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“All are excellent and innovative ideas. Canberra City needs work like this to commence quickly...”
1.0 Consultation Summary

Approximately 7000 interactions from the public on the draft City Plan occurred during public consultations conducted between 21 October 2013 and 17 November 2013. These interactions included online through the ‘time to talk’ website portal, social media, face to face discussions, feedback forms and written submissions.

1.1 Summary of Public Engagement

<table>
<thead>
<tr>
<th>Public engagement</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submissions</td>
<td>34</td>
</tr>
<tr>
<td>Web hits</td>
<td>5110</td>
</tr>
<tr>
<td>Facebook visitors</td>
<td>5096</td>
</tr>
<tr>
<td>Visitors to exhibition sites</td>
<td>2280</td>
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<tr>
<td>Workshop attendance</td>
<td>51</td>
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<tr>
<td>Feedback forms</td>
<td>206</td>
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<tr>
<td>Comment cards</td>
<td>125</td>
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<tr>
<td>Media mentions</td>
<td>7</td>
</tr>
<tr>
<td>Media Advertisements</td>
<td>5</td>
</tr>
</tbody>
</table>

Strong support for the draft City Plan was indicated by the majority of the people who answered this question in the feedback form, with around half indicating ‘strong support’, around 30% indicating ‘partial support’. Less than 20% of respondents indicated they didn’t support the plan.

1.2 Key Messages

- There was consistent and positive support for the overall directions and key initiatives of the draft City Plan. People generally understand the benefits of increasing the residential population of the city centre.
- Around 75% of feedback form responses showed strong or partial support for the directions indicated for the character areas.
- There are strong levels of support for activating the city centre and improving the quality of the public domain, including improving pedestrian connectivity.
- Key stakeholders strongly identified the need for an economic framework that removes barriers for investment and that provides incentives for private investors to deliver a wide range of city centre outcomes.
- Reducing through-traffic in the city centre is broadly supported, but potential parking and ‘rat running’ impacts need to be managed for surrounding suburbs.
- Of the City to the Lake projects, strong views both for and against the stadium and West Basin land releases were clear. There is support for the Australia Forum concept.
- Some felt that sustainability was not sufficiently expressed as a value for the city.
- There was a high level of interest expressed in the Light Rail project, with opinion generally at either end of the spectrum, for or against.
- As with the first round of consultation, people are keen to see delivery of initiatives.

“A fantastic overall strategy which really moves the city forward, however we need more detailed information on the traffic strategy. Connections north-south need to be maintained to ensure connection between the Triangle and the city….Burying Parkes Way is a great idea but maintaining connectivity may be expensive”

“In order for Canberra to become known as a great city, these ideas need to be put into place as soon as possible to encourage people to move to Canberra and want to stay in the city. Canberra has a lot of potential and as seen with the draft city plan can be implemented”
**2.0 Introduction**

**2.1 Background**

The draft City Plan establishes a spatial and planning policy framework to manage change and development of the city centre. It considers the city centre as a whole and sets out a comprehensive approach for its future as an economically vibrant and growing city centre.

The draft City Plan will link policies and projects that impact on the city centre and will clearly articulate and facilitate the ACT Government’s intention for future development. In particular, it will address the need for growth and transformation to a more connected city centre at the heart of a growing region.

Public engagement on the draft City Plan was carried out from 21 October to 17 November 2013, following on from a prior round of consultation between 26 March 2013 and 21 May 2013 (that combined with consultation on the City to the Lake proposal). The feedback gained from that earlier round of consultation informed the development of the draft Plan that is the subject of this report.

This consultation summary report includes a summary of feedback and a range of quotations from various sources to provide an insight into the scope of views expressed throughout the consultation process and provided through the a range of consultation mechanisms. While the quotations have not been attributed to individuals or organisations, they are intended to elaborate on or illustrate some of the key messages contained in this report.

**2.2 Purpose of this report**

As part of the ACT Government’s commitment to community consultation on the draft City Plan, a second round of consultation was undertaken between 21 October 2013 and 17 November 2013 that provided various and multiple opportunities for public participation.

Comments were invited on the draft City Plan and the general direction it sets based around the following key elements of the draft City Plan:

- the vision and desired future outcomes for the city centre
- the future directions for the city centre’s identified character areas, and

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**Flowchart Diagram:**

- **Plan launched by Chief Minister, April 2013**
- **Community and stakeholder engagement**
- **Draft City Plan**
- **Community engagement on Draft Plan**
  - October - November 2013
- **Government consideration of engagement outcomes**
  - Identify issues, constraints, opportunities
  - Develop vision and objectives
  - Develop possible responses and actions
- **Government consideration of draft plan**
- **Government consideration of community engagement outcomes and final plan**
- **Final City Plan**
  - December 2013
Community Engagement Summary

- identified urban improvement initiatives, major development projects and future investigations.

This report summarises the consultation process and the responses expressed by the ACT community through the various means made available to them. The consultation methods are outlined and the feedback and comments provided by the community are summarised and analysed. A cross-section of direct quotations from submissions, feedback forms and comment cards is outlined at the end of the report in order provide a flavour of the opinions and thoughts of the community and stakeholders.

3.0 Consultation Methods

On Monday 21 October 2013, the Chief Minister Katy Gallagher and the Minister for the Environment and Sustainable Development Simon Corbell, MLA announced the commencement of consultations for the Draft City Plan. Consultations were conducted between 21 October 2013 and 17 November 2013.

The consultations were promoted through advertisements in the Canberra Times and Chronicle newspapers and on local radio stations.

Approximately 2300 people attended the ‘open house’ information displays held at Garema Place and the Canberra Centre. 34 written submissions were received, 206 feedback forms were completed and 125 comment cards collected at the ‘open houses’.

3.1 Exhibition

Draft City Plan displays or ‘open houses’ were held in Garema Place and in the Canberra Centre between the 21st and 24th October and the 28th October to 2nd November. These sites were manned by ACT Government staff who were available for discussion, to answer questions and information. Visitors could fill out feedback forms (in hard or soft copy) or complete comment cards. The displays also included details of related government projects that are underway, the Capital Metro project and Constitution Avenue upgrade. Directorate staff was present to answer questions and provide further information.

Submissions could be lodged online, at one of the open houses or through the more traditional method of writing a formal letter or submission.

3.2 Submissions

A total of 34 written submissions were received from:

- individuals
- key community groups
- interest and lobby groups covering areas such as environment, heritage, industry, public and active transport and including community councils
- peak bodies representing local business, property investors and the property development industry, and
- professional groups and organisations.

3.3 Website and Social Media

The draft City Plan consultation used the ‘Time to Talk’ website portal as its online engagement method (www.timetotalk.act.gov.au).

There was over 5000 web hits related to the City Plan and social media feedback opportunities were available to people. Two stakeholder workshops were also conducted, one with key community groups, the other with city centre investor organisations.

Feedback obtained from this consultation process has been used to inform the finalisation of the draft City Plan and especially in the formulation of the section dealing with implementation and the setting of priority projects.

5000 website hits were recorded during the consultation period which indicates a healthy level of public engagement. There was also a high number of visitors to the Facebook page, however no one left comments on the page and only 26 ‘likes’ were recorded.
3.4 Community Organisations Workshop

A community consultation workshop was held on 31 October 2013 and was well attended with 40 people representing community organisations, with ACT Government staff assisting throughout the workshop. The people in attendance represented local community groups and councils, interest and residents’ groups and the ACT Heritage Council. The Government Architect was also in attendance and participated in the workshop. The workshop ran over 1.5 hours and involved a presentation on the city plan and roundtable interactive ‘cafe style’ discussions on issues associated with the various character areas as well as the implementation process and priority areas for implementation.

3.5 Industry Sector Workshop

On 29 October 2013, 19 representatives from the development and property sectors, including representatives from peak organisations were invited to attend a 1.5 hour workshop. The workshop was also attended by the Government Architect. The workshop included a short presentation on the draft City Plan by Directorate staff and then focussed on a round table discussion on implementation of the Plan and a discussion of priority projects for delivery.

4.0 Key Issues Raised

4.1 Overview

There was overall and consistent support expressed for the direction and approach of the draft City Plan accompanied by a strong message of ‘get on with it’. People are broadly happy to see change and growth occurring in the city centre.

Written submissions often provided a detailed analysis of elements of the draft City Plan. A submission from a peak body representing the property sector for example, outlined the critical importance of property investment to the economy and the need for regulatory reform to support investment. That submission also strongly emphasised the need for robust governance arrangements to deliver on the City Plan.

The feedback, comments and written submissions received through the consultation process have been considered below in the context of the six themes contained in the draft City Plan.

4.2 Growth

There was widespread support expressed for bringing more residents into the city centre. The role that these additional people will play in increasing the vitality of the city centre was recognised. During the community workshop, participants talked of the importance that mixed use development played in creating a vibrant and lively city centre.

The industry sector workshop raised specific views regarding the economic environment in which development occurs within the city centre and negative impact of lease variation charges and commence-and-complete fees have on investment, a sentiment reflected in written submissions received. One submission from the industry sector advocated the creation of a “specific economic zone” that reflects the draft City Plan boundaries to assist in the delivery of its vision.

The importance of a ‘city centre, out’ development approach was also raised, based on the argument that value capture for new land releases would be improved by building economic strength and vibrancy in existing areas. Industry groups generally advocated the establishment of a dedicated ‘city centre agency’ with responsibility for planning, development and coordination in the city centre, seeing it as a strong expression of commitment to change in the city.
Capital Metro was seen as an important transformative project in the growth and development of the city centre. A common concern was expressed across a number of submissions that the light rail project was missing an important opportunity by not providing a station closer to City Hill as a means to improve its accessibility in this central area of the city and to more easily allow for later extension beyond the city centre. A peak organisation expressed the view in their written submission that the locations for the light rail stops needs to be fixed soon, so that private sector investment decisions can be made and that the second leg down Constitution Avenue should also be fixed for the same reasons.

4.3 Land use and development

There was general support expressed for the land use patterns and preferred land use outcomes outlined for each of the city centre’s five character areas. A number of submissions supported land release in the existing areas of the city centre as a means to strengthen current activity, before releasing ‘greenfields’ land for development. The importance of redevelopment, rather than new development was raised at the industry sector workshop as well as in submissions. The broader public were keen to ensure that land release in the West Basin area did not deny opportunity for public access and recreation, with a number of submissions clearly preferring no development occur in that area at all.

Responses in the feedback forms generally supported the major developments identified in the draft City Plan, with land releases in West Basin and the development of the stadium attracting most negative sentiment. High levels of ‘don’t support’ responses were recorded for the stadium in particular. One written submission expressed the view that the Stadium would not enhance the character of the Constitution Avenue boulevard.
4.4 Transport and movement

Issues associated with traffic, buses, car parking and the light rail were raised throughout the consultation process. While there is general and consistent support for lessening the amount of traffic in the city centre, there are concerns about how that will be implemented and the flow-on parking and ‘rat running’ effects for surrounding streets and neighbourhoods. One submission saw this initiative as creating a barrier between Braddon and the city centre, while others noted the positive impacts on the character and useability of Northbourne Avenue. A high number of comment cards also raised concerns with the proposed diversion at the Cooyong Street and Northbourne Avenue intersection.

Views expressed on the light rail were often on the extremes of the spectrum and those in favour were seeing the project as the first stage in a broader network while others felt it was not justified and would not be well patronised. While not a specific element of the draft City Plan, the level and quality of existing bus services were commented on, often negatively. There appears to be limited understanding of how Canberra’s bus services will work and interact with Capital Metro as it is rolled out, with many expressing concern that light rail would mean a lessening of bus services.

Generally, participants in the community workshop felt that the prioritisation of the Parkes Way proposal was important for realising the vision of the draft City Plan. This was also reflected in the feedback forms where this project was given a high level of support as it was viewed as providing clearer access to the lake.

One written submission noted that the role that taxis was not fully appreciated in the draft plan, particularly given its role as the only after hours transport mode in the city centre.

The importance of cyclists and cycleways was also a common theme in submissions and through other consultation methods, with reasonable levels of support for their extension, while others expressed concern at their impact on car drivers as road users. A cycling lobby group strongly argued for the extension of the cycle network, for ensuring full integration of cycling facilities with the light rail project and the need for a ‘bikeshare’ scheme as exists in other cities.

4.5 Community infrastructure

The expansion of cultural, recreational and entertainment facilities option was given the highest level of public support in the feedback forms. The aquatic centre major project was also rated highly and had strong public support, although there is strong support for it to happen on the existing Civic Pool site; there is a tangible level of attachment for the existing pool facility and its heritage values.

One written submission raised the need for a major new city theatre and for a new purpose built museum and gallery in the City Hill character area and the need for appropriate levels of supporting parking.

The need for community facilities as well as a market for the city centre was discussed at the community workshop. This was considered particularly important for the City North-East character area.
4.6 Public realm and design

The community sector workshop raised a wide range of issues covering the entire public realm of the city centre. The importance of the public domain was a recurring issue and a desire for small useable spaces, better lighting, good quality planting, improved connectivity and universally accessible spaces and streets was evident. The importance of providing waterfront access and cycleways as part of the West Basin proposal was also put forward during the community workshop.

The need for public realm upgrades received the highest level of public support in the feedback forms under the heading of ‘Urban Improvements’. Many comments were received about the need for more green spaces and that the public realm needs to be made more lively and vibrant, particularly at weekends.

There were high levels of support expressed for a City Hill park through the feedback forms and also on comment cards. Views were also expressed that the park should be upgraded as part of any redevelopment of land in the City Hill character area.

4.7 Strengthening character

The directions outlined in the draft City Plan for the various character areas were generally well supported and a high proportion of people answered this question on the feedback form.

The strongest support was shown for the directions outlined for the City North-East character area, with 57% of people strongly supporting the directions and a further 19% partially supporting them. Important issues for this character area were activation and renewal of this part of the city centre and public realm upgrades and creation of active frontages. This area was seen as the heart of the city centre. Submissions from the industry sector also welcomed the continuing role of the City North-East as the main retail focus of the city centre.

The need for activation of the city centre was often raised throughout submissions as important for the future of the city centre.

One written submission raised the importance of historical context and heritage items in the shaping of the various character areas, indicating that the draft Plan did not sufficiently recognise the value of heritage. The community sector workshop in particular, highlighted a level of emotional connection with the Sydney and Melbourne buildings with an expressed wish to see their integrity respected in any such process. The important role of the ANU was also raised and the need for greater connectivity with the city centre.
5.0 Feedback Analysis

There was strong community engagement and interest in the open house sessions, reflected in the number of visitors to the displays (around 2300 people). While there were a large number of website and Facebook hits, little feedback was provided online, with most commentary provided via feedback forms, comment cards or written submissions.

The following is a summary of the key messages coming out of the consultation process:

- There was consistent and positive support for the overall directions and key initiatives of the draft City Plan. People generally understand the benefits of increasing the residential population of the city centre.
- Around 75% of feedback form responses showed strong or partial support for the directions indicated for the character areas.
- There are strong levels of support for activating the city centre and improving the quality of the public domain, including improving pedestrian connectivity.
- Key stakeholders strongly identified the need for an economic framework that removes barriers for investment and that provides incentives for private investors to deliver a wide range of city centre outcomes.
- Reducing through-traffic in the city centre is broadly supported, but potential parking and ‘rat running’ impacts need to be managed for surrounding suburbs.
- Of the City to the Lake projects, strong views both for and against the stadium and West Basin land releases were clear. There is support for the Australia Forum concept.
- Some felt that sustainability was not sufficiently expressed as a value for the city.
- There was a high level of interest expressed in the Light Rail project, with opinion generally at either end of the spectrum, for or against.
- As with the first round of consultation, people are keen to see delivery of initiatives.

6.0 City Plan Response

The submissions and comments received expressed consistent support for the directions contained with the draft City Plan and in particular, for the future outcomes of the character areas. Much of the sentiment expressed was largely on a ‘like’ or ‘dislike’ basis, that was not always supported by reasons why that sentiment was expressed. While some minor modifications to the plan have been made to reflect broad community sentiment or single issues, no submissions raised clearly missing, or flawed elements of analysis or response that indicated the approach and content of the plan should change. Sections 1 through 4 of the final City Plan will therefore remain largely the same.

Responding to a clearly expressed view that delivery of the Plan’s vision and outcomes is strongly desired, Section 5 of the final Plan (Implementation) has been substantially altered to:

- provide direction for an implementation and governance framework
- identify priority projects that reflect strong areas of community and stakeholder interest, and
- set a forward path for indicating how the Government will respond to the City Plan.

All submissions received will be useful and will be considered in the future formulation of an implementation framework.
7.0 Quotes

“....we propose a hierarchy that prioritises the investigation of critical initiatives and identifies where drawing on industry experience and expertise could expedite the process. The property industry is well placed to provide insight and support this work, and we urge the Government to continue to consult with the sector throughout this process.”

“Concerned about the push to divert car traffic from Vernon Circle – cars will still want to travel the most direct route towards the Parliamentary triangle and could cause additional traffic problems in the city. Encouraging public transport use will reduce this a little but people will still use their cars.”

“Great plan – action needed ASAP”

“I believe a city centre has to be alive and vibrant with people - not a curiosity”

“No more malls. Northbourne Ave. Really divides civic – its a pity. We should steer attention away from civic and towards the lake and university”

“Make a stronger gateway for visitors to Canberra. If they drive in and around the capital city they do not see much live and yet there are lots of people having a good time. Create an atmosphere like Darling Harbour around Lake Burley Griffin (sic)”

“The proposal and artist impressions give an encouraging view of a vital integrated environment that will provide Canberrans and visitors with a central, mature, cosmopolitan hub. Similar boardwalk developments in Townsville and Cairns, Darling Harbour to Circular Quay create safer nighttime environments and encourage physical interaction with these open spaces. Highly commended redevelopment.”

“All are excellent and innovative ideas. Canberra City needs work like this to commence quickly. What brilliant enhancements to the city.”

“Lets bite the bullet and get this started!”

“We need a world class stadium in the city and more higher density housing.”
8.0 Appendices

8.1 Draft City Plan – Feedback Form

Draft City Plan – Feedback form

The ACT Government wants to hear your views on the proposed new direction for the city centre that is outlined in the draft City Plan. You can access the full draft City Plan and other documents online at www.cityplan.act.gov.au.

The questions below are related to the draft City Plan. This feedback form can be completed online or in hard copy at consultation events. To complete online go to www.timetotalk.act.gov.au.

For statistical purposes only

1. What is your age and gender?
   - [ ] 10 - 15
   - [ ] 15 - 30
   - [ ] 31 - 45
   - [ ] 46 - 60
   - [ ] 60 plus
   - [ ] Male
   - [ ] Female

2. Where do you live? ________________________________

3. Where did you view information about the draft City Plan?
   - [ ] Garema Place poster display
   - [ ] Canberra Centre poster display
   - [ ] Web
   - [ ] Snapshot document

Your feedback on the draft City Plan

CITY CENTRE CHARACTER AREAS (See posters 4-8, Snapshot p.14/15)

4. The draft City Plan outlines broad descriptions and directions for five character areas. 
   a) What is your level of support for the directions proposed for the five character areas?

<table>
<thead>
<tr>
<th>Character Area</th>
<th>Strong support</th>
<th>Partial support</th>
<th>Don't support</th>
<th>Not sure</th>
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<tbody>
<tr>
<td>City Hill</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>City North-West</td>
<td></td>
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<tr>
<td>City North-East</td>
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<tr>
<td>City South-East</td>
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<tr>
<td>West Basin</td>
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</tbody>
</table>

   Comments:________________________________________________________________________
   ________________________________________________________________________________
   ________________________________________________________________________________
   ________________________________________________________________________________

CITY OPPORTUNITIES (See poster 9, Snapshot p.16/17)

5. Please indicate your level of support for the following urban improvements identified?

<table>
<thead>
<tr>
<th>Urban improvements</th>
<th>Strong support</th>
<th>Partial support</th>
<th>Don't support</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fewer cars and less traffic in the city centre</td>
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<tr>
<td>Public realm upgrades</td>
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<td>Central transport hub</td>
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<tr>
<td>Expansion of the walking network</td>
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</tbody>
</table>

Please turn over
6. Please indicate your level of support for the following major development projects identified?

<table>
<thead>
<tr>
<th>Major development projects</th>
<th>Strong support</th>
<th>Partial support</th>
<th>Don’t support</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>More residential development</td>
<td></td>
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<tr>
<td>Develop a City Hill Park</td>
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<tr>
<td>Expand cultural, recreation, entertainment facilities</td>
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<tr>
<td>Land release – West Basin, City Hill</td>
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<tr>
<td>West Basin Lake edge works (beach, boardwalks)</td>
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<tr>
<td>Convention Centre</td>
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<tr>
<td>Parkes Way “Smart Boulevard”</td>
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<tr>
<td>Aquatic Centre</td>
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<tr>
<td>Sports Stadium</td>
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</tbody>
</table>

7. Please indicate your level of support for the following future investigations identified?

<table>
<thead>
<tr>
<th>Future investigations</th>
<th>Strong support</th>
<th>Partial support</th>
<th>Don’t support</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studies for major development projects</td>
<td></td>
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<td></td>
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<tr>
<td>Character area plans</td>
<td></td>
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<tr>
<td>Urban and building design guidelines</td>
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<td>Retail strategy</td>
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<tr>
<td>Traffic investigations</td>
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8. Can you list your top five initiatives from the items listed at questions 5, 6 and 7 above?

a. 

b. 

c. 

d. 

e. 

9. What is your general level of support for the draft City Plan?

☐ Strong support  ☐ Don’t support

☐ Partial support  ☐ Not sure

Any comments:

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

THANK YOU FOR YOUR FEEDBACK
8.2 The City Plan – ‘Have your say’ Postcard

Jot down your thoughts...

www.cityplan.act.gov.au

www.cityplan.act.gov.au
www.facebook.com/canberracityplan
thecityplan@act.gov.au

drop the postcard into a box at the open house.