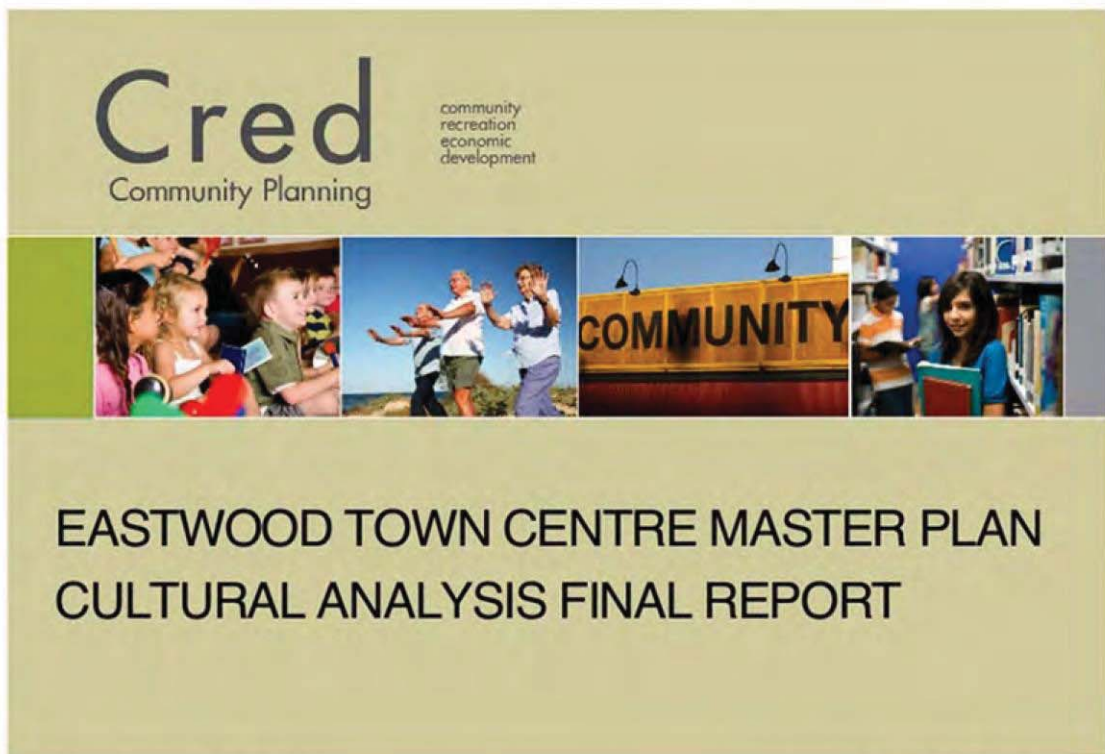


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City of Ryde

21/11/2011



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City of Ryde Cultural Analysis and Community Engagement Report, Eastwood Town Centre Master Plan

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*Final Report 21 November 2011*

Eastwood Town Centre Cultural Analysis Page 2  
Cred Community Planning

21/11/11

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### EXECUTIVE SUMMARY

#### Background

The City of Ryde is preparing a Master Plan for the Eastwood Town Centre. Cred Community Planning has been engaged to undertake community engagement and prepare a cultural analysis that will inform the Town Centre Master Plan design.

The suburb of Eastwood is a culturally diverse and vibrant area that has undergone significant cultural change since the 1990s. This change is strongly reflected in the vibrant Town Centre which is now an important place for the Sydney Chinese and Korean community. The Town Centre is busy and well utilised for its wide range of Asian grocery and fresh food shops, culturally diverse restaurants, cheap shopping and social activities.

#### Cultural analysis

This study provides a cultural analysis addressings how the Eastwood Town Centre can reflect the needs of its current and future community and visitors to the area, support community harmony and celebrate the area's cultural diversity. The study is based on qualitative and quantitative research including:

- Analysis of current and projected demographic profile for the suburb of Eastwood.
- Audit and mapping of existing Council owned and non-Council community facilities located in the Eastwood Town Centre.
- Assessment of existing community facilities against best practice trends in community facility provision.
- Community engagement with a diverse range of residents, community and social groups from a range of cultural backgrounds.
- Existing reports such as the Ryde 2030 Community Strategic Plan.

#### The Eastwood community

Historically, the Eastwood area was a traditional Anglo-Australian suburb. Over the past 20 years, the community profile has changed to a population of around 50% residents from non-English speaking backgrounds (in 2006) mostly Chinese and Korean. The cultural changes that have occurred have resulted in disharmony between some longer term Anglo residents and the now majority Chinese and Korean community.

The current population (2006) is 11, 722 projected to increase to 13,357 in 2031. In some areas within the Eastwood Town Centre, up to 70% of the population are Chinese and 12% Korean. The Culturally and Linguistically Diverse (CALD) population is likely to continue to increase in Eastwood because:

- There is a well established, vibrant and high profile CALD community living there.
- The area is well connected to good transport, education and employment.
- There are existing CALD social and community groups and services.

The area has higher proportions of children and young people, increasing numbers of older people, higher numbers of lower-income residents, and higher levels of people experiencing housing stress (rental and ownership) than the City of Ryde LGA. The area also has around 20% of people who have poor English skills.

The Town Centre is a functional and vibrant place. The Chinese community is very active in community life and there are a number of community and social groups in the area. There are 22 community facilities (community buildings and open spaces) housing a range of services and programs. But these are scattered

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around the Town Centre and there is no multipurpose community centre that is a focal point for the community and can support community wellbeing, development and harmony.

Community engagement was conducted with a wide range of community and social groups and residents and highlighted the need for:

- a more modern and tidy town centre that supported locally owned business,
- better and more comfortable seating and more shading,
- more parking spaces and more longer term parking,
- more places to gather, socialise, and exercise and for markets and community activities (indoor and outdoor),
- a multipurpose community centre with a multi-lingual information service and indoor courts, and
- a better connection between the Town Centre on the east and west of the railway line.

**Recommendations**

The following recommendations are based on the needs and Town Centre visions identified through community engagement, existing plans and reports, and the audit and assessment of community facilities and services.

Recommendations	Community harmony	Community + cultural facilities	Community + cultural services/ programs	Recreation spaces
1. Update the public domain within the Town Centre (for example through new paving, a banner program and street furniture) to provide a more contemporary village.	✓	✓		
2. Implement strategies to encourage consistent and welcoming shopfronts with signage in both English and Asian languages. For example, through a project such as Ashfield Council’s ‘Welcome Shops’ project.	✓			
3. Investigate opportunities to increase parking at Council’s carpark and on the Korean commercial side in order to support increased business in the area and the area’s cultural and community growth and development.	✓	✓		
4. Rationalise Council’s existing pool of single purpose community facilities, to provide funding toward a multipurpose community hub co-locating a range of culturally appropriate community, cultural and recreational spaces, services and programs. This will provide a community hub for the Town Centre and support community connections, learning and wellbeing.	✓	✓	✓	

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Recommendations	Community harmony	Community + cultural facilities	Community + cultural services/ programs	Recreation spaces
5. Identify opportunities to provide a multi-lingual information service centrally located in the Town Centre.	✓	✓	✓	
6. In keeping with the outcomes of the Cultural Spaces Plan, consider opportunities to increase the floor space and functions of the Eastwood Library on its current site, including increased study and lounge areas and improve the Korean collection.		✓	✓	
7. Provide free Wi-Fi throughout the Town Centre to enliven the area and support local students.	✓	✓	✓	
8. Investigate methods to connect the east and west side of the town centre such as: <ul style="list-style-type: none"> <li>• Consistent landscaping along Rowe Street.</li> <li>• Improved tunnel access.</li> <li>• Landmark public art.</li> </ul>	✓	✓		
9. Investigate opportunities to provide affordable rental housing in the Town Centre to support low income residents, students and older people.	✓		✓	
10. Provide outdoor space including a destination play area and seating on the Korean commercial side of Rowe Street.	✓			✓
11. Investigate potential to close off Rowe Street to traffic to increase pedestrian use of the areas, address the pedestrian crossing issues outside the NAB and to provide opportunities for markets and more community and cultural uses.	✓			✓
12. Activate the Town Centre at night through cultural activities including markets, night cinema and dancing.	✓		✓	
13. Retain the Town Centre as a vibrant locally owned area and not as a “Westfield” style shopping precinct.	✓			
14. Investigate opportunities to provide an outdoor multipurpose court/s within the Town Centre.	✓	✓		✓
15. Investigate opportunities to provide an improved outdoor Tai Chi/exercise surface in the Town Centre. This should be a flat	✓			✓

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Recommendations	Community harmony	Community + cultural facilities	Community + cultural services/ programs	Recreation spaces
covered surface.				
16. Retain the Wisteria and Fountain in the pedestrian mall as important community sites.	✓	✓		
17. Implement community cultural arts projects that reflect the areas history and current cultural identity such as a community mural on the toilet block outside the library and other blank surfaces that attract graffiti .	✓	✓	✓	
18. Provide improved seating and shade structures throughout the Town Centre including: <ul style="list-style-type: none"> <li>• Comfortable chairs and tables for game playing (such as majong) undercover in the pedestrian mall.</li> <li>• Improved shade structure in playground area outside library.</li> <li>• More comfortable seating undercover in the area outside the library.</li> <li>• Hand rails to support older people accessing raised seating area outside the library.</li> </ul>	✓	✓		✓
19. Continue to suport the Granny Smith Festival and Chinese Lunar New Year Festival which celebrate the area’s diverse history and bring residents and visitors together.	✓			

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## 1 INTRODUCTION

### 1.1 Background

The City of Ryde is preparing a Master Plan for the Eastwood Town Centre. Cred Community Planning has been engaged to undertake community engagement and prepare a cultural analysis that will inform the Town Centre Master Plan design.

A cultural analysis will provide an understanding of the unique and diverse cultural and social aspects of the Eastwood Town Centre based on quantitative and qualitative data including engagement with a wide range of community and business stakeholders.

The suburb of Eastwood is a culturally diverse and vibrant area that has gone through significant cultural change since the 1990s. This change is strongly reflected in the Town Centre which is now an important place for the Sydney Chinese and Korean community. The Town Centre is busy and well utilised for its wide range of Asian grocery and fresh food shops, restaurants, and cheap shopping. Historically, the area was a traditional Anglo-Australian suburb and the cultural changes that have occurred have resulted in disharmony between some longer term Anglo residents and the now majority Chinese and Korean community.

This cultural analysis addresses how the Eastwood Town Centre can reflect the needs of its current and future community and visitors to the area, support community harmony and celebrate the area's cultural diversity.

### 1.2 Purpose

The purpose of this study is to:

- Identify the unique cultural aspects and diversity of the Eastwood community and the Eastwood Town Centre through demographic analysis, existing studies and community engagement with a wide range of community and business stakeholders.
- Assess the existing community and cultural facilities and services in the Town Centre and their capacity to meet current and future demand.
- Provide a cultural analysis of the Eastwood Town Centre and recommend strategies to support community harmony and cultural development through improvements to the Eastwood Town Centre that reflect the aims of the Eastwood Town Centre Master Plan as established by the City of Ryde.

The aims of the Eastwood Town Centre Master Plan are:

- Promote sustainable long-term growth in the centre balancing economic, cultural, social and environmental considerations.
- Promote a vibrant mixed of land uses.
- Integrate residential, commercial and community land uses to build on and enhance the existing character and community identity of Eastwood.
- Promote accessibility - walking, cycling, public transport use and the development of a well-used public domain.
- Support the strong cultural identity that celebrates a rich cultural diversity and promotes unity.



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- Create a high quality, safe public domain and urban environment.
- Ensure that infrastructure adequately supports growth.
- Develop practicable, achievable and cost-effective recommendations and actions plans.

### 1.3 Study area

The study area as shown in Figure 1 is bounded by:

North: Hillview Road, Eastwood Park and May Street

East: Blaxland Road

South: First Avenue and Rutledge Street

West: Shaftsbury Road.

Figure 1 Eastwood Town Centre boundary



### 1.4 Methodology

The methodology undertaken for this study includes:

- Analysis of current and projected demographic profile for the suburb of Eastwood.
- Audit and mapping of existing Council owned and non-Council community facilities located in the Eastwood Town Centre.
- Assessment of existing community facilities against best practice trends in community facility provision.
- Community engagement in relation to local community and cultural issues, needs and aspirations for the Eastwood Town Centre with a diverse range of Eastwood Town Centre users, visitors, business and residents through workshops, face to face interviews, telephone interviews, site visits, online and paper based surveys.
- Cultural analysis based on qualitative and quantitative research.

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# 2 THE EASTWOOD COMMUNITY

## 2.1 Eastwood's history

Many long-term Eastwood residents of Anglo descent still have a strong connection to the area's European past. Originally occupied by the Wallumedegal Aboriginal people, the suburb of Eastwood was settled in 1792 when Governor Phillip granted the land to eight marines. The area had, and still has, many grand homes that are examples of Georgian and Victorian architecture.

Eastwood Town Centre developed around the railway station when the service began in 1886. As the Town Centre developed, it became known for its high quality tailors, boutiques, restaurants and other goods and services and long-term residents<sup>1</sup> still remember Eastwood as being the destination for buying a special dress, a good suit, for quality shopping and a day out.

As the population increased, owners of big estates set about subdividing their land and building federation-style houses and gardens which are still present. California bungalows followed, then post-war housing and now larger, modern homes and some units and villas. Post World War II saw a demand for increased housing and the arrival of migrants, mainly from Italy and Greece. New houses filled the paddocks and some flats were erected near Eastwood Station. Eastwood Centre was built in 1976 on Rowe Street. In 1983 a plaza was constructed from The Avenue, along Rowe Street to West Parade. A granite fountain, a flagstaff, a wisteria-covered archway and cafes with outdoor seating now enhance this popular plaza. The much loved Wisteria was planted by forward thinking Chinese residents in the 1990s. The Town Centre backs onto Terrys Creek, which overflowed in 1984 flooding the Rowe Street shopping centre<sup>2</sup>.

The 1990s saw the arrival of many people from Asia, particularly Hong Kong, China, Korea and south-east Asia. Boutiques and other shops converted to restaurants and cafes specialising in Asian food, changing the nature of this traditional and conservative Anglo-Australian area. The area has become known as a significant place for Asian people with a wide variety of restaurants and groceries and a strong and well-connected Chinese and Korean community.

While the Town Centre has changed significantly, Eastwood still has some significant historical buildings, residents and events that are a reminder of its European history:

- Brush Farm House (owned by Ryde Council as a cultural and heritage centre), Eastwood House (now part of Marist College in the Town Centre) and Denistone House (now part of Ryde Hospital), and the Hermitage are situated on estates important to the 19<sup>th</sup> century of Eastwood.
- The family of Marian Ann Smith who grew the granny smith apple in her orchards in 1856 still live here.
- The Granny Smith Festival, which began in 1957 and in 2010 celebrated its 25<sup>th</sup> year as a Ryde Council event occurs annually and is very popular with a wide range of cultures.
- The Eastwood Croquet Club, which began in 1935, still operates. The clubhouse is heritage listed with the State government.

<sup>1</sup> Community Engagement completed with residents and community groups for this study August 2011.

<sup>2</sup> Dictionary of Sydney Trust, [www.dictionaryofsydney.org](http://www.dictionaryofsydney.org)

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- The Masonic Temple still stands but is now vacant. It was originally a picture theatre and then a masonic temple, but closed due to poor membership. Council has approved that it be demolished as part of the new shopping centre.
- Prominent architect Thomas Rowe designed the original St Phillips Church.

**2.2 Eastwood today**

There are currently (2006 ABS) 11, 722 people living in Eastwood in 4,262 dwellings (4,518 total dwellings in the area). The average household size is 2.77 people (no change from 2001). The NSW Government’s Inner North Subregional Strategy has designated Eastwood as a Town Centre for additional residential and employment growth. It is also an important railway station and bus interchange point. Other than Eastwood Town Centre the area is largely residential with higher density development close to the Town Centre and mainly detached dwellings elsewhere. It is most likely that the total population of the area is much higher as we know anecdotally that there may be multiple residents living in flats and apartments (particularly in the case of international students) that are not counted at Census time.<sup>3</sup>

What makes Eastwood unique today is its large and increasing Asian population from China, Korea and Hong Kong. It also has a large tertiary population, many of whom are international students (1 in 7 residents, 2006 ABS). The students are generally concentrated near the Town Centre and there are higher proportions of Chinese and Korean people living around the Town Centre. The Chinese and Korean community are highly active in the community and have strong community and cultural links and connections to the Town Centre and its services, facilities and business.

**Age profile**

As show in Table 1, the age profile of Eastwood is slightly younger than the Ryde LGA partially due to the presence of international students and to a greater presence of children and youth than the LGA overall. However, the number of children aged 0 to 11 decreased slightly between 2001 and 2006 (less 219) while the number of young people aged 12 to 24 increased slightly (+430). This increase was most likely due to increasing numbers of international students. In 2006, 13% of the population attended a tertiary institution (higher than the Sydney Statistical Division (SSD) at 6.9%). The area has similar proportions of older people as the LGA. The main increase between 2001 and 2006 was in the 60 to 69 year age group.

Table 1 Age profile Eastwood 2001 to 2006

Age	2006			2001			Change
	Number	%	City of Ryde%	Number	%	City of Ryde%	
<b>0 to 4</b>	612	5.2	5.7	692	6	5.9	-80
<b>5 to 11</b>	1,040	8.9	7.7	1,179	10.3	8	-139
<b>12 to 17</b>	929	7.9	6.4	938	8.2	6.5	-9
<b>18 to 24</b>	1,590	13.6	11.2	1,151	10	10.4	439
<b>25 to 34</b>	1,410	12	15.4	1,458	12.7	16.5	-48
<b>35 to 49</b>	2,656	22.7	23	2,865	25	23.3	-208
<b>50 to 59</b>	1,469	12.5	12.2	1,189	10.4	11	280
<b>60 to 69</b>	833	7.1	7.6	758	6.6	7.5	75
<b>70 to 84</b>	982	8.4	8.8	1,086	9.5	9	-104

<sup>3</sup> Consultation for this project and other projects in similar areas has shown that up to 8 people can be living in a one or two bedroom house and this is particularly the case for international students who attend Macquarie University.

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<b>85 +</b>	200	1.7	2.1	153	1.3	1.9	47
	<b>11,722</b>	<b>100</b>	<b>100</b>	<b>11,469</b>	<b>100</b>	<b>100</b>	<b>253</b>

**Forecast population growth**

Forecasts for the City of Ryde show that the population of Eastwood will increase to approximately 13,357 by 2021 with an average change of 0.54% per annum.<sup>4</sup> The number of people aged under 12 is forecast to increase by 224 (13.1%), representing a rise in the proportion of the population to 14.5%. The number of people aged over 70 is expected to increase by 339 (27.2%), and represent 11.9% of the population by 2021.

The age group that is forecast to have the largest proportional increase (relative to its population size) by 2021 is 85 years and over, who are forecast to increase by 90.0% to 399 persons.

This change in the age profile indicates the need for services and facilities to support increasing numbers of children and families, and adequate centre based and home provision of community support services for older people.

**Cultural diversity**

The Eastwood area is the most culturally diverse area in the City of Ryde with a vibrant, active and connected multicultural community with 5,696 residents (or 48.5%) coming from non-English speaking language backgrounds (2006 ABS). Currently the CALD population is most concentrated around the Town Centre with up to 71% of residents from non-English speaking backgrounds living in pockets around the Town Centre.

In 2006, the three main places of birth were:

- China (13.9% compared with 6.9% City of Ryde and 2.7% SSD). Around the Town Centre up to 28% of the population are Chinese.
- Hong Kong (6.5% compared with 2.7% City of Ryde and 0.9% SSD)
- Korea (6.0% compared with 2.6% City of Ryde and 0.8% SSD). Around the Town Centre up to 12% of people are Korean.

As shown in Table 2 the proportion of non-English speaking residents grew considerably between 2001 and 2006 from 32.8% of the population to 48.5% of the population. It is expected that the 2011 Census will show that this increase has continued over the past five years, with increasing numbers of people from China and Korea continuing to settle in the area due to its significance to their community. The converse result has seen decreasing numbers of Australian born Anglo residents. However, Eastwood has had a significant Asian population for more than 20 years now with 40.7% of the overseas born population arriving before 1991, 29.6% between 1991 and 2000 and 25.4% arrived during or after 2001.

Table 2 Top 10 non-English languages in Eastwood

<b>Top 10 non-English languages (Persons aged 5 and over)</b>							
<b>2006</b>				<b>2001</b>			
<b>Number</b>	<b>%</b>	<b>City of Ryde %</b>	<b>Change</b>	<b>Number</b>	<b>%</b>	<b>City of Ryde %</b>	<b>Change</b>

<sup>4</sup> Forecast.id for the City of Ryde

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<b>Cantonese</b>	1,809	15.4	7	1,475	12.9	6.4	335
<b>Mandarin</b>	1,348	11.5	6	622	5.4	3	726
<b>Korean</b>	810	6.9	3	732	6.4	2.4	77
<b>Italian</b>	222	1.9	3	261	2.3	3.5	-40
<b>Tamil</b>	212	1.8	0.6	192	1.7	0.6	20
<b>Aremenian</b>	126	1.1	2	102	0.9	2	24
<b>Sinhalese</b>	122	1	0.3	141	1.2	0.4	-19
<b>Chinese (nfd)</b>	115	1	0.5	108	0.9	0.5	7
<b>Arabic</b>	108	0.9	1.7	100	0.9	2	7
<b>Spanish</b>	72	0.6	0.7	81	0.7	0.8	-9
<b>Speak English only</b>	5,448	45.5	57.9	6,449	56.5	63	-1,001
<b>Non-English total</b>	5,696	48.5	36.3	4,586	40.2	32.8	1,109
<b>Not stated</b>	572	4.9	5.8	374	3.3	4.1	198
<b>Total</b>	11,716	100	100	3.3	100	306	

**Income**

Analysis of household income levels in Eastwood in 2006 compared to the City of Ryde shows that there was a smaller proportion of high-income households (those earning \$1,700 per week or more) but a similar proportion of low-income households (those earning less than \$500 per week). Overall, 28.6% of the households earned a high income, and 18.6% were low-income households, compared with 30.9% and 17.3% respectively for the City of Ryde.

High-income households are distributed throughout the suburb with the exception of the Town Centre (where there are more low-income households) and a small area in the southwest of Eastwood where low-income households are more prevalent. This is most likely due to the presence of higher density housing.

**Housing**

65.6% of households in Eastwood are either owned or being purchased (38% owned and 27.6% being purchased). This is a change from 2001 when 38.1% were owned and 18.8% were being purchased suggesting that there has been turnover in housing stock as longer-term and ageing residents move out of the area. 28% of all households rent privately. According to a Council study<sup>5</sup>, just over one in three low-income private renter households are in rental stress, and just over one in ten low-income home purchasers are in mortgage stress. These are the highest proportions of such a stress in the LGA. The area of most rental stress tends to be surrounding the Town Centre whilst the area of most mortgage stress is in the Town Centre immediately east of the railway station. Eastwood has pockets of lower grade rental accommodation that coincides with indicators of social need, such as lower-income CALD groups.

**Household type**

Analysis of the number of persons usually resident in a household in Eastwood compared with the City of Ryde shows that there were a smaller proportion of lone person households and a higher proportion of

<sup>5</sup> Strategy Hunter Consultants in association with the Family Action Centre of the University of Newcastle, Service mapping and Gap Analysis for Social Planning, Project Report 2

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larger households (those with 4 persons or more). Overall there were 20.6% of lone person households, and 32.9% of larger households, compared with 26.7% and 25.5% respectively for the City of Ryde. This is consistent with the larger housing in the area, but also culturally due to extended families living in one household. Many Chinese residents consulted with talked about the desire to subdivide to build duplexes or granny flat extensions to providing housing for their ageing parents as their own families grow.

Analysis of the family types in Eastwood in 2006 compared to the City of Ryde shows that there was a larger proportion of couple families with children but a similar proportion of one-parent families. Overall, 52.7% of total families were couple families with children, and 14.0% were one-parent families, compared with 48.5% and 13.7% respectively for the City of Ryde.

Comparing household types between Eastwood and the City of Ryde in 2006 reveals a larger proportion of family households, but a smaller proportion of lone person households. Family households accounted for 71.6% of total households in Eastwood while lone person households comprised 19.7%, (65.1% and 25.4% respectively for the City of Ryde). The number of lone person households is forecast to increase over the next 10 years.

### 2.3 Implications

Eastwood's community profile indicates the following needs in terms of community and cultural services, programs and facilities:

- With up to 71% of residents who live near the Town Centre being from non-English speaking backgrounds and new arrivals from overseas continuing to reside in the area, there is a need to ensure culturally sensitive and appropriate services are available to the Culturally and Linguistically Diverse (CALD) population in particular information services, and places and space for people to socialise, recreate, learn and gather.
- Community development activities are needed to connect longer-term Anglo residents and the CALD community to support community harmony.
- A community facility is needed that provide spaces for multicultural and multi-lingual information services, halls and meeting rooms for people of all backgrounds to gather and socialise, recreation spaces (indoor courts and dance floors), program delivery rooms including for English language classes and cultural programs, and non-Government organisation (NGO) service delivery space.
- Outdoor spaces that support culturally appropriate exercise and activities would benefit a largely Asian community who participate in outdoor group exercise and cultural activities, particularly as they get older.
- Increased affordable rental housing is needed in particular around the Town Centre. The area has high levels of housing and rental stress, an increasing population and a high international student population.
- Increased affordable housing and higher density housing for older people is needed to support them to stay in their community as space becomes unavailable with their families.
- Increasing numbers of children and young people will require play spaces, outdoor courts, gathering places, increased access to study spaces in libraries and places to participate in recreation and cultural activities.
- Increased and culturally appropriate Home and Community Care services will be needed to support older people to age in place.
- Culturally appropriate senior's living near the Town Centre is needed.

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## 3 COMMUNITY FACILITIES, SERVICES + PROGRAMS

### 3.1 Background

For the purposes of this study, community facilities and services include:

- Community halls
- Multipurpose community centres
- Arts and cultural facilities
- Function rooms and meeting spaces
- Schools
- Libraries
- Community and government services such as health, welfare, emergency, and social.
- Outdoor parks, ovals and sporting facilities
- Indoor leisure facilities and aquatic centres.
- Childcare centres.
- Churches

Community engagement (see Chapter 4) identified that community members across all groups value access to community facilities and services and would like a multipurpose community centre to be located within the Town Centre that could act as a focal point for the community and bring different community members together for a variety of programs and services.

Council is currently preparing a Community Hubs study, which will identify the most strategic places across the LGA to locate community hubs that will co-locate a range of services and spaces. Due to its proximity to good transport links, commercial and retail activity, and its range of community services, Eastwood has been identified as an appropriate place to locate a community hub.

### 3.2 Best practice trends: facilities and services

The following are current best practice principles for community facilities. Facilities should be:

- Multipurpose.
- Co-located as part of a community hub.
- Near public transport.
- Linked to pedestrian and cycle networks and public domain spaces.
- Linked to other commercial, retail and community activities.

#### **Multi-purpose and multi-functional**

Single purpose or standalone facilities designed and built for one purpose or function and client group, for example, a Senior Citizens' Centre. Current best practice is to provide a range of different spaces and functions within the one building. This includes for target group specific spaces for older people and young people. Where in the past these spaces would have been provided in standalone buildings, the benefits of co-locating these spaces onsite with a range of other services and activities has been recognised.

#### **Co-locate services in one facility**

Co-locating services within one facility involves shared or joint use of facilities and often the integrated delivery of some services. Co-location enables:

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- Pooling of resources to provide better facilities.
- The concentration of compatible services and facilities to create a community focal point.
- Improved access and safety for users who can access a range of services at a single location.
- More integrated and innovative delivery of services.
- More efficient use of land, for instance through shared, rather than separate, parking areas.

**Co-locate facilities as part of a community hub**

The benefit of co-locating a range of community facilities and activities within community hubs is that it supports the integrated, efficient use of facilities, builds social networks, encourages service users to use other facilities and services co-located on site and reduces the number of motorised trips made to enhance sustainability. Community facilities and community hubs can include a range of community, commercial, and retail functions.

**Connected to public space, pedestrian and cycleways**

Current best practice is that community facilities are fully accessible by being centrally located and linked to the public domain. Connection to transport links, pedestrian and cycleways also support community access across all age groups and abilities. The Eastwood Town Centre is ideally located near transport and links.

### 3.3 Community and cultural facilities and services

**Facilities and services within the Eastwood Town Centre**

Table 3 overpage provides an audit and assessment of community and cultural facilities and services located in the Eastwood Town Centre, identifying 22 community and cultural facilities.

**Community and social groups – Town Centre**

In addition to those services shown in Table 3, the following groups are active in the community but not located within a local facility Eastwood Chamber of Commerce, Korean Chamber of Commerce and Eastwood Tai Chi Friendship Group.

**Facilities and services within wider Eastwood area**

Major facilities and services located within the suburb of Eastwood, but outside the Town Centre are:

- Eastwood Community Health Centre located in Fourth Avenue
- The Ryde Hospital is located in Denistone Road
- Brush Farm House Cultural and Heritage Facility
- Brush Farm Park and Scout Hall and Bowling Club
- Forester Park with Cricket Pitch
- Kent Road Public School
- Epping Boys High School
- Eastwood Heights Public School
- Denistone East Public School
- Morling Baptist Theological Church
- Kotara park Tennis Complex
- A number of privately operated childcare centres.



**ITEM 5 (continued)****ATTACHMENT 2****Facilities located outside of Eastwood**

The nearest leisure centre is Ryde Aquatic Centre. This facility also has indoor courts. There are eight badminton courts at the new Ryde Community and Sports Centre and there are courts at Macquarie University Sports Club.

**Events and festivals**

Major festivals and events in the Eastwood Town Centre include:

- Lunar New Year Festival
- Granny Smith Festival.

**3.4 Ryde Council Community Facilities Plan 2010**

Council 's Community Facilities Future Directions Report 2010 identified the five key future directions for community facilities across the City of Ryde:

1. Locate new community facilities within key centres. Eastwood is identified as a key centre for Council.
  2. Create community hubs inclusive of multi-purpose community facilities.
  3. Maximise access and utilisation of community buildings.
  4. Enhance and invest in sustainable community buildings.
  5. Use a whole of Council and partnership approach to planning and delivering community facilities.
- Council.

The Report made a number of recommendations that are relevant to the community facility and service needs for the Eastwood Town Centre these included:

In relation to the library, the Plan identified that there could be an opportunity to increase the footprint of the Eastwood Library. This would support the high levels of usage of this facility and provide more adequate and appropriate space for the type of users of this facility.

The Plan recommended that although Council provides many community buildings for community groups to use, the needs of the following groups are not being met by existing community infrastructure or services. There should be a focus on meeting the needs of the following groups, be that through a building or through service provision:

- Culturally and linguistically diverse people - Young people - Cultural and arts.
- The City of Ryde has a diverse and growing population of migrants and refugees, and an increasing number of community groups and services to support them. Currently Council has very little capacity to accommodate or support these emerging community organisations in the current stock of community buildings.
- Due to the increasingly high CALD population, particularly around Eastwood, there may be opportunity for Council to provide a centre that has the capacity to focus on multicultural issues, supporting a range of providers targeting the diversity within our population. There may be potential to develop an incubator style service to support and build the capacity of these smaller and emerging organisations. Not only would this address the needs of the CALD community immediately, but would also be a positive way to sustain community organisations within the area.

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### 3.5 Audit of existing community facilities and services

Eastwood is a major service centre and as such hosts a wide range of health, community services, educational institutions and community groups. Many of these facilities and services are located within the Town Centre. As detailed in Table 3, there are currently 22 community facilities located within the Eastwood Town Centre. A range of services and programs (listed in Table 3) operate from these facilities.

Table 3 Community facilities and services located in the Eastwood Town Centre

Facility name	Address	Owned by	Facility type	Services/Groups	Uses and opportunities
1 Eastwood Community Hall + Meals on Wheels Kitchen	159 Shaftsbury Road	City of Ryde	Community hall (100 capacity) + kitchen + meeting rooms	Meals on Wheels Eastwood Senior Citizens Assoc. Table Tennis group	Used 3 days a week by Senior Citizens Centre. Have a license to 2013. Kitchen used for Meals on Wheels (Christian Community Aid) Chinese table tennis group meets Tuesday morning. On perimeter of Town Centre. Opportunity to relocate these spaces/uses to a multipurpose facility. This hall is too small to accommodate the Chinese and Korean Seniors groups.
2 Eastwood RSL Rooms	161 Shaftsbury Road	City of Ryde	Meeting rooms and amenities	Eastwood RSL (not operating anymore)	This service is not operating from these meeting rooms anymore.
3 Early Childhood Health Centre	167 Shaftsbury Road	City of Ryde	Early Childhood Health Centre	NSW Health.	This service is being relocated to new community facility in West Ryde.
4 Eastwood Women's Rest Centre	Cnr Hillview Road and West Parade	City of Ryde	Kitchen, Function room for hire + shop	Country Women's Association	This facility is used for fundraising activities by the Country Women's Association and a café. The dining space is available for community use at night. Has been located in Eastwood for more than 80 years. Month to month license.
5 Eastwood Croquet Club	Cnr West Parade and Wingate Ave	City of Ryde	Croquet Green and Clubhouse for hire	Eastwood Croquet Club	There are 40 members of this club. Around 10 use the green each weekday. The green could potentially be better utilised through shared use and possibly half used for croquet and half used for a multipurpose court to service demand in the

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Facility name	Address	Owned by	Facility type	Services/Groups	Uses and opportunities
6 Eastwood Library	Cnr Hillview Road and West Parade	City of Ryde	Library	Eastwood Library	The library is highly utilised but is too small to service the resident and visitor population. Based on standards <sup>6</sup> Eastwood should have a minimum of 420m <sup>2</sup> library space. Best practice is to co-locate libraries as part of a community hub. Korean community members also noted that the Korean collection is too small and very old.
7 Eastwood Occasional Child Care Centre	55 Hillview Lane	City of Ryde	Occasional Care Centre	Eastwood Occasional Childcare Centre Inc.	8.30am to 4.30pm Occasional Care Service. Max. 20 places. Currently 12 attend on average. Increase from 2 years ago when only 3 or 4 a day. Service is becoming increasingly popular as it supports Chinese and Indian families whose parents work part-time, or are studying English and do not need Long Day Care. It is also used as first time care to get children ready for Long Day Care. \$57 per day and does not attract CCB rebate so more expensive than Long Day Care.
8 KU Eastwood Preschool	2B Rutledge Street	City of Ryde	Community based preschool	KU	40 place preschool centre with 39 children a day. Preschool service only 9am to 3pm. Mostly Chinese and Korean families. Chinese families are mostly 2 parent working. Children are picked up by grandparents. Korean mostly stay at home mums. Preschool does not attract CCB rebate so at \$45 a day is more expensive than Long Day Care. So, struggling to maintain numbers due to this. <sup>7</sup>

<sup>6</sup> People Places: A guide for Public Library buildings

<sup>7</sup> A local long day care centre

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Facility name	Address	Owned by	Facility type	Services/Groups	Uses and opportunities
9 Eastwood CCA Family Day Care	10 Lakeside Road	City of Ryde	Administrative offices Playgroup space	Christian Community Aid Family Day Care and Meals on Wheels	This is a bungalow style residential house. The Family Day Care service is relocating to the new West Ryde community centre. Meals on Wheels is still located on site. The facility is leased with a month to month license.
10 Eastwood CCA Neighbourhood Centre	12 Lakeside Road	City of Ryde	Administrative offices Counselling rooms	Christian Community Aid Aged Care Services Migrant and Settlement Services Counselling and social welfare	Highly utilised and important service in old residential house. CCA is on a monthly hold over lease..
11 St Phillips Anglican Church Hall	Cnr Rutledge Street and Shaftsbury Ave.	Private	Community hall	Church Groups Chinese Senior's Korean Seniors	This hall is well utilised by the Chinese and Korean Seniors Groups for weekly activities and special events. Cost is \$100 per session. Both groups have identified the need for Council owned community centre with a lower fee.
12 Eastwood Uniting Church/Church Hall	14-16 Lakeside Road	Private	Community hall	Various uses	There are two new halls/meeting rooms located here well utilised by the community including for English classes, leisure learning (CCA) and dance classes. Across the road from CCA.
13 St Kevin's Primary School	36 Hillview Road	Private	Primary School	Catholic Education	Primary school well utilised.
14 St Kevin's Church/Hall	36 Hillview Road	Private	Church and church hall	Church uses	Small hall without capacity for further use.
15 Marist College Eastwood	44 Hillview Road	Private	Secondary boys school	Catholic Education	Secondary school well utilised.
16 Eastwood Public School	Rowe Street	Private	Public K - 6	Department of Education	Large public school with more than 600 students. According to school office, all the school's land is well utilised by the school. However, there may be opportunities under the State's Schools as

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### 3.6 Gap analysis

The following gaps exist in relation to facilities and services in the Eastwood Town Centre. These gaps are based on the audit of existing facilities, site visits to facilities and services in the Town Centre, and community engagement outcomes:

- Council owns 12 single purpose facilities that are scattered around the Town Centre (as shown in Appendix 1). There is no multipurpose community centre within the Eastwood Town Centre to support the increasing resident population and the significant visitors from Chinese and Korean communities from outside the area (some who visit on a daily basis for example, the Eastwood Friendship Tai Chi group). Services scattered around the Town Centre may better provide their services from a multipurpose facility. The community support this idea. There are opportunities to dispose of existing sites and utilise funds toward the building of a multipurpose facility in the Town Centre. Potential sites include vacant sites in Rutledge Street, around the Glenn Street Reserve, 10 to 12 Lakeside Road or redevelopment of Library/Women's Rest Centre site.
- The existing library is too small and does not have enough study space or a lounge area. It has higher than average visitation in particular for study purposes. Based on current standards the Eastwood population should have a minimum of 420m<sup>2</sup> library space. Council is currently completing a Cultural Spaces study, which is looking at how to provide a larger library on the existing library site that provides services and spaces reflecting the needs of the community. Council's Community Facilities Plan recommended that:  
*"There could be an opportunity to increase the footprint of the Eastwood Library. This would support the high levels of usage of this facility and provide more adequate and appropriate space for the type of users of this facility."*
- There are no indoor or outdoor courts in the area for participating in badminton, table tennis, basketball or netball.
- There are no free outdoor multipurpose courts to support the growing child and youth population. The high utilisation by Chinese students and young people of the new courts in Prince Alfred Park near Central Station and at Ultimo Community Centre demonstrate that these courts would be highly utilised in Eastwood.
- There is no shopfront or visible multilingual information service in the Town Centre.
- While there are a number of church community halls and a small community hall in Shaftsbury Road, there is no large Council owned hall that would provide a community focus for the area, that larger groups, such as the Korean or Chinese Seniors could use.

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## 4 COMMUNITY ENGAGEMENT OUTCOMES

### 4.1 Background

Community engagement in relation to the Eastwood Town Centre is summarised in this chapter. The outcomes identified are from a number of sources including:

1. Community engagement completed for this study (August to September 2011) to inform the Eastwood Town Centre Master Plan and Cultural Analysis. Community engagement was completed using a range of methods including online and written survey, workshops, face to face interviews, site inspections, and telephone interviews, with the following groups and individuals:
  - Eastwood Croquet Club
  - Eastwood Friendship Tai Chi Group – interview and 37 written surveys completed
  - Eastwood Women’s Rest Centre
  - Christian Community Aid
  - Eastwood Library Manager
  - Eastwood Community Services Team
  - Eastwood Chinese Seniors Group
  - Eastwood Korean Seniors Group
  - Eastwood Chamber of Commerce
  - Korean Chamber of Commerce
  - Eastwood Tzu Chi Buddhist Church
  - Australian Asian Association of Bennelong – online survey
  - Eastwood Senior Citizens Association
  - Eastwood Public School – online survey
  - Eastwood Occasional Care Centre – online survey and interview
  - KU Eastwood preschool
  - St Kevin’s Public School – online survey
  - Wilson (Chinese community)
  - Hugh Lee (Chinese community) – online survey
  - Young people and grandparents and children using area outside Eastwood Library

A summary of Community Engagement outcomes for each of the stakeholder groups above is provided in Appendix 2.

2. Community engagement completed (2009) as part of the Ryde 2030 Community Strategic Plan: Hopes and Concerns.
3. Community engagement completed (2008) as part of the Community Harmony Reference Group Study with Chinese and Korean residents and visitors in Eastwood.

### 4.2 What people like about Eastwood Town Centre

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The engagement clearly defines Eastwood Town Centre as a vibrant, connected, positive and mostly harmonious community place. It is a significant area for Chinese and Korean people throughout NSW and most Asian and many Anglo residents view it with great pride and fondness. Community engagement with this community was mostly very positive with residents welcoming improvements to the Town Centre. The main things that people like about the Town Centre are:




- It has a strong community and cultural feel. People love that businesses are locally owned and generally do not want the area to become another “Westfield” shopping mall as this would lose the sense of “community”.
- The library is a very important community space.
- It is convenient and it is easy to get around the Town Centre by foot.
- The Wisteria arch is a special place and in the summer it gives good shelter. There needs to be more shading like this throughout the Town Centre.
- The wide variety of Asian shops and restaurants and the low cost shopping that people can do there.
- The area is very safe (except for the Train Station tunnel at night).
- The multiculturalism and the history of the area are important to keep.
- The Granny Smith Festival and the Lunar New Year Festival are important.
- The pedestrian mall, which they think has a great village feel.
- The social groups that meet there including the Chinese Seniors and the Korean Seniors.
- The water fountain, which is used by many families and children. The high use of the fountain by children demonstrates the need for something in the pedestrian mall for children to play on.
- The community feeling, the activity and vibrancy.
- The easy access to the train and buses.
- The proximity to schools, churches, halls, the library and the Eastwood Park.

**Important places and aspects of the Town Centre**

<p><b>The Wisteria and the pedestrian mall.</b></p> <p>The Eastwood Friendship Tai Chi Group meet and exercise under the Wisteria every morning. They are a multicultural group of people aged from 40 years old who are an important part of the community.</p> <p>Everyone in the community loves the Wisteria and sees it as an important landmark that provides a focal point for the Town Centre.</p> <p>People would like more trees and greenery like this including ones that can provide shade.</p>	
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<p><b>Shops and restaurants</b></p> <p>The variety of Asian shops, restaurants and grocery stores is the main reason people visit the Town Centre. The written and online surveys identified that people really like Eastwood because of its convenient access to shops, Chinese groceries, and in particular the fruit shop which is always busy. They also visit the Town Centre regularly for its restaurants.</p> <p>The only complaint that some had was around the need for better toilets at the Eastwood Shopping Village; concern that fresh meat and seafood shops were located next to restaurants and that this could be smelly; and the need for a landmarks store.</p>	
<p><b>The vibrant and connected community</b></p> <p>People love how alive the Town Centre is. That people know each other and are friendly. That the shops are owned by individual businesses rather than by chain stores. They are very supportive of improvements particularly ones that will build a stronger community.</p> <p>There are a range of social groups that are active and popular including the Chinese and Korean Seniors Group and the Eastwood Tai Chi Friendship Group.</p>	
<p><b>The Fountain and the Pedestrian Mall</b></p> <p>This fountain is used by people for seating; as a meeting point; but most commonly by parents and grandparents with their children. The children love to play on the fountain, and Chinese and Korean grandparents in particular highlighted this as an important place to take their grandchildren.</p> <p>People also love the Pedestrian Mall and many would like to see it extended into Rowe Street alleviating the traffic and addressing the difficult pedestrian crossing issue outside of the NAB.</p>	



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<p><b>Eastwood Park + Glen Reserve</b></p> <p>People really love Eastwood Park for sports, walking their dog and exercise. But they would like a flat shaded outside area that they could do their exercise and practice Tai Chi and some outdoor courts for children and young people.</p> <p>The Eastwood Tai Chi Friendship Group that meet under the Wisteria have identified Glen Reserve as an ideal location for an undercover Tai Chi and exercise area that could be used by a range of people.</p>	
<p><b>The area outside the Eastwood Library</b></p> <p>This area is highly used by residents and visitors, particularly young people, older people and children and their carers. Connected to the Eastwood Park and Library it is a popular gathering place, particularly after school. However, people want more shade (playground is uncovered); better seating (particularly for grandparents); rails for older people to the upper level seating; and a mural on the toilet block.</p> <p>Young people would like to see some outdoor courts nearby as well.</p>	

**4.3 What people would like to change**

While people mostly had positive things to say about the Town Centre, there were a number of common themes that arose during the community engagement conducted for this study, and through previous engagement completed by Council. Issues that were raised by the Chinese and Korean community were also common with many in the Anglo community. However, some older and longer-term Anglo community members raised the following concerns that were not highlighted by the Asian community:

- Some Anglo residents (through Ryde 2030, the Eastwood Croquet Club, Eastwood Seniors and Eastwood Women’s Rest Centre) feel isolated from the “new” Asian Eastwood Town Centre and are concerned that the area will lose its European heritage. This is particularly the case with older residents. They were concerned that restaurant signs and menus are not in English; there are “too many \$2 shops” and not enough quality shops. They feel that some of the restaurants and shops are unclean and that the Chinese people do not want to integrate with the Anglo residents. They also believe that they are treated differently in Asian restaurants and feel

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nervous about going into Asian grocery stores and shops. This issue has been addressed by Ashfield Council through the “Welcome Shops” project which aimed to improve shopfronts, provide signage in English and Asian languages and provide opportunities such as tours of shops and restaurants, for Anglo and Asian residents and businesses to get to know each other. Members of the Chinese and Korean community consulted were eager to improve relationships with Anglo residents and increase use of their shops and businesses through a project such as “Welcome Shops”.

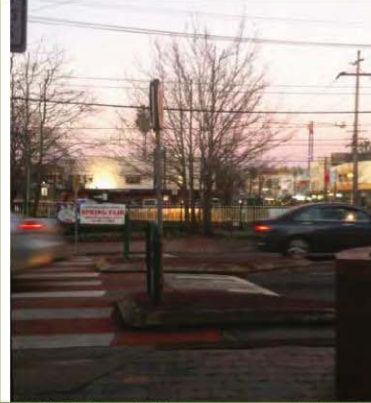


Other issues about the Town Centre that were commonly raised across all groups included:

- There is not enough parking. Council’s car park is too small and the parking times are too short.
- The Eastern and Western sides of the railway line are disconnected and there needs to be a tunnel or bridge to connect both sides. Because of this disconnection, the Korean commercial precinct is suffering and restaurants in particular are losing business.
- Eastwood needs to be tidied up. The shops are old and the centre will fall behind other newer shopping areas if new paving and street furniture is not provided.
- The bus stops at Eastwood Rail Station are not comfortable.
- The library is too small and needs to have a lounge area and more study space. It should be part of a bigger multipurpose centre. It also has a poor Korean collection.
- There is not enough seating or shade and the existing seating is uncomfortable.
- The toilets in Eastwood Shopping Centre need upgrading – and new toilets were recently opened.
- There are no outdoor spaces for exercise groups.
- The shopping centre is too old. It needs to be modernised and it would be good to have a landmark shop like Target or Kmart. There also needs to be more quality shops.
- There is no multicultural information service in the Town Centre.
- More quality clothing shops are needed.
- There is not enough affordable rental housing or housing for seniors.
- The area looks old and a bit unclean.
- The toilets in the shopping centre are old and dirty.
- The tiles in the Town Centre are really slippery and dangerous when wet.
- There needs to be better lighting and a safer environment crossing the train station.
- There is not enough entertainment in the Town Centre. No cinemas, leisure centres, or interesting shops that will keep people in the area for longer.
- Young people would like more places to gather, study and access free Wi-Fi. They would also like more courts for basketball and badminton.
- The toilet block outside the library could be improved through a community mural that reflected the diverse cultures in the community.

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**Important issues that need to be addressed**

<p><b>Disconnected Town Centre</b></p> <p>The disconnection between the Eastern and Western side of the railway line and that there are no community facilities, parks or enough parking in the Korean commercial precinct was raised as an issue by many people. Many suggestions were given including:</p> <ul style="list-style-type: none"> <li>• A wider underground tunnel that directly connects both sides in a straight line.</li> <li>• A pedestrian bridge over the railway.</li> <li>• An underground tunnel that also has shops along the way.</li> </ul>	
<p><b>Lack of parking</b></p> <p>The lack of parking places and short-term nature of the parking at Council's Eastwood Shopping Centre car park was a major issue to all consulted.</p> <p>People would like a multi-storey car park to replace the existing one with opportunities for more longer term parking to support local business and people to stay in the area.</p> <p>The traffic and lack of parking in other areas of the Town Centre, including in the Korean Commercial area was also highlighted as a concern.</p>	
<p><b>No community focal point/multipurpose community centre</b></p> <p>The lack of a multipurpose community centre owned by Council with a community hall, indoor sporting facilities, multicultural information centre, neighbourhood centre and bigger library was raised by many as an issue with the Town Centre.</p> <p>People really want a facility that is a focal point for the Town Centre where they can gather, participate in activities, be healthy, access services and socialise.</p>	

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<p><b>No footpaths or loading areas in laneways</b></p> <p>The lack of footpaths and loading areas in some laneways such as Hillview Lane was raised. There are no footpaths along Glen Reserve in the laneway leading up to the Eastwood Occasional Care Centre.</p> <p>There are no loading areas for shop deliveries and this is dangerous and causes traffic jams.</p>	
<p><b>Not enough seating or shading</b></p> <p>Uncomfortable seating and the lack of shade structures were raised by most consulted.</p> <p>People suggested more comfortable chairs with tables that people could play games at (like in Bankstown where people play mah-jong in the Town Centre) and good shading in the Pedestrian Mall and outside the library.</p> <p>People would like to see more comfortable seating in the area outside the library and a shade structure.</p>	

**Community harmony**

Community engagement has demonstrated that the existing Eastwood community that uses the Town Centre is a vibrant, connected and positive community. They are very active in community life, are friendly and open to new ideas and change. However, there are still some deep concerns from long-term Anglo residents about the changes to the Town Centre over the past 20 years from a mostly European shopping area with quality shops to a mostly Asian shopping area with restaurants and food stores. These residents would like to see a return to the old Eastwood with some high quality clothing stores, a department store, less \$2 shops, and less raw food places (butchers, seafood) located nearby other retail. Some of these longer-term residents feel that there is segregation between the Anglo and Asian residents and feel alienated by signage in Chinese or Korean language. For example, the Eastwood Croquet Club, which has low membership, would welcome Chinese and Korean members to their club. However, they have not had any luck achieving this. This is most likely due to older Chinese and Korean residents having poor English skills and feeling nervous about joining a club where they do not understand the language or the rules.

Although these views are held by a small part of the population, these are the residents with high agency and ability to communicate with Council about their concerns, respond to submissions and

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oppose change. They are also based on a feeling of social isolation due to language and cultural barriers, and are real issues that to be addressed if the Eastwood Town Centre will continue to prosper and attract a wide range of users. Many older Anglo residents miss the old shops and shopkeepers and need support to engage with and get to know the new shopping precinct and its business owners.

The City of Ryde in partnership with CASS undertook a survey in 2008 with Chinese and Korean residents, which supported that there are language barriers which affect community connections being developed and that there is real or perceived discrimination in the community. The survey identified that language was s the greatest barrier to new arrivals participating in the community and accessing services as identified by 67% of respondents. In relation to discrimination, 23.9% of people said that they were discriminated against in the public domain, 13.3% on public transport, 12.2% at work and 5.3% in their neighbourhood.

### 4.4 Visions for the Eastwood Town Centre

These quotes are taken from community engagement for this study and community engagement for Ryde 2030, Community Strategic Plan, and reflect common visions of the Eastwood community.

"We will be a peaceful multicultural community where children and families are safe and well employed in local businesses and industries and services."

"To provide a multicultural environment in which different cultures may dance and perform music in open air concerts. People would like places to walk in the evenings and to sit together under shelter and talk"

"That the City of Ryde will have a number of commercial/shopping hubs that are vibrant 7 days a week and that secondary shopping centres survive to encourage/foster a sense of community".

" We want areas that people can congregate, sit and chat and move around freely. Great community spaces...places for community members to gather."

"I have lived in Eastwood for 60 years having bought the land and built my home. It has gone down from being a friendly shopping to a mess. I don't like all their stock out on the footpath and they should keep the footpath and front of their shops clean. Thank you council for all the flower gardens you have planted to try and improve the area".

"Eastwood Tai Chi Friendship Group which I have been a member for over 12 months are friendly and helpful to any new person who wishes to come and join in. As there are no fees involved, friendship and social interaction is what makes our mornings. The little park (Glen Street Park) could be made into a Tai Chi area and I am sure not only the Eastwood Tai Chi Friendship Group would benefit but also other residents within our community would as well, some where to go, to sit, to watch to chat that is what makes a community. In naming the Park perhaps Ryde Council could rename the park and call it the **"Eastwood Friendship Park"**."

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"We would like to see more small retirement style complexes, close to transport to shopping and with fellow oldies- over 55, but no more than 10 units. It would be nice to have small nursing homes/hostels in case partners need more care that could be easily accessed (bus)."

### Summary of common visions

A number of common visions have emerged through the engagement process for the Eastwood Town Centre. These are:

- A tunnel or footbridge connecting the Eastern and Western sides of the Town Centre.
- Rowe Street closed to traffic and extending the Pedestrian mall. This would also address the difficult pedestrian crossing outside the NAB.
- Cleaner and more welcoming shopfronts and signage in both English and Asian languages.
- Opportunities for Anglo residents to get to know local Chinese and Korean business owners and to be educated on services and goods.
- While the area is alive during the day, many would like it to be more vibrant in the evenings. This could be achieved through night markets, film nights and some residential development within the Town Centre.
- Outdoor courts and outdoor exercise space. A vision of the Eastwood Tai Chi Friendship Group is a new flat surface that is undercover and located in Glen Reserve.
- A multipurpose community centre for the whole community would be of great benefit to the community could co-locate: multicultural information service, library, places to learn, function space, outdoor and indoor courts.
- A multi-level car park on both the Eastern and Western side of the Town Centre.
- More longer-term parking.
- A cleaner and more contemporary physical environment.
- More clothing or landmark shops.
- A larger library with a better Korean collection.
- More comfortable seating where people can stay a while, talk, play games and enjoy the community life.
- An accepting and multicultural community where all cultures are celebrated.
- More senior's living and affordable rental housing.

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## 5 CULTURAL ANALYSIS

### 5.1 Community and cultural overview

This cultural analysis is based on the following unique community and cultural characteristics of the Eastwood Town Centre and wider Eastwood community:

- The suburb of Eastwood is almost 50% residents from non-English speaking backgrounds (in 2006). This proportion is expected to have increased significantly with the release of the 2011 census. In some areas within the Eastwood Town Centre, up to 70% of the population are Chinese and 12% Korean.
- The Culturally and Linguistically Diverse population is likely to continue to increase in Eastwood because:
  - There is a well established, vibrant and high profile CALD community living there.
  - The area is well connected to good transport, education and employment.
  - There are existing CALD social and community groups and services.
- The Chinese and Korean communities are very active in community life including Senior's groups, business groups, outdoor exercise groups, language classes, volunteering, use of the library and use of community spaces. Places to gather, socialise and participate in activities, which are often self-led are very important to the Chinese community.<sup>8</sup>
- Around 20% of people have poor English skills and need access to multi-lingual information services and English language classes.
- The area is significant in Sydney as a Chinese/Korean community and shopping destination.
- The Town Centre is vibrant and busy on the western (Chinese) side, but needs increased activity on the eastern (Korean commercial) side.
- There are a range of community facilities and services located in the Town Centre, but they are disconnected and scattered and would be better co-located within a multi-purpose community centre. The eastern side is lacking in any community facilities or parks and open spaces.
- The train station disconnects the eastern and western side of the Town Centre.
- There is some disharmony between older Anglo-Australian residents and the Asian community. They are unhappy with the changing face of the Eastwood Town Centre and feel alienated by the Asian signage and atmosphere of the area. There is a need for a program such as Ashfield Council's "Welcome Shops" Project to be implemented in the Eastwood Town Centre to build relationships between Anglo residents and local businesses.
- Community festivals and events such as the Chinese Lunar New Year and Granny Smith Festival are very important to local residents. Many Chinese people consulted with highlighted the need to keep the area multicultural and to ensure that "Aussie" events and activities remained a part of Eastwood.
- There are a large proportion of children and young people in the area who need access to low cost/free culturally appropriate recreational spaces and places after school/university, in the evenings and on weekends.
- As existing members of the CALD community age and as older family members continue to migrate to the area, an increasing number of CALD older people will develop. This group will require

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<sup>8</sup> This is evidenced by the high use of community facilities and spaces in other areas with high Chinese residents such as Hurstville, Ultimo and Haymarket. It is also demonstrated by the current high use of the Eastwood public domain by tai chi groups.

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Cred Community Planning

**ITEM 5 (continued)**

**ATTACHMENT 2**

community care and support services that are developed in a manner that recognises their cultural background, including reduced English skills. They will also need access to senior’s living and affordable rental housing that is near the Town Centre and friends and families.

**5.2 Recommendations**

This cultural analysis addresses how the Eastwood Town Centre can reflect the needs of its current and future community and visitors to the area based on their vision for the Town Centre, support community harmony and celebrate the area’s cultural diversity.

Table 4 Community and cultural recommendations for Eastwood Town Centre

Recommendations	Community harmony	Community + cultural facilities	Community + cultural services/ programs	Recreation spaces
1. Update the public domain within the Town Centre (for example through new paving, a banner program and street furniture) to provide a more contemporary village.	✓	✓		
2. Implement strategies to encourage consistent and welcoming shopfronts with signage in both English and Asian languages. For example, through a project such as Ashfield Council’s ‘Welcome Shops’ project.	✓			
3. Investigate opportunities to increase parking at Council’s carpark and on the Korean commercial side in order to support increased business in the area and the area’s cultural and community growth and development.	✓	✓		
4. Rationalise Council’s existing pool of single purpose community facilities, to provide funding toward a multipurpose community hub co-locating a range of culturally appropriate community, cultural and recreational spaces, services and programs. This will provide a community hub for the Town Centre and support community connections, learning and wellbeing.	✓	✓	✓	
5. Identify opportunities to provide a multi-lingual information service centrally located in the Town Centre.	✓	✓	✓	
6. In keeping with the outcomes of the Cultural Spaces Plan, consider opportunities		✓	✓	



ITEM 5 (continued)

ATTACHMENT 2

Recommendations	Community harmony	Community + cultural facilities	Community + cultural services/ programs	Recreation spaces
to increase the floor space and functions of the Eastwood Library on its current site, including increased study and lounge areas and improve the Korean collection.				
7. Provide free Wi-Fi throughout the Town Centre to enliven the area and support local students.	✓	✓	✓	
8. Investigate methods to connect the east and west side of the town centre such as: <ul style="list-style-type: none"> <li>a. Consistent landscaping along Rowe Street.</li> <li>b. Improved tunnel access.</li> <li>c. Landmark public art.</li> </ul>	✓	✓		
9. Investigate opportunities to provide affordable rental housing in the Town Centre to support low income residents, students and older people.	✓		✓	
10. Provide outdoor space including a destination play area and seating on the Korean commercial side of Rowe Street.	✓			✓
11. Investigate potential to close off Rowe Street to traffic to increase pedestrian use of the areas, address the pedestrian crossing issues outside the NAB and to provide opportunities for markets and more community and cultural uses.	✓			✓
12. Activate the Town Centre at night through cultural activities including markets, night cinema and dancing.	✓		✓	
13. Retain the Town Centre as a vibrant locally owned area and not as a “Westfield” style shopping precinct.	✓			
14. Investigate opportunities to provide an outdoor multipurpose court/s within the Town Centre.	✓	✓		✓
15. Investigate opportunities to provide an improved outdoor Tai Chi/exercise surface in the Town Centre. This should be a flat covered surface.	✓			✓
16. Retain the Wisteria and Fountain in the pedestrian mall as important community sites.	✓	✓		

**ITEM 5 (continued)**

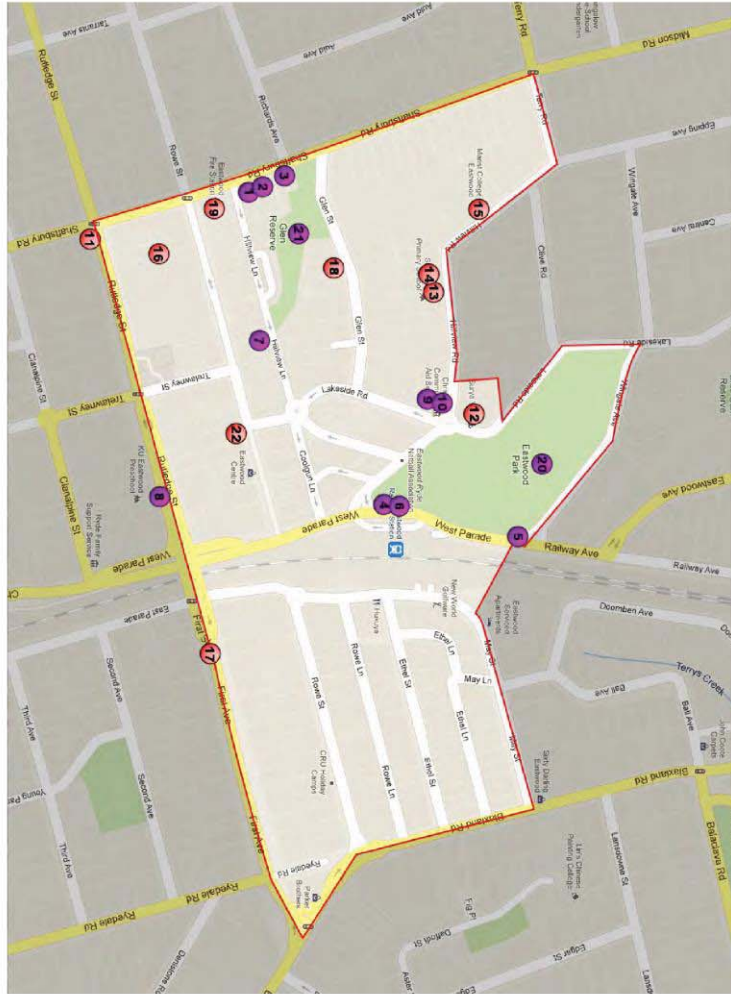
**ATTACHMENT 2**

Recommendations	Community harmony	Community + cultural facilities	Community + cultural services/ programs	Recreation spaces
17. Implement community cultural arts projects that reflect the areas history and current cultural identity such as a community mural on the toilet block outside the library and other blank surfaces that attract graffiti .	✓	✓	✓	
18. Provide improved seating and shade structures throughout the Town Centre including: <ul style="list-style-type: none"> <li>a. Comfortable chairs and tables for game playing (such as majong) undercover in the pedestrian mall.</li> <li>b. Improved shade structure in playground area outside library.</li> <li>c. More comfortable seating undercover in the area outside the library.</li> <li>d. Hand rails to support older people accessing raised seating area outside the library.</li> </ul>	✓	✓		✓
19. Continue to suport the Granny Smith Festival and Chinese Lunar New Year Festival which celebrate the area’s diverse history and bring residents and visitors together.	✓			

**ITEM 5 (continued)**

**ATTACHMENT 2**

Appendix 1 Location of community facilities in the Eastwood Town Centre



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- 1 Eastwood Community Hall + Meals on Wheels Kitchen
  - 2 Eastwood RSL Meeting Rooms
  - 3 Eastwood Early Childhood Health Centre
  - 4 Eastwood Women's Rest Centre
  - 5 Eastwood Croquet Club
  - 6 Eastwood Library
  - 7 Eastwood Occasional Child Care Centre
  - 8 KU Eastwood Preschool
  - 9 Eastwood CCCA Family Day Care
  - 10 Eastwood CCCA Neighbourhood Centre
  - 11 St Phillips Anglican Church Hall
  - 12 Eastwood Uniting Church/Church Hall
  - 13 St Kevin's Primary School
  - 14 St Kevin's Church/Hall
  - 15 Marist College Eastwood
  - 16 Eastwood Public School
  - 17 Eastwood Baptist Church
  - 18 Eastwood Tzu Chi Buddhist Church/Hall
  - 19 Eastwood Fire Station
  - 20 Eastwood Oval
  - 21 Glen Reserve
  - 22 Eastwood Masonic Hall
- Council Owned  
 Privately Owned

## ITEM 5 (continued)

## ATTACHMENT 2

### Appendix 2 Community engagement outcomes

#### EASTWOOD CROQUET CLUB

16 AUGUST 2011

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1. **Things that people like: What's special about Eastwood**
  - It is very convenient.
  - The area feels safe.
  - The area is easy to walk around but can get slippery when wet.
  - The \$2 shops are fun. These are good shops, but there is a need for more quality shops.
  - The Croquet Club is special and has been there for 85 years. It's an important part of the community. They currently have 46 members but would love more. They would like the Chinese and other cultures to become members but have had no luck recruiting. Language is a barrier. They Croquet Club ladies come from all over including East Ryde/Hornsby and Parramatta.
  - There are good cheap shops but need more variety.
  
2. **Issues with the Town Centre**
  - The area looks a bit old and needs to be freshened up.
  - There is not enough parking. All the commuters park up into the residential streets. The Croquet Club members have to walk 3 or 4 blocks sometimes and many of them are old.
  - There is a limit of 2 hours at the Council car park.
  - It smells around the food shops in particular in the laneway facing the park.
  - There is not enough variety of shops and there needs to be a department store. Year ago, Eastwood was a very special shopping place. It had beautiful tailors, clothing stores and cafes. It was the place to go shopping outside of the CBD.
  
3. **Suggestions for change: Vision**
  - More quality shops.
  - A more highly utilised Croquet Club. The facility can currently be hired at night through Council. The Club pays \$5,000 a year to lease the green.
  - A crossing with lights is needed at the crossing outside the National Bank
  - A commuter car park like the one at Thornleigh.
  
4. **Cultural needs**
  - Better integration between Caucasian and Asian communities.

**ITEM 5 (continued)****ATTACHMENT 2****EASTWOOD FRIENDSHIP TAI CHI GROUP  
16 AUGUST 2011: WISTERIA IN THE PEDESTRIAN MALL**

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- 1. Things that people like: What's special about Eastwood**
  - The area is harmonious
  - The area is safe and many students use it at night.
  - The Wisteria.
  - That the Anglican Church can be used for Tuesday night table tennis. There is also a table tennis group on Tuesday mornings at the Eastwood Hall.
  - The Tai Chi group has 100 members from many different cultures. Meet every morning until 10am under the Wisteria.
  - The variety of the shops is great.
  - The area is easy to get around and there are not that many stairs. Good for prams and older people.
  
- 2. Issues with the Town Centre/Facility**
  - The area needs to be modernised.
  - The mall is not a flat surface and not appropriate for Tai Chi.
  - The mall needs more cover and more shade.
  - There are no indoor courts.
  - There is not enough parking.
  - Crossing outside the NAB is difficult.
  
- 3. Suggestions for change: Vision**
  - A dedicated Tai Chi space that is flat and well located near parking and transport.
  - "Tables and seats for the community to use for mah-jong or just to walk down to the park for social interaction, to sit in the sun and meet people is a great idea for the Eastwood community".
  - Improve the Train Tunnel to make is safer and more usable.
  - The toilet block needs to be painted by the kids and maybe with a mosaic.
  - Summertime dancing at night in the Pedestrian Mall.
  - Better use of the area behind the oval (that is the Croquet Club).
  - More facilities and spaces on the Korean side of the rail line.
  
- 4. Cultural needs**
  - Multicultural information service centrally located.
  - Multipurpose community centre with indoor courts, outdoor space for Tai Chi or other community activities and a library.
  - "It would be wonderful if the Council would consider doing the Glen Street Reserve near the upper car park (near Retro Vision). The little park could be made into a Tai Chi area and I am sure not only the Eastwood Tai Chi Friendship Group would benefit but also other residents within our community would as well, some where to go, to sit, to watch to chat that is what makes a community. In naming the Park perhaps Ryde Council could rename the park and call it the "*Eastwood Friendship Park*".

**ITEM 5 (continued)**

**ATTACHMENT 2**

**EASTWOOD WOMEN'S REST CENTRE**

**16 AUGUST 2011: (Next to Library)**

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- 1. Things that people like: What's special about Eastwood**
  - Cheap shops
  - History. The CWA has been operating there for 80+ years and has a strong connection. They raise money from this shop that goes toward charitable works.
  - Granny Smith Festival
  
- 2. Issues with the Town Centre/Facility**
  - The shops are smelly
  - Too many signs in Chinese
  - Messy and dirty.
  - The seated area outside the library is unusable. Particularly by older people. There are no rails to support people to get up the steps to sit. The seating is not under cover and it gets very hot in summer as it is metal.
  - The toilet block is ugly and should be painted with a mural.
  
- 3. Suggestions for change: Vision**
  - Cleaner.
  - More integration.
  - Better quality shops including a department store.

**ITEM 5 (continued)****ATTACHMENT 2****CHRISTIAN COMMUNITY AID****17 AUGUST 2011**

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- 1. Things that people like: What's special about Eastwood**
  - It is very convenient.
  - The fountain in the mall is great for children and lots of grandparents play with them there.
  - Library is good and well located near the train station.
  - It is a multicultural community.
  - The Oval is a bonus for the area and is well used.
  - There is good cheap shopping.
  - Council hall (Shaftsbury Road) and the Uniting Church Hall are in good condition and are utilised by the CCA.
  
- 2. Issues with the Town Centre/Facility**
  - The CCA has been in the premises since 1973 and they have an ongoing license to occupy the facilities at 10 and 12 Lakeside Drive.
  - Lakeside Drive needs more universal design elements. Rails for older people, places to stop and sit.
  - Some of the areas in the Town Centre smell due to the disposal of meat and fish products. In particular this is the case in Hillview Lane where there are no footpaths and the rear of shops is straight onto the Lane.
  - The pavers can be dangerous when they are wet and CCA have had staff and client injuries on them.
  - The parking is hard to access and the time limit is too short. It has really poor access into the car park and this needs to be fixed.
  - CCA are reliant on volunteers. They have medical transport and drivers but have nowhere to park their vehicles. Senior's parking would also be a good idea.
  - The Roundabout in Lakeside Drive has a lot of near misses, including from the young children that come running from the school. There is a need for a rail to stop people running directly onto the road. In particular, the cnr Lakeside Drive and Hillview Road is dangerous.
  
- 3. Suggestions for change: Vision**
  - A multipurpose community facility would be of great benefit to the community could co-locate: multicultural information service, library, hall, outdoor and indoor courts.
  
- 4. Cultural needs**
  - Multicultural information service centrally located.

**ITEM 5 (continued)****ATTACHMENT 2****EASTWOOD LIBRARY****17 AUGUST 2011**

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**1. Things that people like; What's special about Eastwood**

Multiculturalism and the history of the area

**2. Issues with the Town Centre/Facility**

- The library building is too small for the community it is trying to serve. About a 1000 people a day use the library with well over 100 young people after school. The Library and CWA building is prime real estate and ideally located but could be redeveloped to better utilize the space for both Library and other .community services
- Many children and young people use the library's resources whilst waiting for their travel connection. It needs more space to support this and better technology within and outside the building. The introduction of Wi-Fi in 2012 will be a very positive step in the right direction. An informal meeting space with couches, chairs and tables would be desirable. There is a trend away from computer games back to board games and reading
- The library is heavily used, by children and parents (and Grandparents attending children's activities – mostly Chinese, students studying and people reading newspapers. There is an increasing trend to use of the library as a community space as well as a library service.
- The area is missing a major drawcard such as Target.
- There is a significant issue in relation to providing information to residents, particularly new migrants regarding the services available, from government and NGO agencies. A designated, high profile location to access this information, receive professional referral and advocacy, is needed. Could be located as part of a hub.
- Most people who visit Eastwood drive. Lack of parking has become a major deterrent to people visiting the Town Centre and the Library.
- The library is being increasingly used by the Korean community and the resources to better serve this group would be highly desirable.
- There is some disharmony in the community with some racism direct towards Chines and Korean residents. Chinese library staff also experience this.

**3. Suggestions for change**

- A multipurpose community/commercial hub. Possibly as a part of a redevelopment of the shopping precinct –ideally close to the transport node.
- Greater use of the library by community groups and service providers to promote themselves. E.g. The Croquet club could do a display to promote an open day. Service providers could have a presence in the library similar to the volunteer JP service.
- Some planned changes will help but a bigger library with more facilities for community groups, studentss and residents is needed. It is currently at capacity.

**4. Cultural Needs**

- Multicultural information services centrally located.
- Non-culture specific events to draw people together e.g. Wraps with Love charity knitting groups that cross the cultural divide.



## ITEM 5 (continued)

## ATTACHMENT 2

### EASTWOOD CHINESE SENIOR'S GROUP 17 AUGUST 2011: ST PHILLIPS ANGLICAN CHURCH

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- 1. Things that people like: What's special about Eastwood**
  - St Phillips Anglican Hall. It is big and well used by the community. Well located and has a good outdoor space. 100 older Chinese people meet here every Wednesday. Members are from Eastwood, Ryde and Epping.
  - Good shopping.
  - Eastwood Park – walking after dinner. Walking dogs.
  - Library good but is too small.
  - It is a very significant place for the Chinese community of Sydney. It is a focus for Chinese shopping and eating.
  - The Korean side is well visited by people from other suburbs.
  - Easy to walk around.
  - Good public transport and very convenient.
  
- 2. Issues with the Town Centre/Facility**
  - Parking in the street is very difficult. People park here and catch the train – Rowe Street is too busy for residents to park.
  - The area is a bit dirty and there is litter everywhere.
  - Need more shade in the mall.
  - Need more comfortable seating that is shaded.
  - There are no outdoor courts except in the schools and these are not accessible.
  - While it is easy to get around it is hard as an older pedestrian as sometimes drivers don't stop.
  
- 3. Suggestions for change: Vision**
  - A bigger shopping centre.
  - Improved lighting.
  - An open area for basketball (this could be shared for a range of sports and activities including tai chi).
  - More friendliness.
  - Better and longer Council car parking station. Needs to be bigger and higher.
  - A park like ESL park in Marsfield.
  
- 3. Cultural needs**
  - Many older people moved here to be with their children and now look after their grandchildren. They need places to take the children during the day. They also need more small apartment housing for them to live in as they get older and some culturally appropriate senior's living.

**ITEM 5 (continued)****ATTACHMENT 2****KOREAN SENIORS****25 AUGUST 2011. ST PHILLIPS ANGLICAN CHURCH**

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**1. Things that people like: What's special about Eastwood**

- It is very convenient.
- The area feels safe.
- People like the library but not the collections.
- The fountain in the pedestrian mall. This is great for children. Lots of older people care for their grandchildren and they love playing here.
- There is good cheap shopping.

**2. Issues with the Town Centre**

- The area looks a bit old and needs to be freshened up.
- There is not enough parking
- The shopping centre is too old and the toilets are dirty.
- It is too complicated to get around with all the traffic
- The crossing at the NAB Bank is hard to get across. This should have a traffic light.
- Getting around by foot or car at school drop off and pick up time is difficult.
- The bus seats at the train station are uncomfortable.
- There is not enough lighting in the tunnel and it doesn't feel safe.
- Need a general department store (Myer, Target, Kmart)

**3. Suggestions for change**

- The East and West sides need to be connected through a tunnel or bridge
- A crossing with lights is needed at the crossing outside the National Bank
- More seating and shading is needed throughout the Town Centre but particularly in the pedestrian mall, outside the library and on the Korean side of the Town Centre. Some of the existing seats are hard and get hot in summer.
- The Korean side needs outdoor space connected to indoor space with shade and seating. They need to do exercise and participate in programs and there is nowhere to do this. Would be happy on either side of the rail line with this space.
- The library needs to be bigger and co-located with other community spaces. The Korean collection needs to be bigger and also more up to date.
- A community hall for the whole Town Centre that is owned by Council.
- A pool with a spa, and sauna.
- An indoor sports centre for children young people and general health and fitness.
- A playground on the Korean side.

**4. Cultural needs**

- Outdoor space for exercise and gatherings connected to indoor space for programs and activities.

**ITEM 5 (continued)****ATTACHMENT 2****EASTWOOD CHAMBER OF COMMERCE  
25 AUGUST 2011. WESTPAC BANK, EASTWOOD**

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- 1. Things that people like: What's special about Eastwood?**
  - The area is a destination for Chinese people and other people from outside the area. It is unique and interesting because of its cultural diversity.
  - The Granny Smith Festival is an example of the cultural integrity of Eastwood.
  - The area feels safe. It is peaceful and harmonious and there is not much conflict.
  - The residential area is lovely and there are good neighbourhoods.
  - The diversity of Asian food in Eastwood is outstanding and this should be more widely promoted.
  - What is special is the small business culture and this should not be changed through "Westfield" style development.
  - The Wisteria and the pedestrian mall.
  
- 2. Issues with the Town Centre**
  - Traffic in the area is bad and this deters people from driving into Eastwood and affects business.
  - First Avenue has traffic issues in the busy times.
  - West Parade has poor traffic flow.
  - Blaxland Road and First Avenue Intersection is a disaster.
  - The Eastern side of the Town Centre suffers as most of the shops and parking are on the Western side. The Train station is a barrier and this needs to be addressed.
  - The pedestrian tunnel is unsafe after dark.
  - Shopping is limited to restaurants and groceries. There is not a good variety of shops to keep people in the area for a long time. There needs to be a variety of retail in the area. People are concerned that shopping will decline in Eastwood because there is more variety elsewhere.
  - There is nowhere to find long-term parking.
  - The Town Centre looks tired. Not much has changed in the Eastwood in the past 30 years.
  - There is not a strong night culture.
  - There are not enough public toilets.
  - The approach into Eastwood is not inviting with vacant sites including the vacant car park.
  - There are inappropriately co-located shops. For example, a raw food shop (butcher, seafood) should not be located next to a restaurant. It is not hygienic.
  - The tiles in the mall and around Town Centre are slippery and dangerous.
  - There are not proper delivery areas for trucks and it's really dangerous in laneway areas.
  
- 3. Suggestions for change: Vision**
  - Consider closing off Rowe Street to traffic and making it a pedestrian mall. Brisbane City Mall was given as an example. All traffic could be diverted around the town centre.
  - Expand the Train Station Pedestrian Tunnel. Make it a direct tunnel through from the East to the West.
  - Chatswood is a good example of creating a light airy thoroughfare through a train station.
  - Need to be visionary – could include shops in the arcade rather than just a tunnel. Keep it activated.
  - Get Eastwood (Western side) included in Food Tours such as Cabramatta.

**ITEM 5 (continued)****ATTACHMENT 2**

- Chatswood and Chinatown share a vibrancy at night. Stronger mixed-use zoning and a higher residential component would support more night activity in the Town Centre and create a vibrant night culture.
  - A gateway building to the entrance to Eastwood (in Rutledge Street) possibly a community facility would be great.
  - A community garden.
  - Interactive seating that changes into stalls at night (like Chinatown) would be great for business.
  - Night markets and night cinema.
  - Monument/mural that faces to train station that reflects the community – so people could see it on the way past.
  - Outdoor multipurpose courts (basketball, netball)
  - Places and spaces for young people to gather, socialise and recreate.
  - More informal spaces.
  - A bigger library.
  - Indoor space with badminton, table tennis, gym. Nearest badminton is North Ryde.
  - More appropriate housing with universal design. Quality development with lift access.
  - Mix of housing including affordable housing.
  - More fruit trees that reflect the history of the Granny Smith. Greening is important as the area is developed.
  - Housing for older people on both sides of the rail line.
  - Keep the personality of the area – individual store owners.
  - Consider opportunities to extend the plaza.
- 4. Cultural needs**
- People like to feel comfortable and welcome when they start their new life in Sydney. There is a need for a Community Information Centre with multi-lingual staff. This service could be connected to a neighbourhood centre or within a multipurpose facility that is well located and easy to find.
  - The multiculturalism of the area needs to be promoted.
  - Need a multipurpose community facility in the area that will bring people to Eastwood not just for the shopping but for community and cultural activities and they will stay in the area for longer. Pennant Hills Shopping area is a good example of a community facility in shopping area.
  - Keep the unique cultural significance of the area. Keep it multicultural (Italian, Aussie, Chinese, Korean).

**ITEM 5 (continued)**

**ATTACHMENT 2**

**EASTWOOD TZU CHI BUDDHIST CHURCH/AAAB**

**31 AUGUST 2011:**

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**1. Things that people like: What's special about Eastwood**

- It is a strong community with a range of cultures.
- Eastwood is a unique village and people want to maintain this.
- It is very safe and has good transport.

**2. Issues with the Town Centre/Facility**

- Parking is too difficult.
- Crossing at NAB needs a push button stop light.
- They have trouble parking, loading and unloading in Glen Street.
- Library is too small. Willoughby Council has a great library and co-located community hall.
- There is some disharmony between Caucasian and Asian residents. For example, the Caucasian man across the street complains regularly about the church even though they are very quiet.
- Train station tunnel is not safe and the lighting needs to be improved.
- Not enough shading. More canopies like the Wisteria are needed.

**3. Suggestions for change: Vision**

- A multipurpose community facility would be of great benefit to the community could co-locate: multicultural information service, library, hall, outdoor and indoor courts. Should be connected to outdoor space for Tai Chi. Would help them deliver more charitable works. The vacant site in Rutledge Street would make a great multipurpose facility.
- A bigger shopping outlet such as Kmart and Target.
- Gazebo in the Park for Performances (such as Hurstville Council).
- A multi-storey car park.
- Better landscaping and more greenery and trees.
- Close Rowe Street off and make it a pedestrian mall. Consider the impacts that this will make on Glen Street.
- Community gardens to bring people of all cultures together. This will be particularly important if there are going to be more high-rise apartments.
- An outdoor place that would support the community to get together at night would be good. Multi-faith harmonious group.
- All shops should have menus in English and Mandarin/Cantonese/Korean. This is not just for Caucasians but many third generation Chinese can't read Chinese either.
- More apartments and housing particularly for older people and lower income residents. Housing costs are becoming too high for rental and purchase.
- More relaxed Council regulations to encourage granny flats.

**4. Cultural needs**

- Multicultural information service centrally located.

**ITEM 5 (continued)****ATTACHMENT 2****KOREAN CHAMBER OF COMMERCE****1 SEPTEMBER 2011**

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- 1. Things that people like: What's special about Eastwood**
  - Large Korean and Chinese population.
  - Good restaurants and food.
  
- 2. Issues with the Town Centre/Facility**
  - The East and West side is too disconnected and this is causing business on the Korean side to suffer. Business is not doing well compared to the other side where it is thriving. In particular restaurants are suffering. The Aldi will hopefully bring more people, but the parking is only for customers so will not help with the lack of parking on the Korean side.
  - There is not enough parking and this prevents people from staying in the area. Need to encourage people to stay and shop.
  - The library is not big enough and has a very small and very old Korean collection.
  - Not enough low cost rental housing or affordable housing to purchase.
  - No culturally appropriate nursing home for Korean community.
  
- 3. Suggestions for change: Vision**
  - A multipurpose community facility would be of great benefit to the community could co-locate: multicultural information service, library, hall, outdoor and indoor courts. Very important for multicultural groups, English classes and cultural activity.
  - More residential and commercial buildings together. Happy to increase heights. This will be good for business and a night economy. However, need to think of impacts of making it too high such as increased traffic and parking issues.
  - A connection via a footbridge or a wider more direct tunnel under the railway.
  - Multi-level car parking.
  - Open recreation and playground space. This is good for business and parents and grandparents can bring their children to play and will stay to eat and shop. It would be good to get the local community (including children) involved in the design.
  - Also need places to gather for BBQs with permanent shade structures. For example, the Korean Festival (same size as the Lunar New Year Festival - around 10,000 people) should be held in Eastwood because of the large Korean community however, nowhere appropriate and Council also charges too much for use of parks. Korean community feels a little unsupported.
  
- 4. Cultural needs**
  - Space for multicultural programs and services.
  - Gathering places for festivals and events.
  - Culturally appropriate senior's living. They would be interested in development opportunities for a small senior's living complex.

**ITEM 5 (continued)****ATTACHMENT 2****VARIOUS INDIVIDUALS AND GROUPS****1 AUGUST TO 31 AUGUST 2011**

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Other groups contacted via telephone and online survey:

- Eastwood Senior Citizens Association
- Eastwood Public School
- Eastwood Occasional Care Centre
- St Kevin's Public School
- Wilson (Chinese community)
- Hugh Lee (Chinese community)
- Eastwood RSL
- Young people and grandparents and children using area outside Eastwood Library

**1. Things that people like: What's special about Eastwood**

- It is easy to get around the Town Centre by foot.
- Most people visit the centre daily to shop, go to work, attend events or use community facilities.
- The Wisteria arch in summer gives good shelter. There needs to be more shading like this throughout the Town Centre.
- Unanimously what people like most about the Town Centre was the shops and restaurants. Secondly was the pedestrian mall, which they think has a village feel.
- Lots of children and young people from the schools.

**2. Issues with the Town Centre/Facility**

- About 50% of people thought that there was enough lighting. The other 50% did not. Those who did not thought that there needs to be more lighting near the train station Eastwood park area.
- There is not enough entertainment in the Town Centre. No cinemas, leisure centres, or interesting shops.
- Most people feel that the Town Centre is safe. However those that didn't only thought it was unsafe in near the Train Station.
- What people don't like is the lack of parking, the untidiness of the area and too many junk shops.
- The library is not big enough and there is not enough study space. Young people would like more places to gather, study, use free Wi-Fi. They would also like more courts for basketball and badminton.
- There are not enough diverse shops and some clothes shops would be great.
- Older people using the playground near the library would like more shade and better seating that is more comfortable

**3. Suggestions for change: Vision**

- A multipurpose community facility would be of great benefit to the community could co-locate: multicultural information service, library, hall, outdoor and indoor courts.
- More community facilities including a function and learning centre.
- More longer-term parking and more parking were the most common responses.
- More of a village feel.
- New shops and a bigger department store.

**4. Cultural needs**

- Multicultural information service centrally located.
- Centre for learning activities.
- Indoor sports facility with badminton and table tennis facilities.

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**ITEM 5 (continued)****ATTACHMENT 2****ONLINE AND WRITTEN SURVEY OUTCOMES****AUGUST TO SEPTEMBER 2011**

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- 43 surveys completed
- Ten respondents identified as Australian background (23%)/33 identified as Chinese background (77%)
- Five surveys from people aged 27 to 35years/16 surveys from people aged 36 to 49 years/22 from people aged 50 to 65 years.
- 25 surveys from Eastwood residents. Remainder from neighbouring suburbs including Epping, Denistone and Denistone East, Ryde and West Ryde, Ermington, Liberty Grove and West Pennant Hills.
- 15 people regularly walk to the Town Centre. 16 people drive. 10 people catch a train or bus. 2 people ride a bike.
- The majority of respondents visited the Town Centre every day or 3 to 4 times per week in Summer and Winter.
- The main reasons given for visiting the Town Centre were:
  - For the shops
  - For the restaurants
  - To meet people and visit friends
  - To exercise
- 100% of people thought that it is easy to get around the Town Centre.
- 90% of people thought that there wasn't enough seating in the area.
- 90% of people thought that there wasn't enough shading in the area.
- 60% of people thought that there wasn't enough lighting in the area.
- 90% of people felt safe in the area. The only area they didn't feel safe was near the train station and using the train tunnel.
- The favourite places in the Town Centre were:
  - The mall and activities in the mall
  - The fruit shop
  - The restaurants
  - The Chinese grocery shops
  - The seafood shops
  - Woolworths
  - The shopping village
  - Eastwood Park
- The three least favourite places of places that needed changing were:
  - The library needs to be bigger
  - The shopping centre is too old
  - The area needs to be cleaned up
  - The toilets in the Shopping Centre are need upgrading
  - There is not enough parking and the car park is always full.
  - The seating in the mall and outside the library.
  - The Pedestrian crossing outside the NAB is terrible for cars and pedestrians
- People identified the following visions for the Eastwood Town Centre
  - A dedicated tai chi area in Glen Park with shading.
  - A community garden



**ITEM 5 (continued)**

**ATTACHMENT 2**

- More parking spaces.
- A community centre with indoor facilities and flooring for fitness activities can have badminton games, table tennis, basketball and social gatherings with some permanent outdoor seating.
- Better toilet facilities especially in shopping village.
- More exercise facilities for young and old.
- More sitting benches.