

Meeting Date: Tuesday 24 May 2022
Location: Council Chambers, Level 1A, 1 Pope Street, Ryde and Online
Time: 6.00pm

ATTACHMENTS FOR COUNCIL MEETING

Item

5 ADOPTION OF ANZAC PARK MASTERPLAN

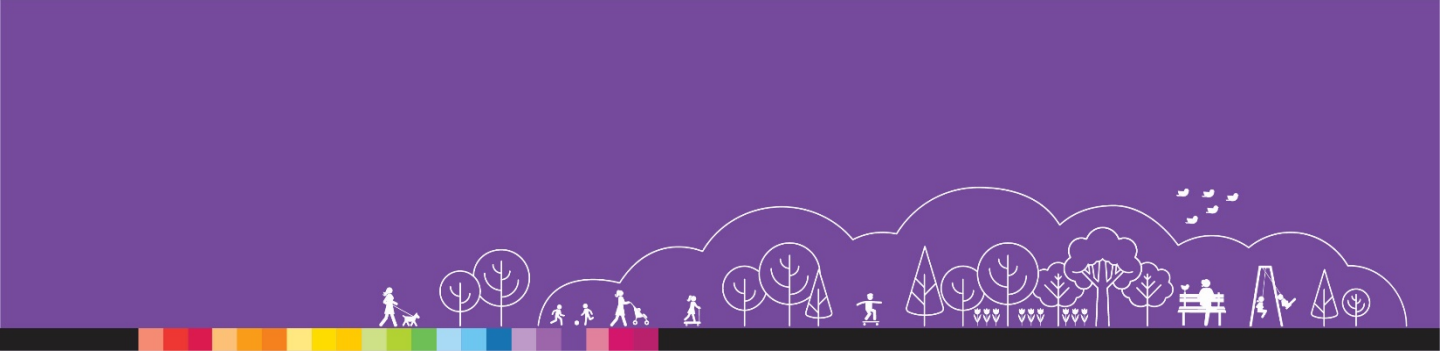
Attachment 3 Anzac Park draft Masterplan - Stage 1 Community
Consultation Report - August 2021

ANZAC PARK

Masterplan



STAGE 1
COMMUNITY CONSULTATION REPORT
AUGUST 2021



CITY OF RYDE | Anzac Park Masterplan – Stage 1 Community
Consultation Report
August 2021 © City of Ryde

DISCLAIMER

While every reasonable effort has been made to ensure that this document is correct at the time of printing, the City of Ryde, its agents and employees, disclaim any and all liability to any person in respect of anything or the consequences of anything done or omitted to be done in reliance or upon the whole or any part of this document.

COPYRIGHT NOTICE

If you wish to reproduce, alter, store or transmit material appearing in this submission document for any purpose, requests for formal permission should be directed to the General Manager, City of Ryde.

ANZAC PARK MASTERPLAN

Contents



Executive Summary	3
Background	4
Community Consultation Timeline	5
Community Consultation Methodology	6-7
Community Consultation Results	8-13
Appendices	
• Website	14
• Have Your Say eNewsletter	15
• A4 Flyer	16
• Park Signage	17
• Newspaper Ad	18
• Enewsletter Ads – Your City News & Smarter Cleaner Greener	19
• Facebook Ad	20
• Social Pinpoint Results	21



Executive Summary



Located in West Ryde, Anzac Park currently includes an Anzac memorial, flagpoles, gardens, a district-level playground, lighting, seating, BBQs, shade structures and an amenities building.

City of Ryde's Community Engagement team conducted the Stage 1 community consultation process to gather feedback from the community to inform the draft Masterplan design for Anzac Park.

In light of the COVID-19 pandemic, Council conducted one-on-one phone sessions in lieu of face-to-face drop-in sessions. Community members could register for a one-on-one phone discussion with a member of the Parks team to provide feedback and ask any questions.

Through the Stage 1 community consultation, respondents expressed they liked the park including its current playground and open grassed spaces. Some suggestions for improvement included additional shaded seating facilities, pedestrian safety, additional lighting, exercise equipment, sports court and upgraded amenities building.

The feedback from this Stage 1 community consultation will be used to inform the draft Masterplan for Anzac Park. Once the draft Masterplan has been prepared, the community will be provided with an opportunity to provide feedback on the draft design via a Stage 2 community consultation.

ANZAC PARK MASTERPLAN

Community Consultation Timeline



CONSULTATION

29 JUNE 2021

Have Your Say Opened

Community consultation opened and advertised to the community.



14 JULY – 15 JULY 2021

Phone Sessions

Community members could register for a one-on-one phone call with a member of the Parks team to provide feedback and ask any questions.



25 JULY 2021

Have Your Say Closed

Community consultation closed for feedback.

ANZAC PARK MASTERPLAN

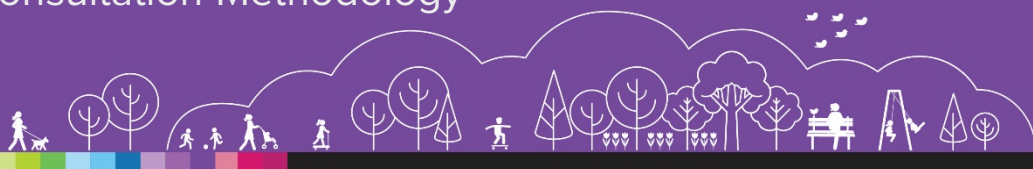
Community Consultation Methodology



Date	Tool	Stakeholders	Overview	Engagement
Tue 29 Jun to Sun 25 Jul 2021	Have Your Say Website	Website users	A project webpage with background information, online interactive map and project updates.	533 page views and 443 unique visits
Tue 29 Jun to Sun 25 Jul 2021	Social Pinpoint	Website users	An online interactive map where stakeholders can provide comments and suggestions on the site. This was accessed through Council's Have Your Say webpage.	44 online respondents 108 online comments
Tue 29 Jun to Sun 25 Jul 2021	Park Signage	Anzac Park users	Park signage was placed to promote the project and feedback opportunities for park users and interested stakeholders.	6 signs at entry points of the park
Tue 29 Jun 2021	A4 Flyer	Surrounding residents – adjacent to park (500m radius)	An A4 flyer was letterbox dropped to promote the project and feedback opportunities for surrounding local residents.	2876 flyers approximately
Tue 29 Jun 2021	Have Your Say eNewsletter	Internal and external stakeholders, community groups, subscribers to previous projects at Anzac Park	A targeted eNewsletter was sent to relevant community stakeholders to provide an opportunity to give their feedback.	94 eNewsletters distributed 55 eNewsletters opened
Thu 1 Jul to Sat 10 Jul 2021	Facebook Ad	Online Facebook users	Social media advertisement to promote the project and consultation opportunities for all stakeholders.	9,498 users reached 510 users engaged

ANZAC PARK MASTERPLAN

Community Consultation Methodology



Date	Tool	Stakeholders	Overview	Engagement
Wed 30 Jun, 7, 14, & 21 Jul 2021	Open community consultations advertisement in The Weekly Times	Newspaper subscribers	Newspaper advertisement to promote the project and consultation opportunities for all stakeholders.	38,000 total print readership
Wed 30 Jun 2021	Open community consultations listing in Your City News eNewsletter	Your City News subscribers	Listed in eNewsletter open community consultations section to promote the project and consultation opportunities for all stakeholders.	2,667 eNewsletters distributed 1,195 eNewsletters opened
Mon 21 Jul 2021	Advertisement in Smarter Cleaner Greener eNewsletter	Smarter Cleaner Greener subscribers	ENewsletter advertisement to promote the project and consultation opportunities for all stakeholders.	3,341 eNewsletters distributed 1,374 eNewsletters opened
Wed 14 & Thu 15 Jul 2021	Registered phone sessions	All interested stakeholders	One-on-one discussion over the phone with a member of the Parks team to ask any questions and provide feedback about the project.	3 registered attendees who provided comments
Tue 29 Jun to Sun 25 Jul 2021	Information phone line and email	All Stakeholders	The City of Ryde main phone and email address was provided for the project and was open for feedback from the community.	6 written submissions received

ANZAC PARK MASTERPLAN

Community Consultation Results



108

**SOCIAL
PINPOINT COMMENTS**



6

**EMAIL
SUBMISSIONS**



3

**PHONE
SUBMISSIONS**



FAVOURABLE ELEMENTS



The current **playground** was favourable and highly used, while some respondents also suggested additional equipment.

The availability of **open grassed space** was a favourable element of the park, including its use for family activities and community events. Some respondents also noted they like the **trees and plants** and want these elements to be protected.

PARK AND EXERCISE AMENITIES



Respondents like and/or suggested additional **shaded seating** and **picnic/BBQ areas**. Additional **lighting** was suggested for improved safety and for aesthetics, as well extended **pathways** and an upgraded **amenities building**.

Suggestions for **exercise equipment** and a basketball or multi-purpose **sport court** were also received. Some also suggested the inclusion of a **table tennis** table in the park.

PEDESTRIAN AND OTHER SUGGESTIONS



Pedestrian safety was highlighted as an area for improvement. Pedestrian crossings and traffic calming equipment were suggested. The creation of a **shared pedestrian zone** in Ryedale Lane and activation of nearby shops was also favoured.

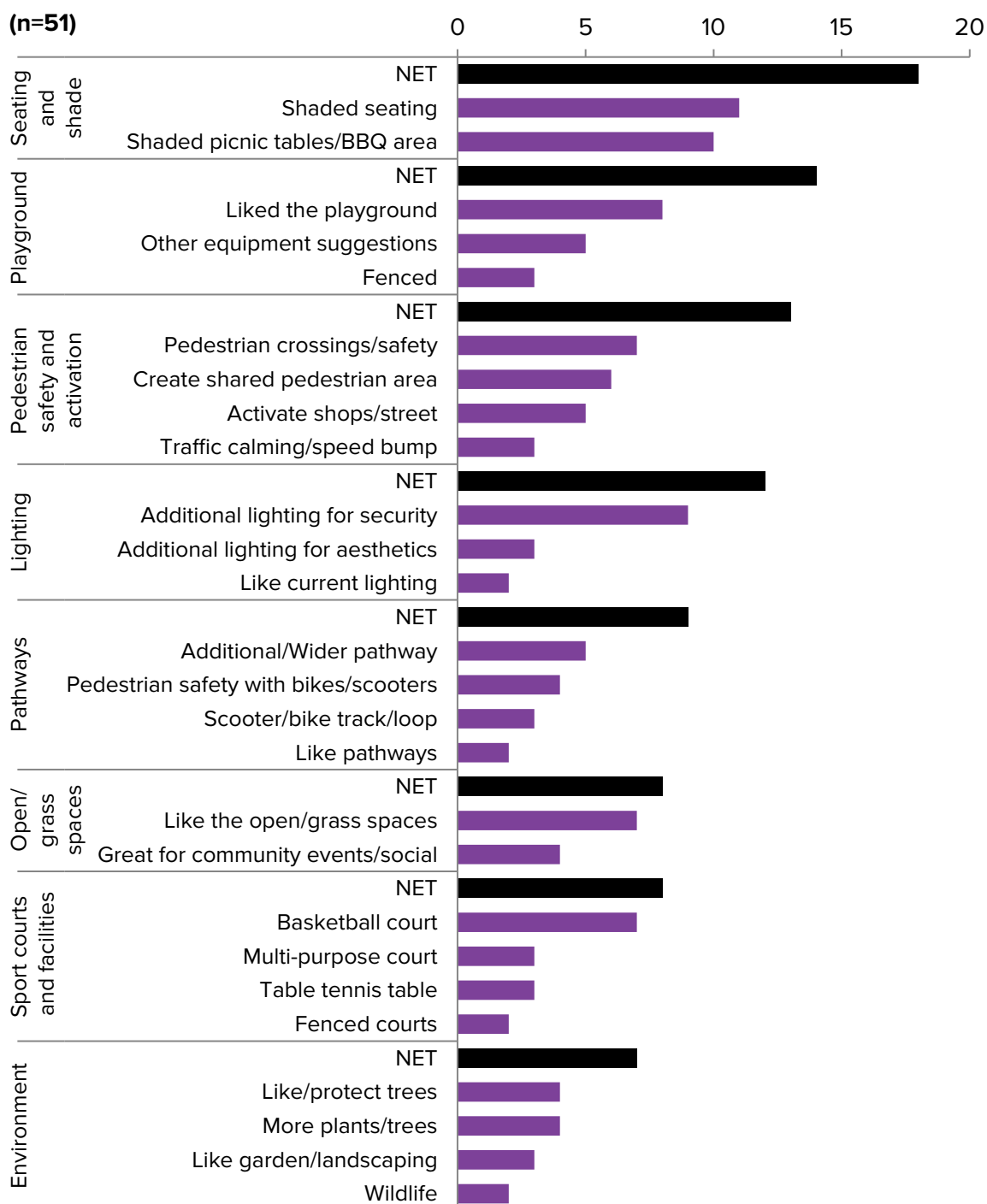
Other suggestions included a café, bookings or classes in the park, fenced dog off leash area, keeping the ANZAC history and improving park maintenance.

ANZAC PARK MASTERPLAN

Community Consultation Results



FEEDBACK ON ANZAC MASTERPLAN:

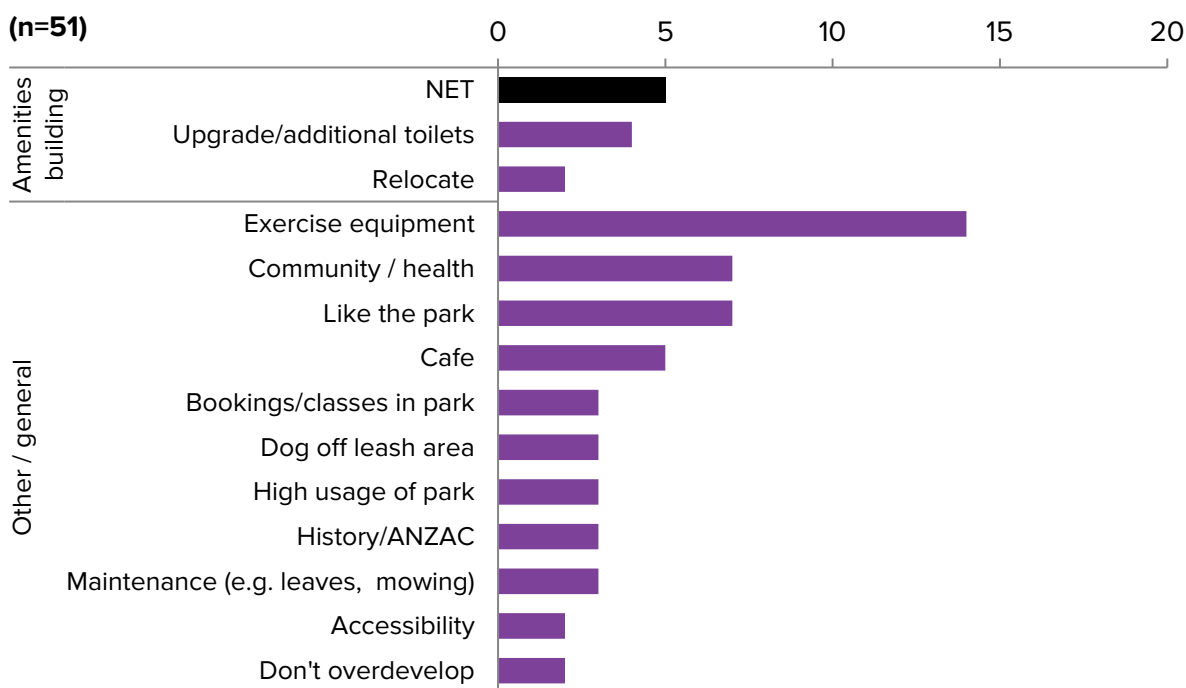


ANZAC PARK MASTERPLAN

Community Consultation Results



FEEDBACK ON ANZAC MASTERPLAN:

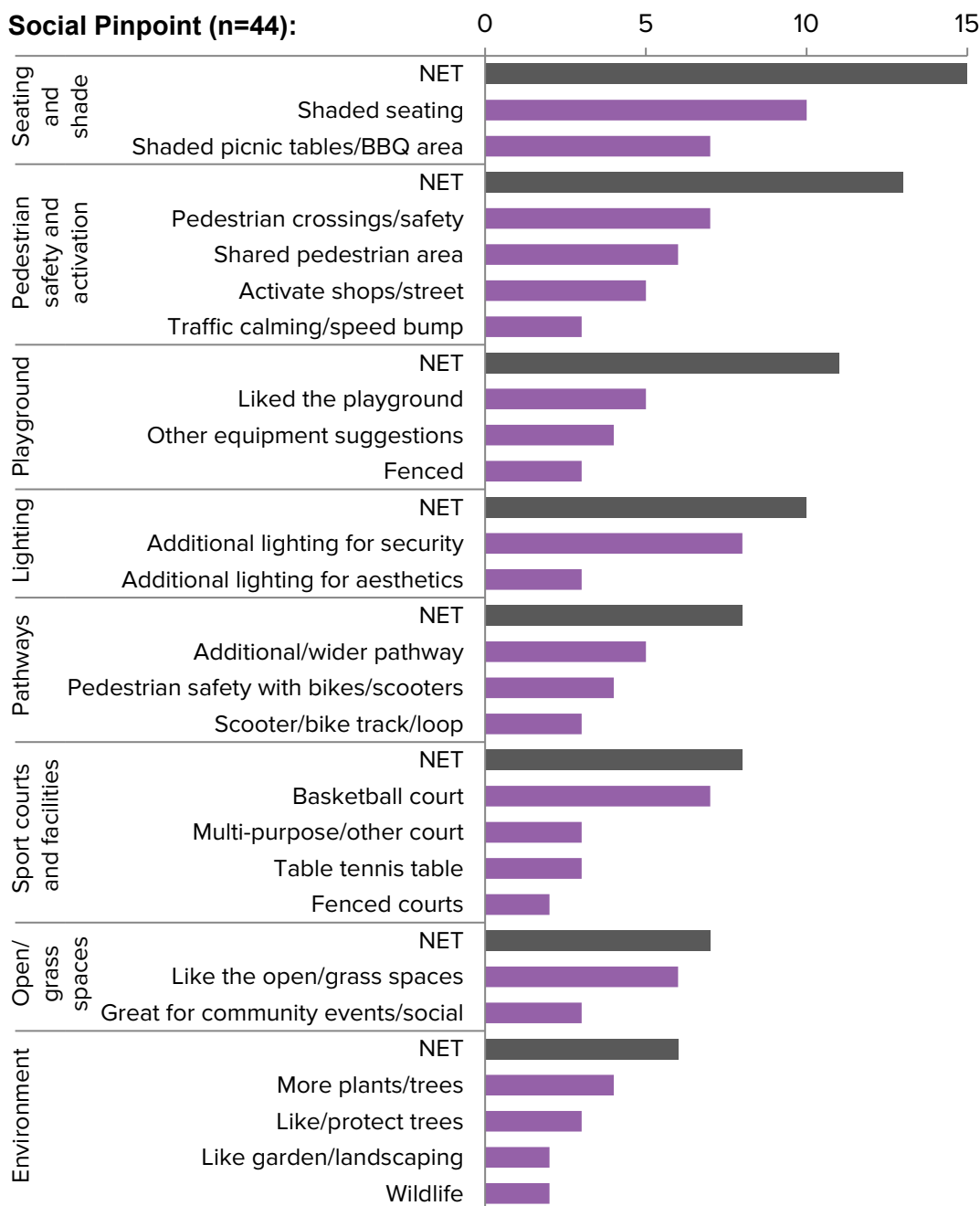


ANZAC PARK MASTERPLAN

Community Consultation Results



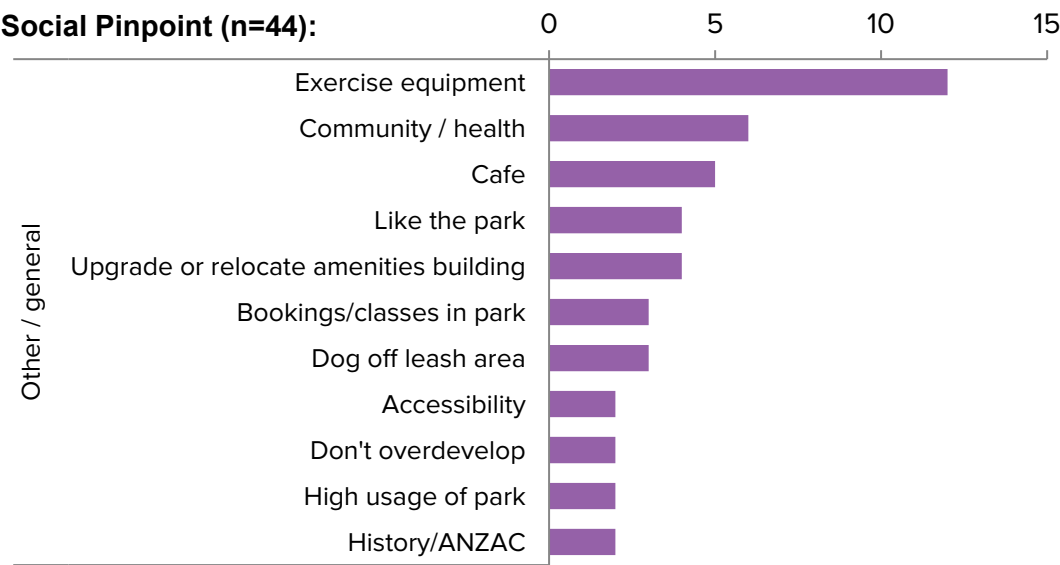
FEEDBACK ON ANZAC MASTERPLAN, BY SOURCE



ANZAC PARK MASTERPLAN

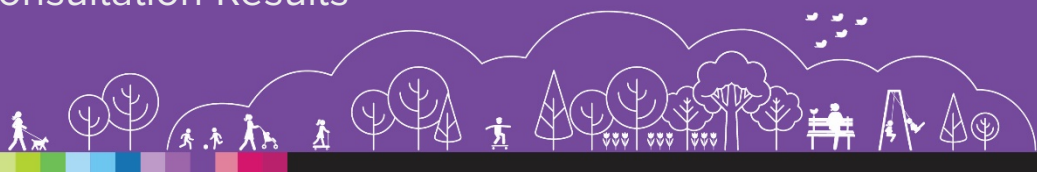
Community Consultation Results

FEEDBACK ON ANZAC MASTERPLAN, BY SOURCE

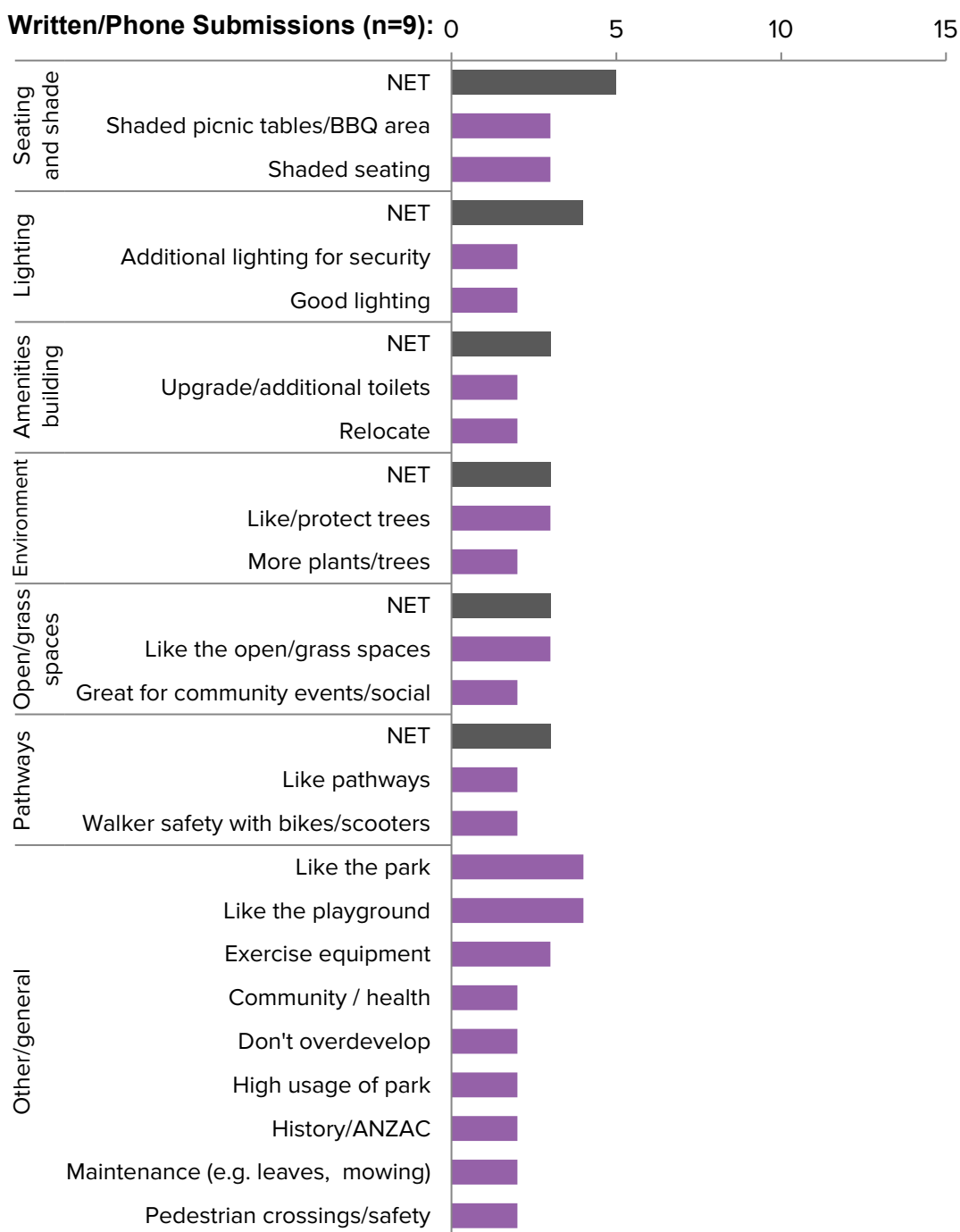


ANZAC PARK MASTERPLAN

Community Consultation Results



FEEDBACK ON ANZAC MASTERPLAN, BY SOURCE



ANZAC PARK MASTERPLAN

Appendices

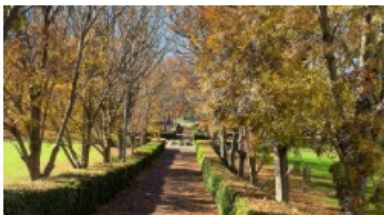
HAVE YOUR SAY WEBSITE

[Home](#) / [Anzac Park Masterplan](#)

[Select Language](#)

Anzac Park Masterplan

Consultation closing on 25 July 2021 / 11:55pm



[Complete the Interactive Map](#)
Go to [Anzac Park Masterplan Interactive Map](#)

[Related Information](#)
Council Meeting Minutes - 24 September 2020

[Contact Us](#)
If you require more information about the Anzac Park Masterplan please call Customer Service on 9952 8222 or email cityofryde@ryde.nsw.gov.au
If you require translating assistance, you may call the Translating and Interpreting Service on 131 450 and ask for an interpreter to contact Council for you.

The City of Ryde is seeking your input to create a Masterplan for Anzac Park. We would like to hear what you currently like about Anzac Park, ideas and suggestions for how the park can be improved, managed and maintained now and into the future.

Located in West Ryde, Anzac Park currently includes an Anzac memorial, flagpoles, gardens, a district-level playground, pathways, lighting, seating, BBQs, shade structures and an amenities building.

WHY IS A MASTERPLAN NEEDED?


Council delivers a wide range of sport and recreation services and natural areas through a network of regional, district, neighbourhood and local open spaces, parklands, sportsgrounds and facilities.

While the network has served the community well for many years, Council recognises that within the context of a rapidly growing and changing area, the roles and functions of our parks and facilities need to be reviewed and updated to meet the community's needs.

This Masterplan is being prepared in response to previous Council resolution (September 2016).

NEXT STEPS

After the conclusion of the Stage 1 community consultation, Council will complete a number of steps and processes prior to the implementation of the Masterplan.



[Latest Updates](#) [Have Your Say](#)

You can 'Have Your Say' on the Anzac Park Masterplan in a number of ways including the interactive map below, via email, post or registering for a phone session.

Provide Feedback via the Interactive Map

Click the link below for the interactive map to tell us what your favourite features of the park are and any ideas or suggestions you may have. If you are unable to fill in this map, please contact Council's Customer Service team on 9952 8222 who will assist you over the phone.

Submissions will be received up until **Sunday 25 July 2021**.

[Click here to complete the Interactive map](#)

Written Submissions

Written submissions must be clearly marked as 'Anzac Park Masterplan'. All submissions must be received by **Sunday 25 July 2021**.

Email: cityofryde@ryde.nsw.gov.au
Post: General Manager, City of Ryde, Locked Bag 2000, North Ryde NSW 1670

Privacy Statement

Personal information collected from you (including responses to forms and surveys) is held and used by Council under the provisions of the Privacy and Personal Information Protection Act 1998. The supply of information is voluntary, however if you cannot provide, or do not wish to provide the information sought, Council may be unable to process your application or request, or consider your submission. Please note that the exchange of information between the public and Council may be accessed by others and could be made publicly available under the Government Information Public Access Act 2009 (GIPA Act). If you require further information please contact Council's Customer Service Centre on 9952 8222.

Phone Sessions

In light of current circumstances, Council will be holding phone sessions in lieu of face-to-face community drop-in sessions.

We invite you to complete the registration form below to register for a one-on-one discussion over the phone with a member of the project team to ask any questions you have and provide your feedback. Council will be making phone calls between **Wednesday 14 July and Thursday 15 July 2021**.

Registration is required for a phone session. If you don't have internet access, please call Customer Service Centre on 9952 8222.

Registrations for a phone session close at **1.00pm Tuesday 13 July 2021**.

How will the phone session work?

Once registered, Council staff will contact you at your preferred time to discuss the Anzac Park Masterplan. Please be mindful that Council will have a number of calls to make and we kindly ask that you keep your call to 15 minutes.

What will happen if I don't answer the call from Council?

In the event you do not answer, Council staff will ring you again one more time during the period.

What will happen if I have registered, but don't receive a call from Council?

If you do not receive a call from Council during this period, we will organise another mutually suitable time to contact you.

Phone Session Registration - Anzac Park Masterplan

Name (Required)

Email (Required)

Phone (Required)

Address (Required)

Please select your preferred date you would like to be contacted by our parks team (Required)

Please select your preferred time/s you would like to be contacted by our parks team (Required)

- ☐ Morning
☐ Afternoon
☐ Evening

Please note any particular questions you have for our project team regarding the Anzac Park Masterplan

(Optional)

☐ Yes, I understand the Privacy Notification (policy)

Privacy Notification

Personal information collected from you is held and used by Council under the provisions of the Privacy and Personal Information Protection Act 1998. The supply of information is voluntary, however if you cannot provide, or do not wish to provide the information sought, Council may be unable to process your application or request, or consider your submission. Please note that the exchange of information between the public and Council may be accessed by others and could be made publicly available under the Government Information Public Access Act 2009 (GIPA Act). If you require further information please contact Council's Customer Service Centre on 9952 8222.

Submit

Save

Powered by [CloudForms](#)

Subscribe to project updates


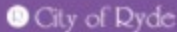
Last updated on 20 June 2021


ANZAC PARK MASTERPLAN


Appendices (continued)



HAVE YOUR SAY ENEWSLETTER







The City of Ryde is seeking your input to create a Masterplan for Anzac Park. We would like to hear what you currently like about Anzac Park, ideas and suggestions for how the park can be improved, managed and maintained now and into the future.

Located in West Ryde, Anzac Park currently includes an Anzac memorial, flagpoles, gardens, a district-level playground, pathways, lighting, seating, BBQs, shade structures and an amenities building.

WHY IS A MASTERPLAN NEEDED?

Council delivers a wide range of sport and recreation services and natural areas through a network of regional, district, neighbourhood and local open spaces, parklands, sportsgrounds and facilities.


While the network has served the community well for many years, Council recognises that within the context of a rapidly growing and changing area, the roles and functions of our parks and facilities need to be reviewed and updated to meet the community's needs.

This Masterplan is being prepared in response to previous [Council resolution \(September 2019\)](#).

Have Your Say

You can Have Your Say on the Anzac Park Masterplan in a number of ways including online or by registering for a one-on-one phone session.

[View the Have Your Say page](#)



Interactive Map

You can Have Your Say via the interactive map. Submissions will be received up until 11.59pm **Sunday 25 July 2021**.

[Provide feedback via the Interactive Map](#)

Phone Sessions

In light of current circumstances, Council will be holding phone sessions in lieu of face-to-face community drop-in sessions.

We invite you to register for a one-on-one discussion over the phone with a member of the project team to ask any questions you have and provide your feedback. Council will be making phone calls between **Wednesday 14 July and Thursday 15 July 2021**.


Registration is required for a phone session. If you don't have internet access, please call Customer Service Centre on 9952 8222.

Registrations for a phone session close at **1.00pm Tuesday 13 July 2021**.


[Register for a Phone Session](#)

For more information

To learn more about the Anzac Park Masterplan, please visit the Have Your Say page at www.ryde.nsw.gov.au/haveyoursay/AnzacPark, call Customer Service on 9952 8222 or email cityofryde@ryde.nsw.gov.au.



Lifestyle and opportunity @ your doorstep



Forward City of Ryde | 1 Pope Street | Ryde NSW 2112 | 9952 8222

You're receiving this because you've previously agreed to receive information from the City of Ryde. Your privacy is important to us. If you no longer wish to receive emails from the City of Ryde please click on the unsubscribe link below.

Copyright © 2021 City of Ryde. All Rights Reserved.

[Unsubscribe](#)

ANZAC PARK MASTERPLAN

Appendices (continued)

A4 FLYER

City of Ryde
ANZAC PARK MASTERPLAN

The City of Ryde is seeking your input to create a Masterplan for Anzac Park. We would like to hear what you currently like about Anzac Park, ideas and suggestions for how the park can be improved, managed and maintained now and into the future.



Located in West Ryde, Anzac Park currently includes an Anzac memorial, flagpoles, gardens, a district-level playground, pathways, lighting, seating, BBQs, shade structures and an amenities building.

HAVE YOUR SAY

How do I give my feedback?
You can Have Your Say on the Anzac Park Masterplan in a number of ways including:

Online Via the interactive map at www.ryde.nsw.gov.au/haveyoursay/AnzacPark or use the QR code

Email cityofryde@ryde.nsw.gov.au

Post City of Ryde, Locked Bag 2069, North Ryde, NSW 1670

Written submissions must be clearly marked 'Anzac Park Masterplan'.

Submissions must be received by Sunday 25 July 2021.



Scan the QR code to Have Your Say



한국어
평론
QR code
(QR code for translated
Information)

LET'S TALK

Phone Sessions
In light of current circumstances, Council will be holding phone sessions in lieu of face-to-face community drop-in sessions. We invite you to register for a one-on-one discussion over the phone with a member of the project team to ask any questions you may have and provide your feedback.

Council will be making phone calls between **Wednesday 14 July and Thursday 15 July 2021**.

Registration is required for a phone session at www.ryde.nsw.gov.au/haveyoursay/AnzacPark

If you don't have internet access please call Customer Service on 9952 8222.

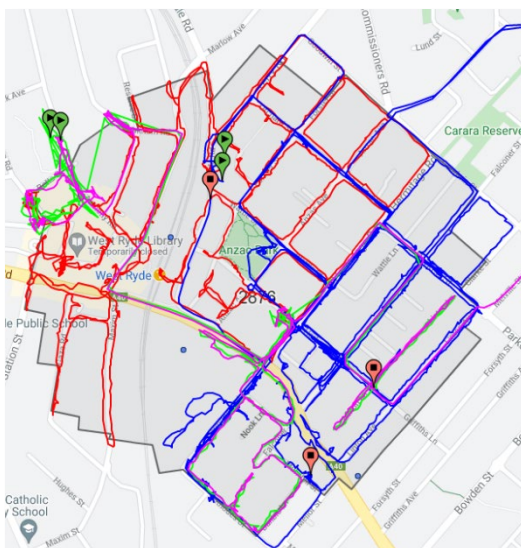
Registrations close **1:00pm Tuesday 13 July 2021**.



City of Ryde
Lifestyle and opportunity @ your doorstep

For more Information
Visit www.ryde.nsw.gov.au/haveyoursay/AnzacPark
Call Customer Service on 9952 8222
or email cityofryde@ryde.nsw.gov.au

Flyer distribution area



ANZAC PARK MASTERPLAN

Appendices (continued)



PARK SIGNAGE

ANZAC PARK MASTERPLAN



The City of Ryde is seeking your input to create a Masterplan for Anzac Park. We would like to hear what you currently like about Anzac Park, ideas and suggestions for how the park can be improved, managed and maintained now and into the future.

Located in West Ryde, Anzac Park currently includes an Anzac memorial, flagpoles, gardens, a district-level playground, pathways, lighting, seating, BBQs, shade structures and an amenities building.

HAVE YOUR SAY

How do I give my feedback?

You can Have Your Say on the Anzac Park Masterplan in a number of ways including:

Online Via the interactive map at www.ryde.nsw.gov.au/haveyoursay/AnzacPark or use the QR code

Email cityofryde@ryde.nsw.gov.au

Post City of Ryde, Locked Bag 2069, North Ryde, NSW 1670

Written submissions must be clearly marked 'Anzac Park Masterplan'.

Submissions must be received by **Sunday 25 July 2021**.



Scan the QR code to Have Your Say



한국어
详情请看
(QR code for
translated
information)

LET'S TALK

Phone Sessions

In light of current circumstances, Council will be holding phone sessions in lieu of face-to-face community drop-in sessions. We invite you to register for a one-on-one discussion over the phone with a member of the project team to ask any questions you may have and provide your feedback.

Council will be making phone calls between **Wednesday 14 July** and **Thursday 15 July 2021**.

Registration is required for a phone session at www.ryde.nsw.gov.au/haveyoursay/AnzacPark

If you don't have internet access please call Customer Service on 9952 8222.

Registrations close **1.00pm Tuesday 13 July 2021**.

For more information

Visit www.ryde.nsw.gov.au/haveyoursay/AnzacPark

Call Customer Service on 9952 8222 or email cityofryde@ryde.nsw.gov.au

ANZAC PARK MASTERPLAN

Appendices (continued)



NEWSPAPER AD - OPEN COMMUNITY CONSULTATIONS THE WEEKLY TIMES

HAVE YOUR SAY

OPEN COMMUNITY CONSULTATIONS

You are invited to have your say about documents, projects and proposals that are currently on public exhibition, or provide feedback on services and concerns that affect the community.

- Draft Section 7.11 Developer Contributions Plan 2020 (Version 1.1) (Closing 16 July 2021)
- Anzac Park Masterplan (Closing 25 July 2021)
- Devlin Street Pedestrian Bridges
- Graffiti Vandalism In the City of Ryde
- Immunisation Clinic Customer Experience Survey
- Traffic & Parking Around Schools

Want to find out more?

To find out more about one of the above projects or for information on how to provide feedback, please visit www.ryde.nsw.gov.au/haveyoursay or call Customer Service on 9952 8222.

ANZAC PARK MASTERPLAN

Appendices (continued)



ENEWSLETTER ADS – OPEN COMMUNITY CONSULTATIONS YOUR CITY NEWS

Have Your Say

On Exhibition

You are invited to have your say about documents, projects and proposals that are currently on public exhibition, or provide feedback on services and concerns that affect the community.

- [Financial Assistance For Legal Fees For Purchase of Land \(Closes 4 July\)](#)
- [Draft Sections 7.11 Developer Contributions Plan 2020 \(Closes 16 July\)](#)
- [Anzac Park Masterplan \(Closes 25 July\)](#)
- [Devlin Street Pedestrian Bridges](#)
- [Graffiti Vandalism in the City of Ryde](#)
- [Immunisation Clinic Customer Experience Survey](#)
- [Traffic and Parking Around Schools](#)

SMARTER CLEANER GREENER



Anzac Park Masterplan

The City of Ryde is seeking input to create a Masterplan for Anzac Park in West Ryde. We would like to hear what you currently like about Anzac Park, ideas and suggestions for how the park can be improved, managed and maintained now and into the future. Submissions close **Sunday 25 July 2021**.

[Have Your Say via our Interactive Map](#)

ANZAC PARK MASTERPLAN

Appendices (continued)



FACEBOOK AD



City of Ryde
June 30 at 3:00 PM · 🌐

ANZAC PARK MASTERPLAN
HAVE YOUR SAY > <https://bit.ly/3AcmNz8>

We're seeking your feedback to create a Masterplan for Anzac Park in West Ryde. Tell us what you currently like about Anzac Park, your ideas and suggestions for how the how the park can be improved, managed and maintained now and into the future.

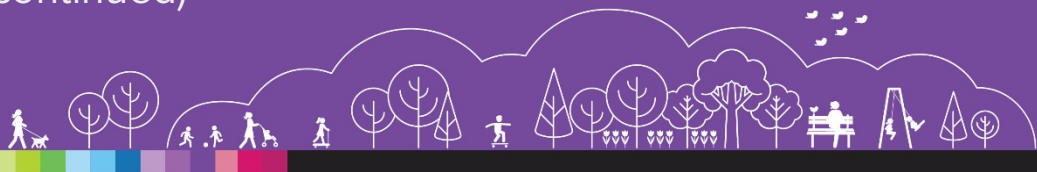
You can leave feedback on our online interactive map or book a phone session to speak to a member of the project team.

Have Your Say ends on Sunday 25 July.



ANZAC PARK MASTERPLAN

Appendices (continued)



SOCIAL PIN-POINT RESULTS

