such as office spaces.

Public primary school capacity and anticipated Cumberland City growth areas



WHAT WE ARE ADVOCATING FOR

- Collaboration with the Department of Education and private education providers to plan for and deliver improved schools and school capacity, and investigate suitable potential sites for new schools to align with local population growth.
- Co-location of education facilities with health, social and community facilities to increase access.
- Collaboration with TAFE and current and emerging industries in the region to align the education sector with the required future skills and innovation capacity.
- Collaboration with relevant stakeholders to reinforce the regional role of these institutions in supporting Cumberland City's key centres and employment and innovation precincts.
- Collaboration between education facilities and NSW Health to include health and lifestyle programs in education environments.



Health

CURRENT STATE

To improve health outcomes in Cumberland, residents must have sufficient access to primary and acute healthcare infrastructure and services. When considering existing primary care infrastructure, coverage is provided through general practices and other allied health services. Community Health Centres are provided in parts of Cumberland City, such as Merrylands and Auburn. There is also a HealthOne NSW service being developed at Merrylands, which brings together primary and community health care services. As more residents move into the Council, there will be an increasing need to easily access primary healthcare to prevent illnesses and reduce unnecessary demand for acute/hospital care.





Adequate hospital capacity is also required to meet current and projected demand, including facilities that can deal with all matters – from simple to complex procedures. Cumberland’s residents have access to acute care with Auburn Hospital located within Cumberland City, and many locally accessible hospitals including Westmead (and its Children’s Hospital), Cumberland, Blacktown, and Fairfield. Recently expanded, Auburn Hospital is well positioned to play a key servicing role in supporting the growth of the Central River City. Auburn is also a teaching hospital, partnered with the University of Notre Dame, and is networked with Westmead – the heart of the future ‘med tech and education precinct’ within the Greater Parramatta to Olympic Peninsula (GPOP) precinct.



Auburn Hospital

COMMUNITY SATISFACTION

Council’s Community Satisfaction Survey measures access to health services and hospitals. The NSW Government also undertakes its own Customer Satisfaction Surveys on a range of public services, including public hospitals.

 <p>Current challenges and priorities</p>	 <p>Priorities for the next 4 years</p>	 <p>Importance/satisfaction ratings for health services</p>	 <p>Wellbeing indicator: health</p>
<ul style="list-style-type: none"> • Access to health services/hospital 	<ul style="list-style-type: none"> • Access to health services/hospitals • Managing the health of the population 	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not included as an indicator in the past survey; 'high quality health services' noted for inclusion as a wellbeing indicator in future surveys

Council will also continue to work with the Local Health District and relevant government agencies and departments to ensure that health infrastructure and services better meet the needs of the community.



FUTURE CONSIDERATIONS

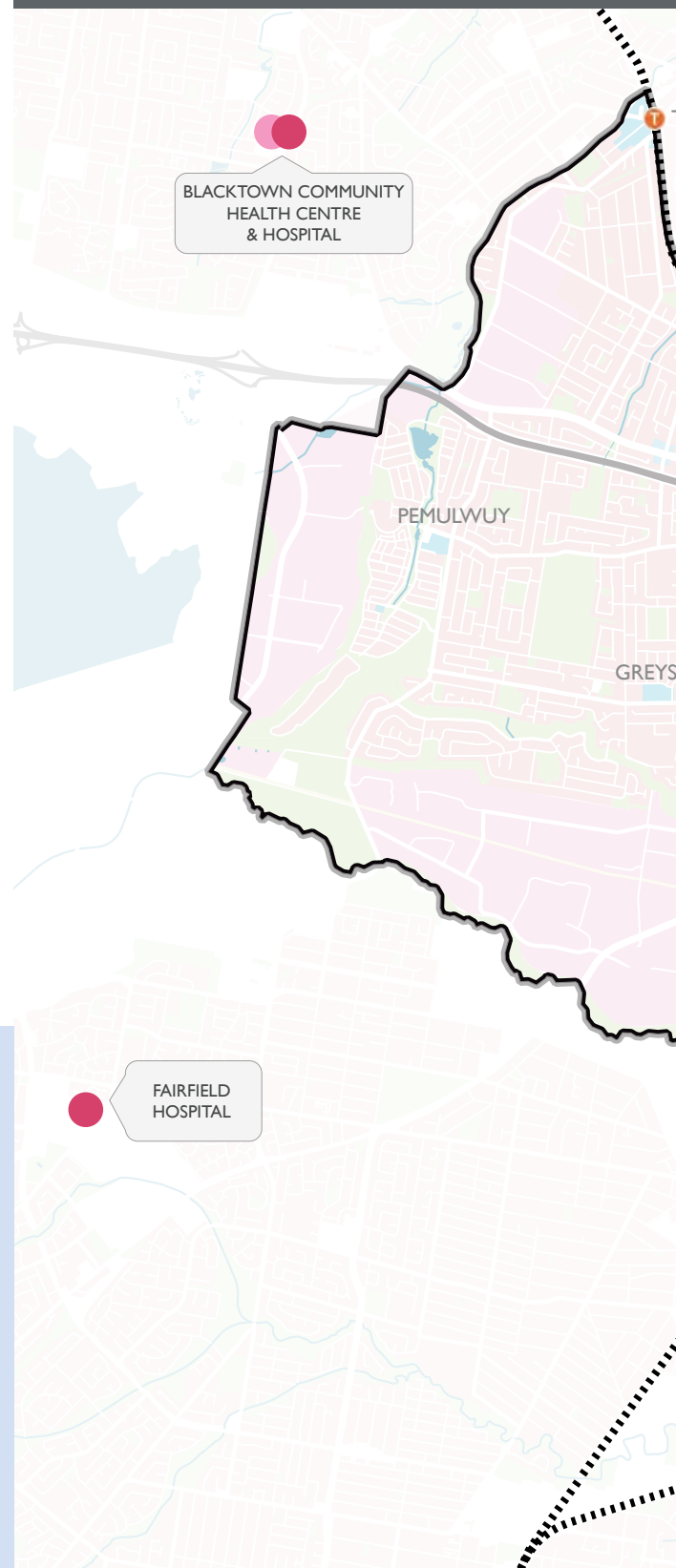
Given the expected population growth in Cumberland City, there are a range of future considerations:

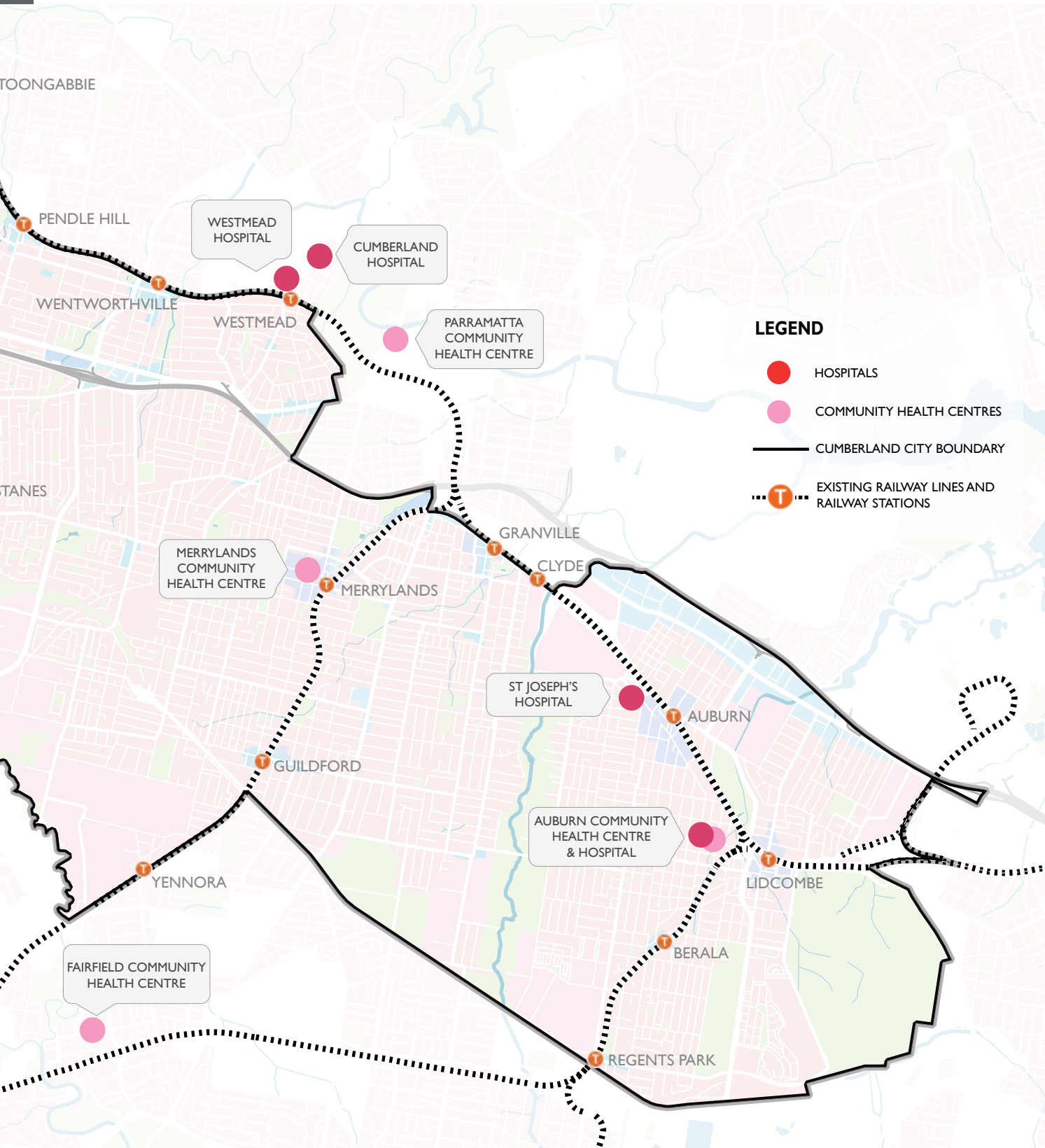
- Whilst the Western Sydney Local Health District has established that its network has a strong capacity to manage and deliver acute care to its residents, Cumberland is faced with a number of challenges on measures of population health. There is a higher rate of high body mass attributable hospitalisations among Cumberland residents (738.8 per 100,000 population) compared with NSW overall (722.0). These hospitalisation figures suggest that when compared with the overall State, Cumberland residents could benefit from improved access to centres, and more opportunities to choose activity over inactivity facilitated by urban infrastructure. Increased rates of walking in neighbourhoods can be facilitated by short distances between destinations, and a transport system where public and active transport options exist within an integrated, multimodal network.
- As with personal activity, the local food environment is a key influencing factor of health and wellbeing. Consumption of healthy food is known to help reduce the risk of obesity and chronic disease. In conjunction with increased personal activity, diet can contribute to addressing high body mass hospitalisations and preventable conditions associated with ill-health.
- The latest data for 2017-2019 indicates that for Cumberland residents, there are 21% more preventable hospitalisations than compared with NSW as a whole. These findings suggest that residents in Cumberland City stand to reap a large health benefit through improving access to, and awareness of, these existing services.

WHAT WE ARE ADVOCATING FOR

- Collaboration with NSW Health and private health providers to plan for and deliver adequate primary and acute care facilities to meet the needs of the Cumberland community.
- Continued co-location of health facilities with education, social and community facilities to improve access and to foster healthy and socially connected communities.
- Collaboration with stakeholders to increase active transport access between and within local centres, to design vibrant and attractive centres, and provide adequate and well-located open space and recreation facilities, to create opportunities for residents to increase physical activity and improve overall community health and wellbeing.
- Continued support for the retention of our employment (industrial) lands to provide locational opportunities for growth in new industries, such as allied health, research and development.

Public hospital and community health centres supporting Cumberland City





Recreation

CURRENT STATE

Parks and recreational facilities are important for Cumberland's residents to ensure their individual physical and mental wellbeing and to form and maintain social connections. These facilities will continue to be important as the population grows in Cumberland City.

Cumberland has over 100 sports clubs that play around 20 sports across the city. The most popular are cricket,

soccer, basketball, tennis, and netball, as well as athletics, golf and gymnastics.





The location of and access to parks and recreational facilities is not evenly spread across the Cumberland City, and the level of use of facilities also varies.

Council recognises that some of these facilities are not easily accessible due to social, cultural, mobility and transport, financial, lack of awareness or language factors that affect usage of recreational facilities.



COMMUNITY SATISFACTION

Council's Community Satisfaction Survey measures the satisfaction and importance of Council provision of recreational facilities and services, as well as recreation as a wellbeing and quality of life indicator.

 Current challenges and priorities	 Priorities for the next 4 years	 Importance/satisfaction ratings for recreation	 Wellbeing indicator: recreation
<ul style="list-style-type: none"> Upgrading recreational areas 	<ul style="list-style-type: none"> Provision of recreational areas/events 	<ul style="list-style-type: none"> Male respondents and respondents in the 24+ age bracket reported significantly more access to local sporting or recreational activities Residents of Greystanes and Granville were significantly more satisfied with access to sport/recreational activities The satisfaction of residents of South Granville was significantly below that of the other wards People who identify as having a disability and those who speak a language other than English reported significantly less satisfaction with access to sporting and recreational activities 	<ul style="list-style-type: none"> 51% agreed with the statement "I have enough opportunities to participate in sporting or recreational activities" (Cumberland currently rates 7% below the Sydney Metro benchmark for this wellbeing indicator) Opportunities to participate in sporting or recreational activities are a major contributor to overall quality of life in the Cumberland area

The Cumberland community is more likely to participate in unstructured informal recreational activities such as walking and cycling, relaxing, social gatherings, using playgrounds and swimming. The community value living close to parks and greenspaces, which are used for relaxation and mindfulness, and to spend time with family and friends. They also value places to pursue creative and cultural recreational activities individually and in groups.

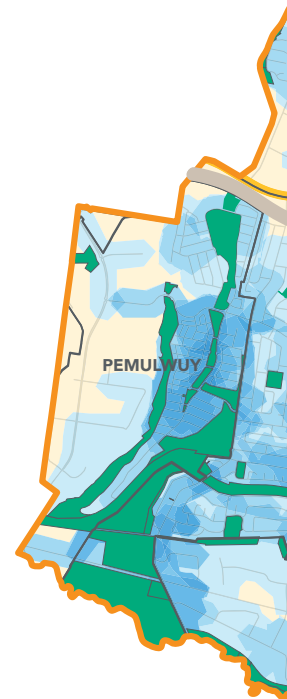
The community is concerned that development and associated population increases will put further pressure on these recreational facilities and places, reducing enjoyment and access. Personal safety, ongoing maintenance, and ensuring the ability to access these with consideration of transport/mobility and cultural diversity needs, are overarching interests for Cumberland's recreational resources.



FUTURE CONSIDERATIONS

Given the expected population growth in Cumberland City, there are a range of future considerations:

- Some of the factors to be considered in the planning for Cumberland’s future recreational needs include the expected increase in medium and higher density dwellings, and the current demographic trends in population profile, with increasing youth and older (70 years +) residents and single person households. The existing deficiencies of types of recreational facilities in some identified areas will also need to be considered.
- The Cumberland *Open Space and Recreation Strategy* identifies types of facilities and locations where these are needed to meet current and future demand, as well as four strategic directions to meet Cumberland’s recreational needs:
 - Delivering new open space and new recreation facilities that meet the needs of our growing population.
 - Increasing the quality and capacity of existing open space and recreation facilities.
 - Supporting inclusion and increased participation by our diverse community.
 - Protecting our natural environment and increasing resilience.
- As land is a valuable resource, and the provision and ongoing maintenance of some facilities can be costly, Cumberland’s recreational facilities will need to be flexible to support a range of activities (both day and night use).



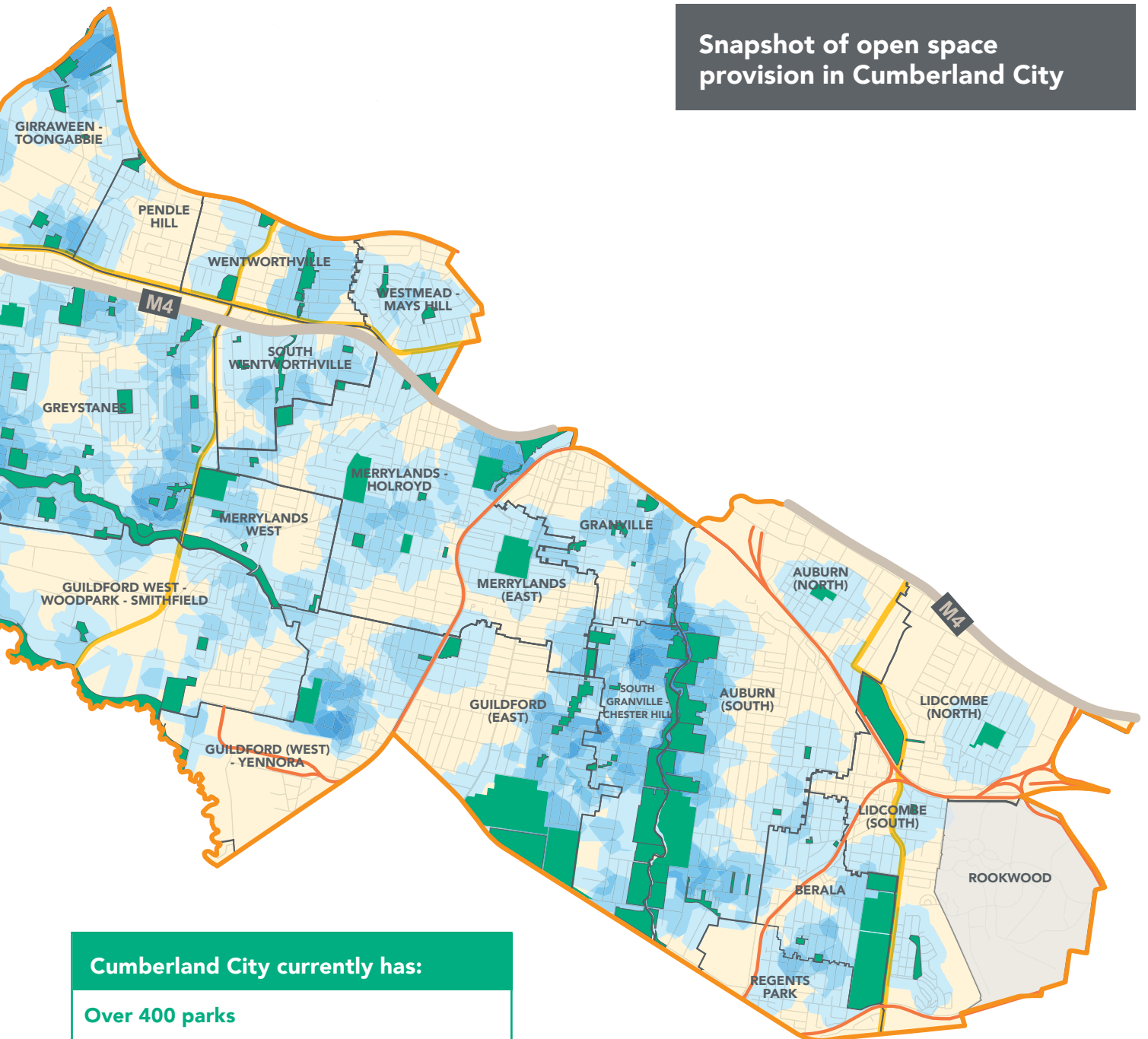
KEY

- Rail line
- M4
- Major roads
- Parks larger than 0.5ha
- Areas within 400m easy walking distance of a park of at least 0.5ha
- Areas not within 400m of a park of at least 0.5ha

WHAT WE ARE ADVOCATING FOR

- Collaboration with the community and relevant stakeholders to ensure the recreational needs of the full range of age groups and their related considerations of activity type, access and requirements are met.
- Provision of a range of safe, accessible, and well-managed and maintained spaces and places that meet all needs from passive uses to active physical activities.
- The support of physical activities by individuals, and both formal and informal groups.
- Provision of new or enhanced existing recreation places and facilities to meet the needs of the current and future diverse communities.
- Increased intensity of usage of facilities/places and the co-location of facilities and shared use through various times of the day.
- Collaboration with State government agencies and other local stakeholders to provide and promote places and programs that service neighbourhood, local, and regional needs.
- Promotion of interaction with nature, while also protecting, connecting to and enhancing the natural environment, including but not limited to the blue and green grid.

Snapshot of open space provision in Cumberland City



Cumberland City currently has:

- Over 400 parks
- Over 550 ha of open space
- Over 220ha of bushland and golf courses
- 10 outdoor fitness stations
- 8 outdoor venues
- 8 off leash dog areas
- 225 play spaces
- 46 sports grounds
- 97 fields
- 10 hardcourts (basketball, tennis, netball)

Environment

CURRENT STATE

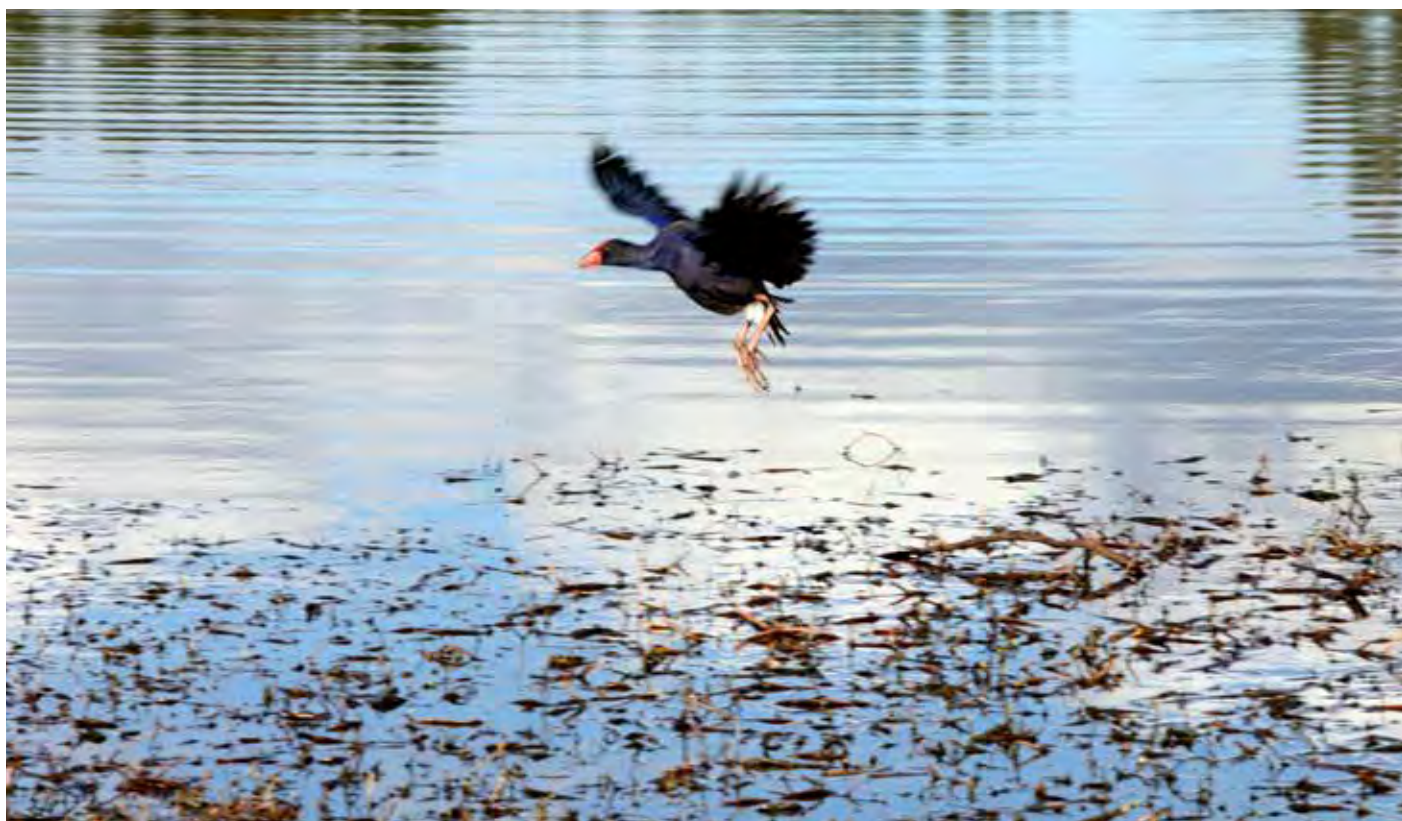
Cumberland City is an urbanised landscape and its natural environment, including the network of parks and open spaces, are highly valued. Council is working to connect and improve the green and blue grids by improving the quality of our water ways and urban bush land, as identified in *Cumberland 2030: Our Local Strategic Planning Statement*. This is being progressed through, for example, the development of a master plan for the Duck River Corridor.

Council has initiated a collaborative project with Western Sydney University to map Cumberland's outdoor thermal environment and develop measures to mitigate the urban heat island effect. Council is also continuing to support well-planned and designed urban spaces and built forms that are responsive to changing climate conditions.

Cumberland City, through the *Cumberland Urban Tree Strategy* and relevant clauses in the *Cumberland*





Development Control Plan, is working to ensure the existing tree canopy cover is maintained and increased, where possible. A provision is also to be introduced in the new *Cumberland Local Environmental Plan* and the *Cumberland Development Control Plan* to ensure new development and alterations to existing development of specified types incorporate effective design and ongoing operation measures to reduce urban heating.

Cumberland City is committed to the protection and enhancement of Cumberland's biodiversity. Actions to protect and enhance Cumberland City's natural areas and green infrastructure are identified in the *Cumberland Biodiversity Strategy*. In October 2019, Council won Keep Australia Beautiful NSW's Sustainable Cities Award for its 'Native Stingless Bee Hive Program', which encouraged residents to host a native beehive in their backyard and plant native flowering plants for bees to forage on. Cumberland also has an active tree planting program involving staff and the community.



COMMUNITY SATISFACTION

Council’s Community Satisfaction Survey measures the satisfaction and importance of Council’s provision of environment education programs.

 Current challenges and priorities	 Priorities for the next 4 years	 Importance/satisfaction ratings for environment	 Wellbeing indicator: environment
<ul style="list-style-type: none"> Increased education of environmental issues 	<ul style="list-style-type: none"> Environmental sustainability 	<ul style="list-style-type: none"> Protection of the natural environment rated in the top 6 most important services of Council Environmental education programs rated as somewhat important Both of the above services of Council were within 4% of the Metro average for satisfaction. As a broad theme, ‘Environment’ is the key contributor to overall satisfaction with Council’s performance 	<ul style="list-style-type: none"> There were low levels of agreement with the wellbeing statement that “Cumberland is clean and green”, despite this indicator being identified as a key contributor to the overall quality of life in Cumberland

Key issues for the Cumberland community relating to Cumberland’s natural environment and planning for a resilient environment include the need for sufficient quantity and quality of parks that cater to the different needs of the community, the need for increased tree canopy, and reduction of pollution and the urban heat island effect to mitigate the effects of climate change.



FUTURE CONSIDERATIONS

Given the expected population growth in Cumberland City, there are a range of future considerations:

- Enhancing the connectivity and accessibility of the Duck River Open Space Corridor and Prospect Reservoir Water Pipeline Corridor is a priority for Cumberland. Both these corridors would also make a significant contribution to the Central City's Green Grid.
- The Duck River is the largest tributary of the Parramatta River and is the 'green heart' of Cumberland, providing excellent opportunities for both passive and active recreation and biodiversity. A continuous walking and cycling north-south link between Parramatta, Camelia, Granville, Auburn, Regents Park and Bankstown is envisioned, which will establish the corridor as a regional open space with improved recreational space, habitat for ecological communities and better treatment of stormwater.
- The Prospect Reservoir Water Pipeline Corridor is also an important east-west connected open space corridor linking Prospect Reservoir and Western Sydney Parklands through Pemulwuy, Greystanes, Merrylands West, Smithfield, Guildford, Chester Hill and Regents Park. This will also connect with other initiatives such as future improvements along the Duck River Corridor.

WHAT WE ARE ADVOCATING FOR

- Collaboration with the community and key stakeholders to protect, enhance and increase, and improve access to Cumberland City's existing natural and green spaces and waterways.
- Collaboration with university partners such as Western Sydney University and other research institutions to better understand the extent of the urban heat island effect in Cumberland City and to develop appropriate measures beyond those existing to promote and support urban cooling.
- Opportunities for increased urban tree canopy throughout the Cumberland City, particularly in high priority areas of medium-to-high population density.
- Continued planning for a resilient city that can adapt to natural hazards and climate change, including initiatives to reduce the carbon footprint of Cumberland through interlinked aspects of energy, water, waste, transport and buildings, and elements of green infrastructure such as roof gardens, residential gardens, local parks, streetscapes, service corridors, waterways, water-sensitive urban design features and regional recreation areas.

Green Grid corridors and opportunities in Cumberland City





Emergency Services and Justice

CURRENT STATE

Cumberland City is serviced by a range of emergency services and justice facilities including police, ambulance, fire and courts.

There are three police stations located within Cumberland City at Auburn, Granville, and Merrylands and one located just outside the Cumberland City area in Wentworthville.

The NSW Government has recently developed the Sydney Ambulance Metropolitan Infrastructure Strategy (SAMIS) program. This program will reshape the operations of NSW Ambulance in metropolitan Sydney, transforming the majority of the 43 ambulance stations in the area into a network of NSW Ambulance superstations, supported by smaller, standby stations called Paramedic Response Points. Based on this restructuring, Cumberland has one Ambulance Station (SAMIS point) at Auburn. A Paramedic Response Point is also proposed for Merrylands.

There are six fire stations located within the Cumberland City at Auburn, Lidcombe, Guildford, Merrylands, Wentworthville, Yennora and one located just outside of Cumberland City in Smithfield.

Whilst there are no courts within Cumberland City, the community is serviced by nearby courts at Parramatta, Fairfield, Blacktown and Burwood.

FUTURE CONSIDERATIONS

As Cumberland City plans for population growth and increased density across its strategic and principal local centres, the safety of its residents and the fire safety of its residential, commercial and community buildings continues to be increasingly important.

Council is committed to fire safety and several programs have been put in place to prevent the likelihood of fire and the reduction of its severity and impact, including the provision of educational materials to residents in high-rise apartment living to encourage an awareness of fire safety plans and the importance of fire alarms.

In early 2020, people in NSW experienced the unprecedented intensity of bushfires which affected 5.4 million hectares of NSW. Whilst Cumberland City is largely urbanised and a relatively low bushfire risk area, there are pockets of substantial bushland. Council will continue to monitor its bushland and consider relevant guidelines provided by the NSW Rural Fire Service.

The community also require that facilities and services for police, ambulance, fire and justice in the area continue to meet current and future needs.



WHAT WE ARE ADVOCATING FOR

- Additional funding for CCTV cameras and lighting upgrades to further enhance community safety.
- Collaboration with relevant State agencies and key stakeholders towards a safer accessible community.
- Continued development and implementation of initiatives for a resilient city that can adapt to natural hazards and climate change.

COMMUNITY SATISFACTION

Council's Community Satisfaction Survey measures the satisfaction and importance of emergency services and safety. The NSW Government also undertakes its own Customer Satisfaction Surveys on a range of public services, including police, ambulance services, fire brigades and courts.

 Current challenges and priorities	 Priorities for the next 4 years	 Importance/satisfaction ratings for safety	 Wellbeing indicator: safety
<ul style="list-style-type: none"> As with most Councils, community safety/crime prevention is an immediate priority 	<ul style="list-style-type: none"> Community safety initiatives have been a top priority for multiple surveys 	<ul style="list-style-type: none"> Road safety had one of the highest importance ratings Community safety programs were also high Cumberland ranked above the Metro average for both above indicators Road safety is a key contributor to the overall satisfaction of Council residents 	<ul style="list-style-type: none"> 93% of residents feel safe during the day in their local area Residents aged 65+ were significantly less likely to feel safe in their local area Only 52% feel safe alone after dark Multilingual residents were more likely to feel safe in all situations, and those with a disability were less likely

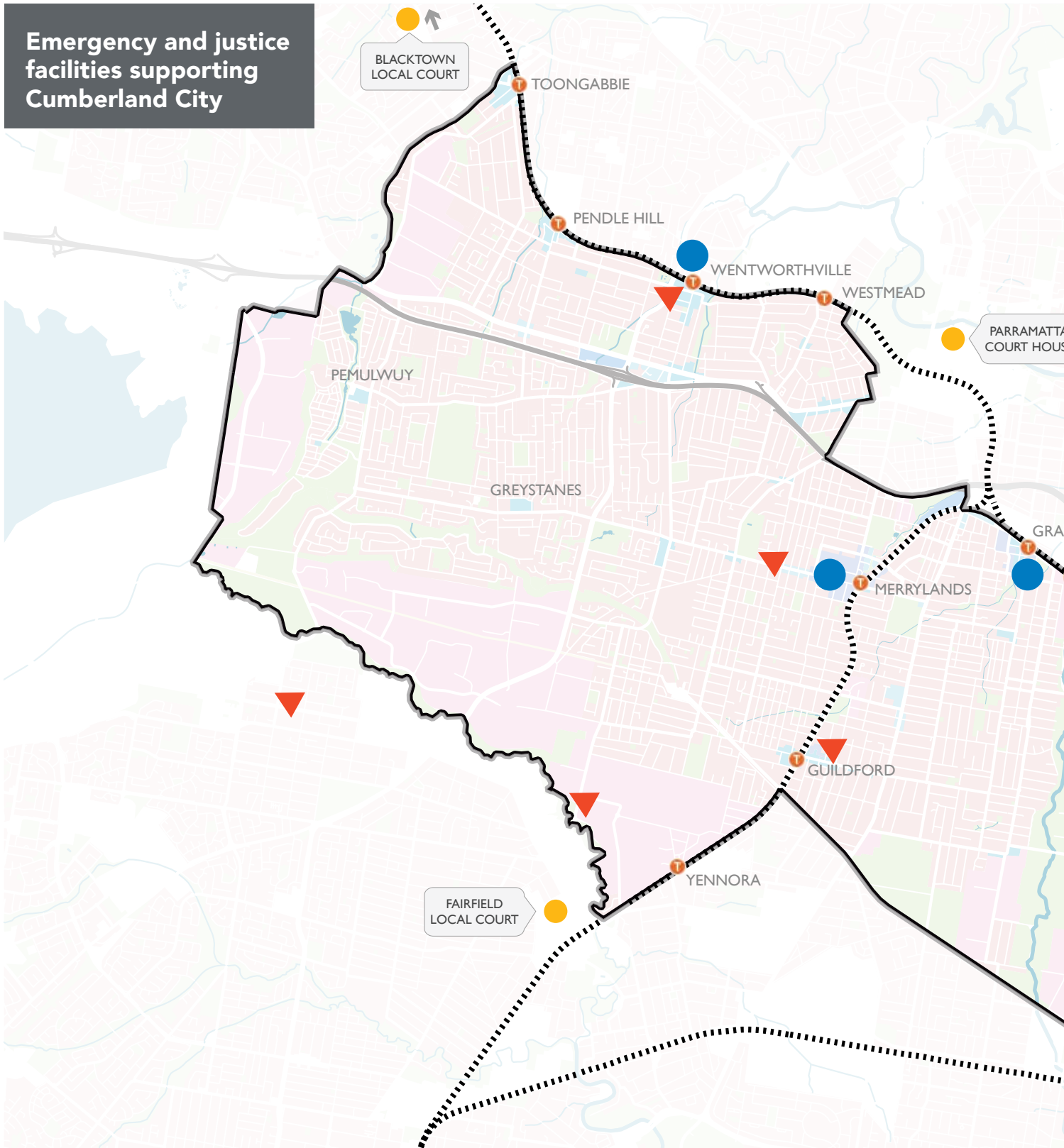
Council has developed the *Cumberland Community Safety and Crime Prevention Plan*. This Plan addresses five priority crime issues (based on crime statistics) and five community safety issues (informed by community and stakeholder feedback). The priority community safety issues include reporting crime and safety issues, road and pedestrian safety, safety at train stations, safety in town centres, and safety at facilities and open spaces.

It is not uncommon for there to be a gap between perceptions of crime in an area and the actual risk of experiencing crime. Crime statistics indicate that rates for many crimes in the Cumberland area have decreased or are much lower than in other areas across NSW.

To address concerns of the community about the level of safety at car parks, parks, public toilets or train stations and town centres at night, Council has, since 2018, been increasing the number of CCTV cameras and undertaking priority lighting upgrades in town centres across the Cumberland area, through funding from the Stronger Communities Fund Major Projects Program.



Emergency and justice facilities supporting Cumberland City

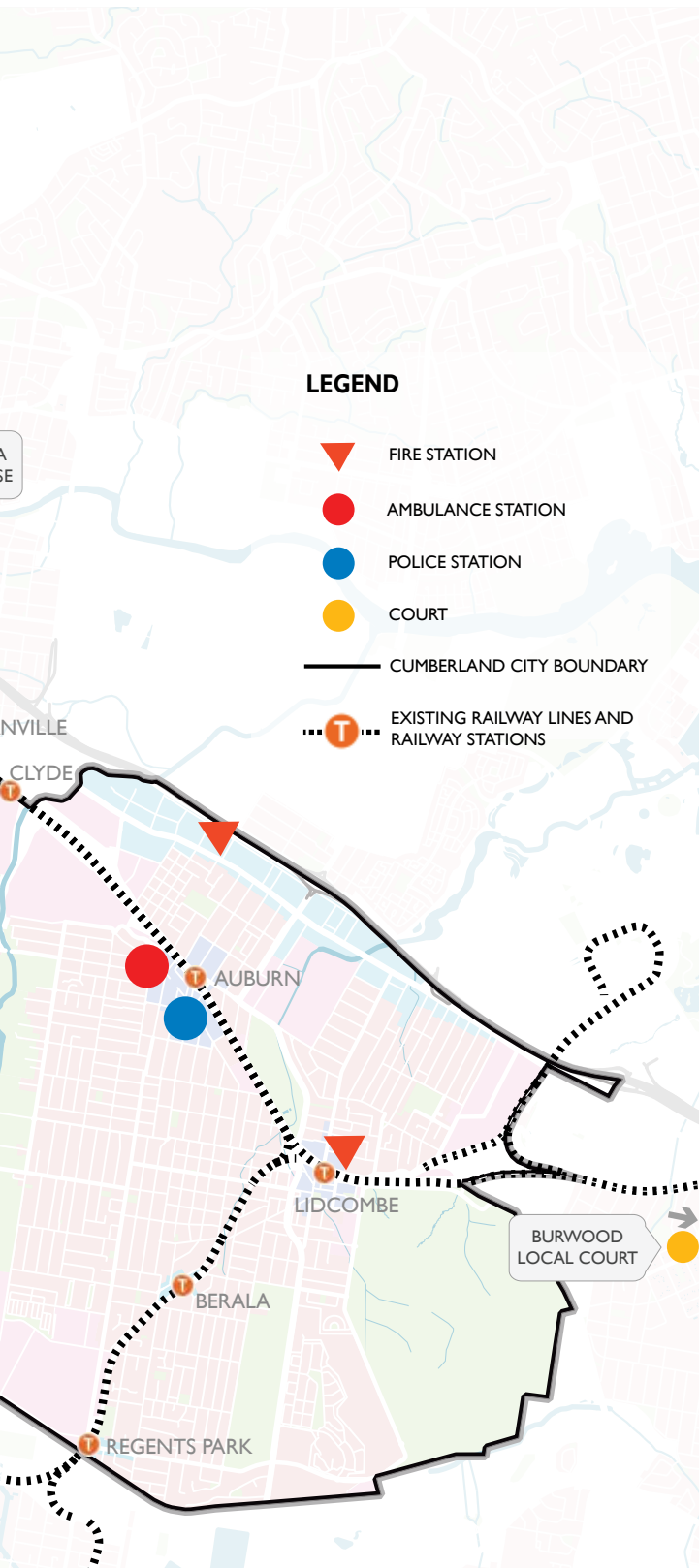


Monitoring Progress

Council currently measures and reports high level community wellbeing through its bi-annual community satisfaction survey. Currently there are 21 wellbeing indicators that align to Council's Community Strategic Plan goals and other priorities that emerged during engagement activities for the plan.

Council is exploring options to more thoroughly track community wellbeing indicators that align to international standards for wellbeing. The current proposal would use local and international liveability data in conjunction with online tools to allow Council to accurately measure local wellbeing in Cumberland against factors such as feeling safe, affordable housing, access to the natural environment (among many others). The proposed report would also explore how much the Cumberland community value each and how Cumberland measures up against local, regional, national and international benchmarks. It is proposed that this study could take place in 2021 depending on COVID-19 and available resources.

As with Council's current community satisfaction data, relevant updated results would be published in the Annual Report for the year. Potential refinements to the measures and priorities to support community wellbeing will also be reviewed as part of this annual process.





CUMBERLAND
CITY COUNCIL

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