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# ATTACHMENTS FOR: AGENDA NO. 10/24 COUNCIL MEETING

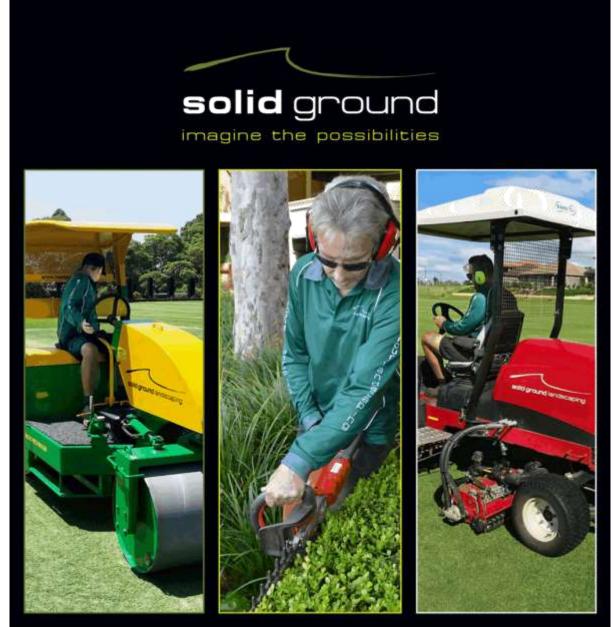
Meeting Date: Location: Time:			day 23 July 2024 cil Chambers, Level 1A, 1 Pope Street, Ryde and Onlin m	e
		A	TTACHMENTS FOR COUNCIL MEETING	
ltem			Pa	ige
			NG THE FEASIBILITY OF UPGRADES OF NETBALL HIN MEADOWBANK	
	Attachm	nent 1	Solid Ground Landscaping (SGL) Report - Meadowbank Netball Court Audit	1
8	-		MASTERPLAN – EARLY ENGAGEMENT GY, OUTCOMES AND VISION	
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# **ITEM 6 (continued)**

#### **ATTACHMENT 1**



# Ryde Council Meadowbank Park Netball Courts

maintenance	enhancements	sports fields	turf wickets	tree works

# Attachment 1 - Eastwood Masterplan Community Consultation Report - Final Report



#### ATTACHMENT 1



23.11.2023

Ryde Council 1 Constitution Road RYDE NSW 2112

#### **RE: MEADOWBANK PARK NETBALL COURTS**

Further to our recent discussion and on behalf of Solid Ground Landscaping, it is with great pleasure that we submit our findings from our visual inspection of 28 x hard surface netball courts at Meadowbank Park on behalf of Ryde Council.

It is **important to note** that this report is a visual inspection only focused on court maintenance and repair. It is <u>not</u> an OH&S audit, nor do we take any responsibility for the identification of any trip, slip, liability, or any other hazards present on the courts. This was not part of our brief.

All costs noted below are estimates only and exclude GST and are for councils budgeting purposes only. If any of the works are to proceed, we reserve the right to review our scope of works and pricing in more detail and will resubmit the nominated repairs as a formal quotation.

Thank you again for this opportunity.

If you have any further questions, please do not hesitate to contact me - at any time.

Regards,

Grant Hull Key Accounts Manager grant@solidgroundlandscaping.com.au 0421 313 166

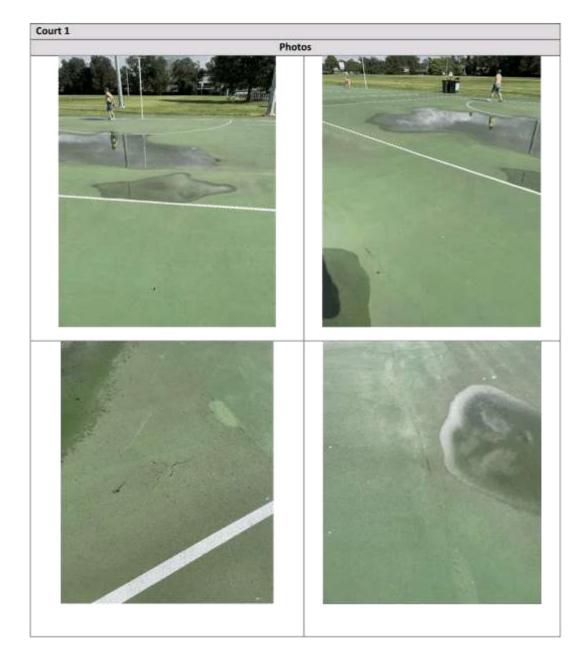




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#### **Findings and recommendations**

#### Comments and defects identified:

- 1. Minor cracking through playing surface.
- 2. Ponding water 1 x area of court. It is very unlevel and dips away.

#### Repair works required:

- Level ponding water area with acrylic deep patch screed.
- Paint area green.
- Reinstate affected line marking.

**Repair Costs:** 

\$5,000.00 + GST

maintenance enhancements sports fields turf wickets tree works



# **ATTACHMENT 1**



Court 2



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#### **Findings and recommendations**

#### Comments and defects identified:

- 1. Minor cracking through surface although quantity double that of Court 1 for example.
- 2. 25m X 6m sink hole primarily on this court however affects 6m X 4m area of court 3.

#### Repair works required:

- Remove sunken asphalt area 25m x 6m.
- · Supply, install and compact road base level.
- Supply and lay 40mm asphalt.
- Paint affected area with 3 x coat system.
- Reinstate line marking.

#### **Repair Costs:**

\$60,000.00 + GST

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### **ATTACHMENT 1**



Court 5 1. Findings and recommendations Comments and defects identified: 2. Minor cracking through surface. Repair works required: Minor cracks through surface to be patched and painted as previously completed. Repair Costs: \$3,000.00 + GST





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Court 6

 Image: Court 6

 <t

2. Some hydrostatic mounds.

#### Repair works required:

- Minor cracks through surface to be patched and painted as previously completed.
- Mounds to be grinded and repatched.

#### **Repair Costs:**

\$4,000.00 + GST

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#### **Findings and recommendations**

#### Comments and defects identified:

- 1. Minor cracking through surface.
- 2. Ponding water 3 x areas of the court.

#### Repair works required:

- Level 3 ponding water areas with acrylic deep patch screed.
- Paint area green.
- Reinstate affected line marking.

#### Repair Costs:

\$10,500.00 + GST

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#### Findings and recommendations

#### Comments and defects identified:

- 1. Minor cracking through surface.
- 2. Ponding water 1 area.

#### Repair works required:

- Level ponding water area with acrylic deep patch screed.
- Paint area green.
- Reinstate affected line marking.

#### Repair Costs:

\$9,000.00 + GST

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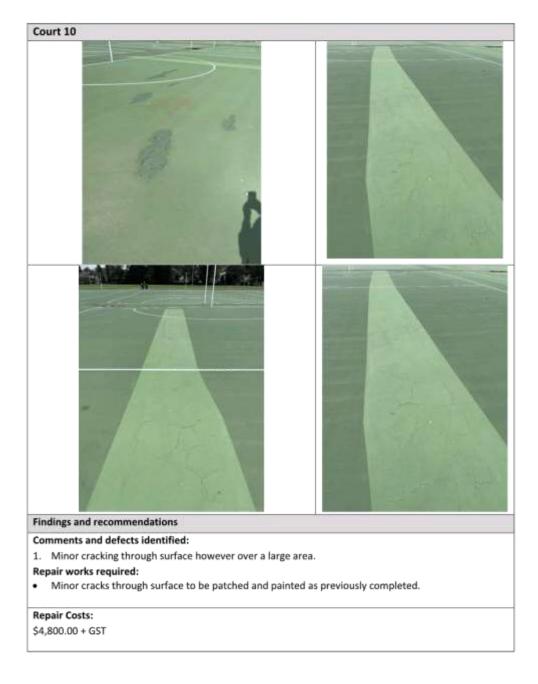




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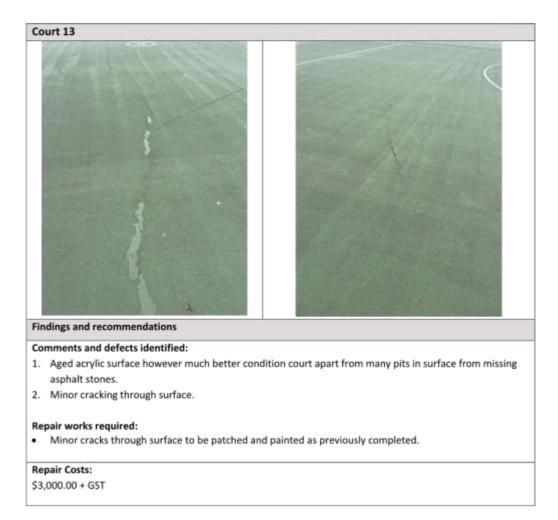




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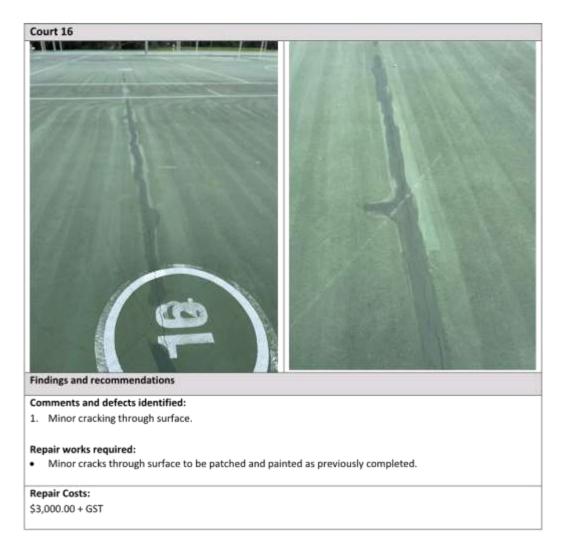




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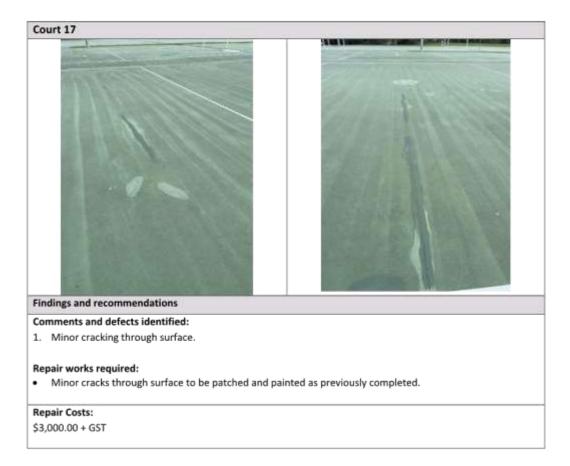




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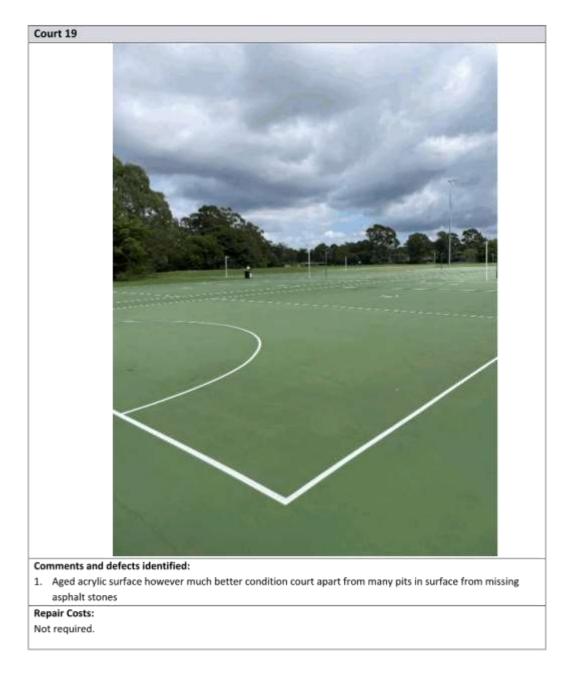
\$12,000.00 + GST





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Court 20 Comments and defects identified: 1. Aged acrylic surface however much better condition court apart from many pits in surface from missing asphalt stones Repair Costs: Not required.





# **ATTACHMENT 1**



Court 21 **Findings and recommendations Comments and defects identified:** 1. Minor cracking through surface 2. Ponding water 1 x area. Repair works required: Level 4 ponding water areas with acrylic deep patch screed. Paint areas green. Reinstate affected line marking. Repair Costs: \$7,000.00 + GST

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#### **Findings and recommendations**

- Comments and defects identified:
- 1. Ponding water in 3 x areas.

#### Repair works required:

- Level 3 x ponding water areas with acrylic deep patch screed.
- Paint areas green.
- Reinstate affected line marking.

#### Repair Costs:

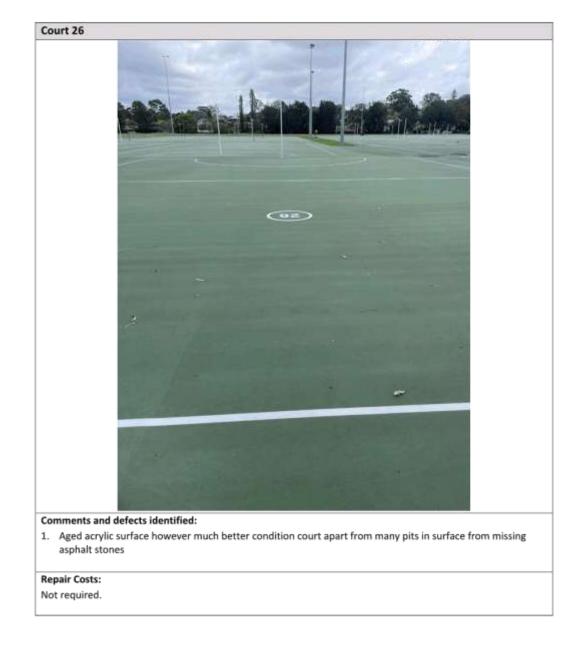
\$11,400.00 + GST

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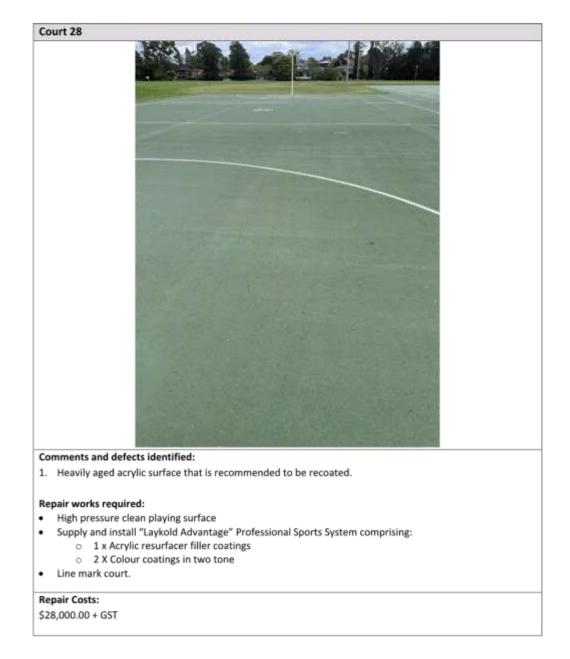
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#### Items to note:

- 1. Prices submitted are a guide only and will be required to final inspection.
- 2. It's recommended that all courts to be pressured washed.
- 3. Please note this is a visual inspection only and recommendations for repair works to be completed only.
- 4. The report does not identity any OHS or liability issues.
- 5. Clients may choose to accept or disregard the recommendations of this assessment and report.

#### Additional items to note:

- 1. Price and Variation:
  - The price estimate includes installation of all materials required based on the design, including labour and travel.
  - If after installation has commenced, the client decides to delete or add to the work to be carried out, a variation may be required which shall be in writing and signed by both parties.
- 2. Exclusions and Notes
  - Power and water to be supplied by client.
  - Clear unimpeded access to the site is required.
  - Surface repairs unless specified.
  - Substrate, its movement, or failure.
  - · Unauthorised persons entering worksite.
  - · Persons, animals, or environment factors damaging court.
  - Locating of existing services.
    - Excludes liability for the following risks in relation to acrylic courts as follows:
      - Existing acrylic adhesion to substrate
        - Crack reappearance
        - Application marks which are inevitable in coating process
        - Rising moisture through substrate.
- We cannot guarantee:
  - That the court base will not move due to unforeseen underground circumstances, as the area we are
    working on could be subject floods after rain and is damp.
  - If we come across rock or hard clay, drainage maybe required which is an additional cost.
  - · We have not allowed to dig through rock or any another hard sub-base.
  - We assume there is no underground services in the proposed location.
  - We have not allowed to remove or relocate any underground services.
  - · We have not allowed to remove asbestos or other contaminants.

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#### QUALITY, SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEMS

Solid Ground Landscaping's policy is to avoid harm to people, society and the environment. We do this while striving to achieve rewarding growth by providing quality services which **consistently satisfy and exceed the needs and expectations of our clients**.

#### OUR PRINCIPLES

- Safety, health, quality and environmental care are fundamental principles of our business.
- Creating a safe and healthy working environment for our personnel, clients, sub-contractors and the community where we conduct our business.
- Assess all risks, and design and Implement systems and procedures to eliminate, or minimise, and manage those risks.
- · Share best practices, learning and problem solving through communication across our business.
- Show visible leadership and personal accountability for quality, safety, health and the environment at all levels of the business.
- Establish long-term investments in staff, training, systems, infrastructure and equipment necessary to conduct our business safely and professionally.

#### OUR VISION

- · Zero incidents.
- · Safe, secure and healthy work conditions for all whom work with and for us.
- High quality, safe and environmentally responsible practices that exceed our clients' expectations with honesty and respect for people.
- · Responsible use of resources.
- · Ensure economic and environmental sustainability in everything we execute.

#### OUR COMMITMENT

- Design, create and operate our sites and facilities in a safe and secure manner whilst maintaining environmental responsibility and communicate our SHEQ knowledge with all stakeholders.
- Observe legal, regulatory and industry requirements.
- · Measuring accountability and performance against our SHEQ goals and targets.
- Appraise our SHEQ performance with the purpose of continual improvement.
- · Provide resources, training, equipment and other support required to enforce this policy.
- Promote and enforce compliance with this policy.





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#### Solid Ground Landscaping Pty Ltd ABN 79 603 784 283 (The Contractor) STANDARD TERMS AND CONDITIONS

These are representative of Solid Ground Landscaping ("we" or "our") standard Terms and Conditions which will apply to every contract when you as the Customer engage Solid Ground Landscaping to perform its services.

When providing our services, we may also need to supply product/s and subcontractors to fulfil our obligations and duties related to the associated works.

Solid Ground Landscaping reserves the right to amend our Terms and Conditions from time to time at our discretion. Any changes made in such revision take immediate effect once the Customer is notified of such a change.

Please read these Terms & Conditions carefully, as they set out our and your legal rights and obligation in relation to our services.

By accepting the quotation, or paying the deposits required and the contract starting, the client is deemed to accept all the terms and conditions as listed below.

#### ENGAGEMENT

- Solid Ground Landscaping has all the necessary skills, knowledge, experience and expertise to perform the services and will perform the service in a proper and competent manner.
- Solid Ground Landscaping holds all necessary licences and permits required in order to allow us to perform the services required. Solid Ground Landscaping and all the Solid Ground Landscaping employees and permitted subcontractors are properly qualified, experienced, licensed (where applicable) and competent to properly perform and will perform the service to the required standards and codes.
- 3. If an event occurs that is beyond the reasonable control of Solid Ground Landscaping which prevents us from performing the service on or by the date agreed, the Solid Ground Landscaping will immediately notify the Customer and give an estimate of the time for completion of the service.
- 4. Solid Ground Landscaping will provide all equipment and all materials as may be necessary to properly and efficiently perform the service (unless specified otherwise in the engagement). Unless otherwise agreed in writing all materials including products supplied will be new and of high-quality fit for their purpose. Solid Ground Landscaping equipment will be safe for use, be properly maintained and capable of being used to carry out the service.
- 5. If the Customer requires a variation to the service, Solid Ground Landscaping will provide a quotation (or a verbal estimate of additional costs on site backed up by an email) for performing the service as varied which an additional sum will be added to the price if accepted by the Customer (which could be a verbal site direction). If the Customer does not accept the quotation, Solid Ground Landscaping is not obliged to carry out the variation.
- Solid Ground Landscaping may use sub-contractors to provide any of the service. In such circumstances, the Solid Ground Landscaping will ensure that:

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#### **ATTACHMENT 1**



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- a) the sub-contractors so engaged are suitably qualified, hold all necessary licences and are otherwise able to perform the service in a proper and workman-like manner;
- b) the sub-contractors so engaged do not by act or omission do or not do anything that would if done or not done by Solid Ground Landscaping be a breach any of these terms;
- c) the sub-contractors so engaged have current or necessary insurances.
- d) Solid Ground Landscaping is solely responsible for all fees payable to sub-contractors.

#### PAYMENT

- The Customer will be invoiced when the services are complete or if the project runs over more than 1 month, progress invoices will be submitted at the end of each calendar month.
- 2. Invoices submitted by Solid Ground Landscaping to the customer are due within 14 days of receipt of invoice.
- 3. In the event Solid Ground Landscaping is terminated by the customer prior to the completion of the Services and the Services have been partially performed, Solid Ground Landscaping will be entitled to a pro rata payment of the percentage of work completed to date at the time of termination.
- The payment as stated in initial Quotation does not include Goods and Services Tax (GST), or other applicable duties required by law. Any other sales tax and duties required by law will be charged to the client in Addition to the Payment
- If any invoices are not settled within 21 days of receipt of invoice, Solid Ground Landscaping reserves the right to charge daily interest at 2% until full payment is received.
- In the event it is necessary to institute legal recovery of the outstanding sum the client will be liable to pay Solid Ground Landscaping's legal fees in full.
- In the event that a change in materials from that already delivered on site is required as a result from a subsequent client change of mind, the client will be solely responsible for payment of all additional costs.

#### PERMIT, PLANNING & UTILITY / UNDERGROUND SERVICES

- The client is solely responsible for obtaining any planning permission, permit or authority required, including the preparation and submission to the local authority of any necessary application.
- Solid Ground Landscaping takes no responsibility for loss or damages incurred as a result of failed planning permission, permit or authority, or the client requiring permissions in retrospect.
- 3. The client is to indicate the line of the boundaries, underground cables and pipes before work commences and Solid Ground Landscaping Pty Ltd accepts no liability whatsoever for any losses or future disputes which the client may have with the owner(s) of neighbouring properties or other parties as a result of work which it carries out on or

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within the boundaries, cables or pipes that the client has indicated to us.

4. Solid Ground Landscaping accepts no responsibility or liability directly or indirectly caused by, in connection with or contributed to by or arising from property damage to any underground service (including but not limited to water, gas, sewerage, fuel pipes, electrical and telephone cables or any other underground property or structure for the purpose of storing, conveying, transporting, transmitting, delivering of electricity, water, gas, fuel, telecommunications media, signals, radio and other waves).

#### EXCLUSIONS

This quote excludes the following:

- 1. Excavation and drilling through any rock/ or concrete and its removal, unless specified in proposal.
- 2. Removal or grinding of any large trees/ stumps, unless specified.
- 3. Removal of asbestos.
- 4. Removal of any chemicals or other foreign matter (i.e. underground tip, etc).
- The Client may be liable for additional costs for services such as traffic control, crane hire, repairs to any part of the facility due to work being carried out or specialist consultants required to complete the work.

#### ACCEPTANCE OF THESE TERMS

- Any act by the Customer or those legally acting on behalf of the customer which requests Solid Ground Landscaping to begin performing any services or providing any materials will be deemed as acceptance to these Terms and Conditions.
- Once these Terms and Conditions are accepted, they are irrevocable and cannot be amended without the written consent of Solid Ground Landscaping.
- In the event there is more than one party as a Customer to these Terms and Conditions, all Customers will be jointly liable for these Terms and Conditions.
- 4. Should the Customer cancel the engagement of the Solid Ground Landscaping after it has been accepted, the Customer agrees they may be held liable for any costs incurred by Solid Ground Landscaping in relation to the provision of the services and/or provision of products up to the point of cancellation.

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#### **ATTACHMENT 1**



EASTWOOD MASTERPLAN COMMUNITY CONSULTATION REPORT MAY 2024





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#### **ITEM 8 (continued)**

#### **ATTACHMENT 1**



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## **ATTACHMENT 1**



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#### **ATTACHMENT 1**



The Eastwood Masterplan aims to shape the area in collaboration with our community. As part of the first stage of consultation, and to help understand Eastwood's unique challenges and opportunities, we encouraged anyone who lives, works or plays in Eastwood to provide feedback.

Specifically, we sought to understand:

- What do the community love about Eastwood?
- What needs improvement?
- · What are our community's ideas for growth and change in the future?

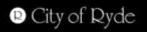
The City of Ryde is committed to achieving high-quality and sustainable outcomes for Eastwood. The Masterplan seeks to enhance Eastwood's public spaces, encourage highquality architectural development, preserve the area's distinct character and heritage, resolve flooding issues and ensure that future growth is supported by infrastructure. It will also consider potential economic opportunities as a result of the redevelopment of Ryde Hospital.

The Have Your Say period occurred from Wednesday 3 April 2024 to Sunday 5 May 2024 during which the community could provide feedback via the online survey, interactive map, landowner vision submissions, email, post, or by attending one of the drop-in sessions.

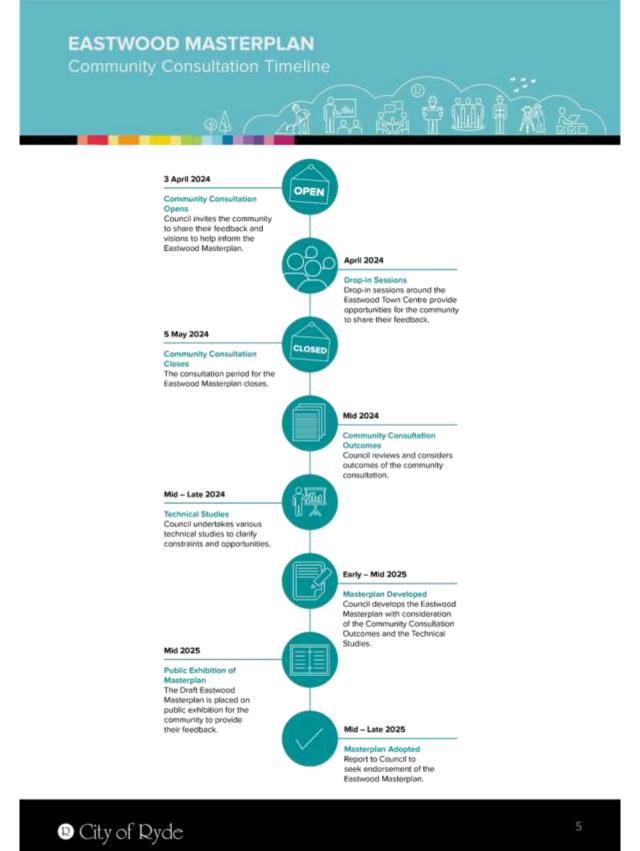
The consultation was promoted through the City of Ryde's Have Your Say webpage, flyers to local residents and businesses, signs and banners in Eastwood, eNewsletter to interested stakeholders, posts on social media, and listings in the local newspaper and the Your City News eNewsletter. There was also translated advertising in the Weekly Koreatown and Vision China Times newspapers.

The Have Your Say webpage, online survey and flyers were available to the community in four languages – English, Chinese Simplified, Chinese Traditional, and Korean. Also, interpreters were present at the in-person drop-in sessions (excluding library sessions).

A range of submissions were received through various channels. In total, 440 respondents provided submissions and 286 comments were received via drop-in sessions (anonymously). Of the 440 respondents who provided submissions, 351 respondents provided feedback via the online survey; 50 respondents participated in the interactive map (submitted 286 pins); 11 respondents provided email submissions; and 28 respondents provided feedback via multiple channels.



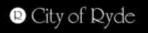
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Date			Overview	
Weds 3 Apr 2024 – Sun 5 May 2024	Have your Say Webpage*	Website users	A project webpage with information on the Eastwood Masterplan, feedback opportunities, frequently asked questions, and project updates.	<ul> <li>5,504 total page views;</li> <li>4,917 English</li> <li>267 Chinese Simplified</li> <li>82 Chinese Traditional</li> <li>238 Korean</li> </ul>
Weds 3 Apr 2024 – Sun 5 May 2024	Online survey*	Website users	An online survey where stakeholders could provide feedback on the Eastwood Masterplan. This was accessed through Council's Have Your Say webpage.	<ul> <li>379 total online survey submissions received (incl. respondents who submitted feedback through other channels):</li> <li>336 English</li> <li>30 Chinese Simplified</li> <li>4 Chinese Traditional</li> <li>9 Korean</li> </ul>
Weds 3 Apr 2024 – Sun 5 May 2024	Social Pinpoint Map	Website users	Online interactive map where stakeholders could provide feedback on what they love about Eastwood, what needs improvement	76 respondents (incl. respondents who submitted feedback through other channels) 286 comments
2024			and any suggestions.	received
Weds 3 Apr 2024 – Sun 5 May 2024	Information phone line, email and post	All stakeholders	The City of Ryde's main phone line, email and postal address were provided for further information on the Eastwood Masterplan and open for feedback from the community.	15 email submissions received (Incl. respondents who submitted feedback through other channels) 2 landowner vision
				submissions
Wed 3 Apr 2024	A4 flyer*	Residents and businesses within the Masterplan boundary and within 500m radius from the boundary	A double sided A4 flyer was letterbox dropped to promote the Eastwood Masterplan and feedback opportunities.	7,121 approx. flyers distributed



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Date	Tool	Stakehölders	Overview	Engagement
Wed 3 Apr 2024	A4 flyer (posted)*	Owners of property within the Masterplan boundary and within 500m radius from the boundary	A double sided A4 flyer was posted to owners, who do not reside at their Eastwood property, to promote the Eastwood Masterplan and feedback opportunities.	2,869 approx. flyers posted
Wed 3 Apr 2024 – Sun 5 May 2024	A2 signs	Pedestrians in Eastwood	A2 corflute signage was placed around Eastwood to promote the Eastwood Masterplan and feedback opportunities.	12 signs 153 QR code scans
Wed 3 Apr 2024 – Sun 5 May 2024	Mesh Banners	Passersby in Eastwood	Two mesh banners (H 1.6m x W 5m) were installed at Eastwood Plaza and Rowe Street East Carpark to inform the community of the consultation.	2 mesh banners 13 QR code scans
Tue 2 Apr 2024 & Tue 30 April 2024	Open community consultations listing in Your City News eNewsletter	Your City News subscribers	Listed in City News eNewsletter to promote the Eastwood Masterplan and feedback opportunities.	4,057 eNewsletters distributed: 1,710 opened 4,081 eNewsletters distributed: 1,621 opened
Wed 3 Apr 2024	Have Your Say eNewsletter	Key stakeholders	eNewsletter emailed to stakeholders to promote the Eastwood Masterplan and feedback opportunities.	64 eNewsletters distributed 39 opened
Mon 8 Apr 2024	Focus Group eNewsletter	Interested stakeholders	eNewsletter with details of the Eastwood Masterplan Focus Groups was emailed to stakeholders who registered their interest to participate.	45 eNewsletters distributed 38 opened
Weds 10 Apr 2024	Business News – April 2024 eNewsletter	City of Ryde businesses	Dedicated section in Business News eNewsletter to promote the Eastwood Masterplan and feedback opportunities.	32,418 eNewsletters distributed 14,396 opened



Attachment 1 - Eastwood Masterplan Community Consultation Report - Final Report

#### **ATTACHMENT 1**



Date		Stakeholders	Overview	Engagement
Thu 4 Apr 2024	Drop-in information session 1 – Eastwood Train Station (Railway Pde)**	Eastwood Station commuters	An opportunity for interested stakeholders and Eastwood commuters to speak with Council staff about the Eastwood Masterplan and provide feedback in-person.	54 comments 70 interactions
Wed 10 Apr 2024	Drop-in information session 2 – Eastwood Plaza (Rowe St)**	Eastwood Plaza shoppers	An opportunity for interested stakeholders and Eastwood commuters to speak with Council staff about the Eastwood Masterplan and provide feedback in-person.	100 comments 65 interactions
Sat 13 Apr 2024	Drop-in information session 3 – Eastwood Plaza (Rowe St)**	Eastwood Plaza shoppers	An opportunity for interested stakeholders and Eastwood commuters to speak with Council staff about the Eastwood Masterplan and provide feedback in-person.	53 comments 112 interactions
Mon 15 Apr 2024	Focus Group 1	Eastwood Residents and Workers	An opportunity for Eastwood residents and workers to get involved in a collaborative effort to shape the future of Eastwood.	17 Attendees
Tues 16 Apr 2024	Focus Group 2	Eastwood Business owners	An opportunity for Eastwood business owners to get involved in a collaborative effort to shape the future of Eastwood.	3 Attendees

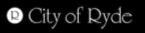
# D City of Ryde

Attachment 1 - Eastwood Masterplan Community Consultation Report - Final Report

#### **ATTACHMENT 1**



Date			Overview	
Sat 20 Apr 2024	Drop-in information session 4 – Eastwood Train Station (Railway Pde)**	Eastwood Station commuters	An opportunity for interested stakeholders and Eastwood commuters to speak with Council staff about the Eastwood Masterplan and provide feedback in-person.	2 comments 51 interactions
Tue 23 Apr 2024	Drop-in information session 5 – Eastwood Library	Community stakeholders and library visitors	An opportunity for interested stakeholders and Eastwood commuters to speak with Council staff about the Eastwood Masterplan and provide feedback in-person.	28 comments 22 interactions
Tue 30 Apr 2024	Drop-in information session 6 – Eastwood Library	Community stakeholders and library visitors	An opportunity for interested stakeholders and Eastwood commuters to speak with Council staff about the Eastwood Masterplan and provide feedback in-person.	49 comments 24 interactions
Mon 29 Apr 2024	Workshop at Macquarie University	Macquarie University planning students	In class workshop with planning students at Macquarie University to discuss their ideas and suggestions on the Eastwood Masterplan.	28 students.
Wed 3 Apr 2024 – Sun 5 May 2024	Social Media – organic and paid	Facebook, Instagram and LinkedIn users	Social media to promote the Eastwood Masterplan and feedback opportunities for all stakeholders.	Meta Ads Facebook + Instagram (paid and organic) 17,984 link clicks 41,741 users reached 95,640 impressions LinkedIn Ad 10 – 20 April 2024 9,089 impressions 4,643 users reached



#### **ATTACHMENT 1**



Date			Overview	Engagement
Each Wed between 2 Apr 2024 – 5 May 2024	Open community consultations advertisement in The Weekly Times	Newspaper readership	Listed in open community consultation newspaper advertisement to promote the consultation opportunities for all stakeholders.	38,000 total print readership
Fri 12 Apr 2024 & Sat	Advertising in Weekly Koreatown	Newspaper	Advertising in the Korean and Chinese language newspapers to	1 Korean translated newspaper advertisement
13 Apr 2024	and Vision readership promote the consultation a China Times feedback opportunities. newspapers	promote the consultation and feedback opportunities.	1 Chinese translated newspaper advertisement	

\*Translated versions in Chinese Traditional, Chinese Simplified, and Korean were provided for the Have Your Say webpage, Online Survey, and Flyer.

\*\*Interpreters for Mandarin, Cantonese, and Korean were present at the Drop-in Information Sessions (excluding library sessions).

INTERACTIVE MAP RESPONDENTS

(286 PINS SUBMITTED)

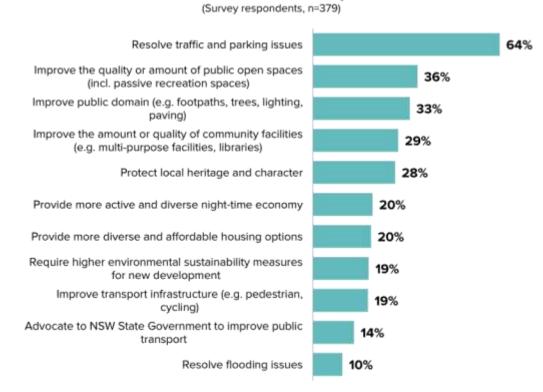
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BMISSIONS

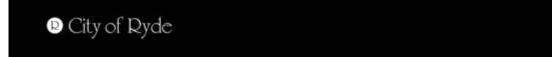
correlated to the total number of responses within the individual questions below.

Note: respondents could provide multiple responses through various channels, hence there will be a duplication of respondents within the above figures. Furthermore, not all questions were mandatory. Therefore, the above figures can't be directly

Please tell us the three (3) most important considerations that should be addressed in the future Eastwood Masterplan.



Note: Respondents could indicate up to 3 responses, hence total does not add to 100%.

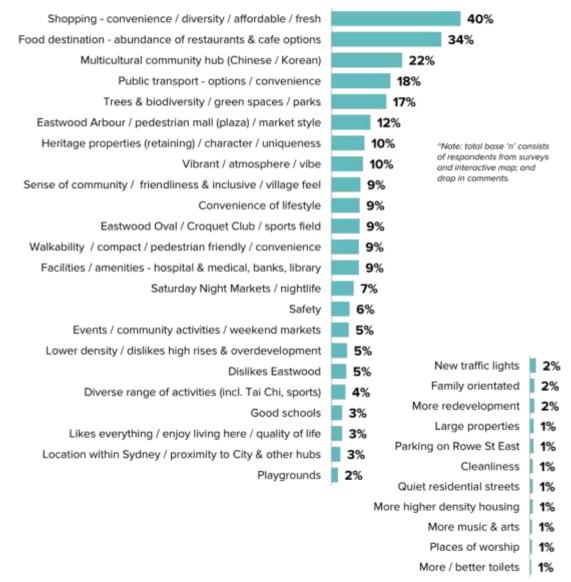


#### **ATTACHMENT 1**



#### What do you currently like about Eastwood?\*

(Survey respondents, interactive map respondents & drop-in comments; n=384)^



\*Note: Only themes with >1 mentions are charted, and percentages do not total 100% because each respondent can provide multiple themes in their verbatim.

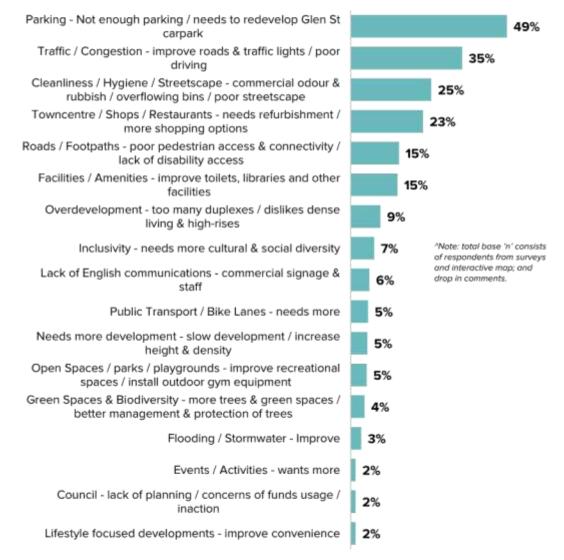
D City of Ryde	12

## ATTACHMENT 1



#### Are there any challenges / barriers / difficulties you have experienced in Eastwood or needs improvement\*

(Survey respondents, interactive map respondents & drop-in comments; n=466)^

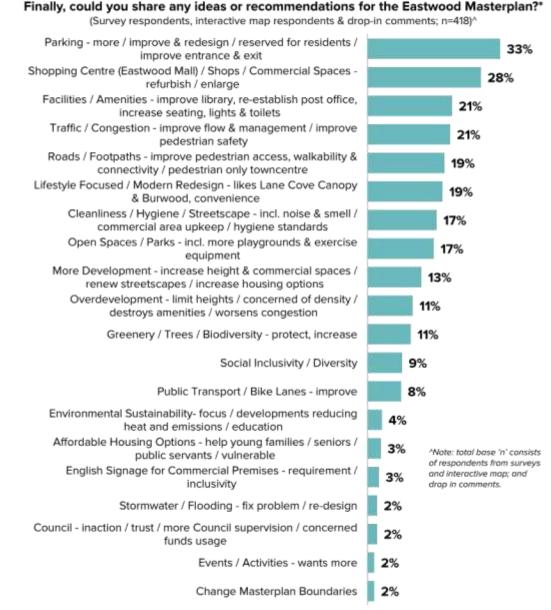


\*Note: Only themes with >1 mentions are charted, and percentages do not total 100% because each respondent can provide multiple themes in their verbatim.



## ATTACHMENT 1





\*Note: Only themes with >1 mentions are charted, and percentages do not total 100% because each respondent can provide multiple themes in their verbatim.



#### ATTACHMENT 1



#### Feedback from written submissions via email\*

(Email submissions; n=15, Caution: Low Sample Size)

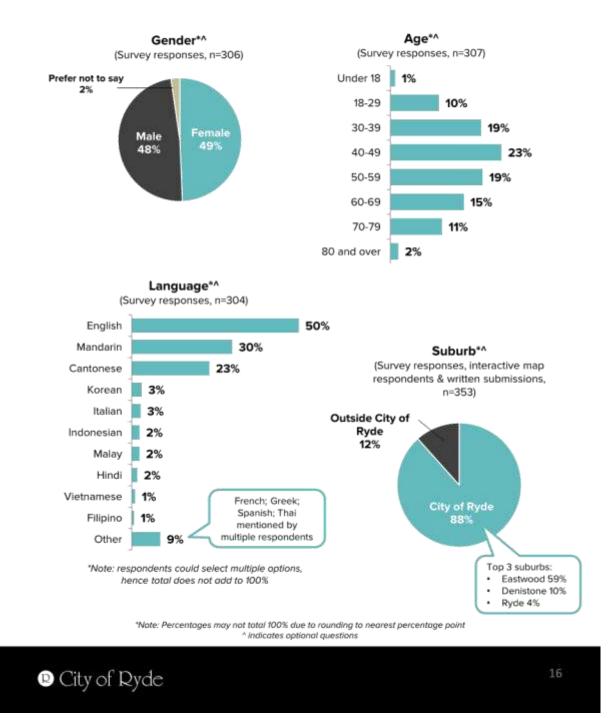


\*Note: Only themes with >1 mentions are charted, and percentages do not total 100% because each respondent can provide multiple themes in their verbatim. Low sample size; data to be used as indicative only.



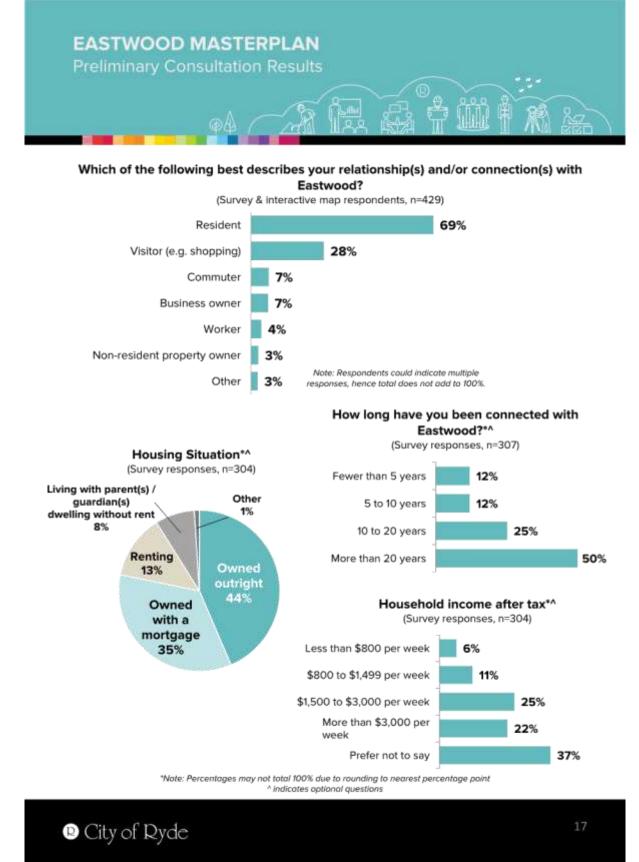
Attachment 1 - Eastwood Masterplan Community Consultation Report - Final Report

# ITEM 8 (continued) ATTACHMENT 1 EASTWOOD MASTERPLAN Preliminary Consultation Results



Attachment 1 - Eastwood Masterplan Community Consultation Report - Final Report

#### **ATTACHMENT 1**



Attachment 1 - Eastwood Masterplan Community Consultation Report - Final Report

#### **ATTACHMENT 1**



#### HAVE YOUR SAY WEBPAGE

#### Eastwood Masterplan

Closing on OS May 2024, 11-59-PM



#### Have your say on the future of Eastwood!

The City of Ryde is developing a masterplan for Eastwood, aiming to shape the area's future in collaboration with our community. If you live, work or play in Eastwood, we encourage you to provide feedback and help Council understand its unique challenges and opportunities.

We are seeking to understand.

- · What do you love about Eastwood?
- What needs improvement?
- What are your ideas for growth and change in the future?

The City of Ryde is committed to achieving high-quality and sustainable outcomes for Eastwood. The Masterplan seeks to enhance Eastwood's public spaces, encourage highquality architectural development, preserve the areaks distinct character and heritage, resolve flooding issues and ensure that future growth is supported by infrastructure. It will also consider potential economic opportunities as a result of the redevelopment of Ryde Hospital.

View the Eastwood Masterplan area Frequently Asked Questions **View the Project Timeline** HAVE YOUR SAY You can Have Your Say on the Eastwood Masterplan in a number of ways including by completing the online survey, via the interactive map, at one of our drop-in information sessions, joining one of our focus groups, providing a landowner vision submission, and by e-mail or post. **Online Survey** Please complete the online survey via the link below. If you are unable to fill in this survey online, please contact Customer Service on 9952 8222. Submissions will be received up until Sunday 5 May 2024. Complete the Online Survey Interactive Map Click the link below for the interactive map to help us identify areas you love, areas that need improvement and any ides for new development within the Eastwood Masterplan boundary. Provide feedback via the Interactive Map

#### **ATTACHMENT 1**



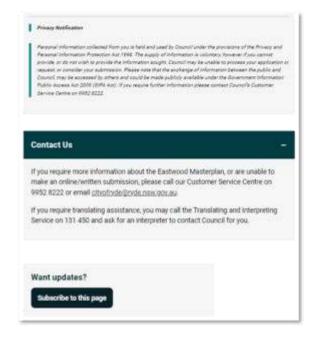
#### HAVE YOUR SAY WEBPAGE (continued)

Drop-in Information Sessions	Focus Groups
You're invited to come and meet with Council's Project Team, ask any questions you may have and provide your feedback.	You're invited to join our community focus groups so you can get involved in a collaborative effort to shape the future of Eastwood.
Where       Eastwood Train Station (Railway Parade side) Balway Parade (Opposite Ethel Street)         When       Thursday 4 April 2024         Time       Anytime between 4.00pm - 6.00pm         Cantornese       Mandaris, and Konan ethepreters will be available.         When       Eastwood Plaza Klosk         Bizers Street Plaza, Sastwood, 2122         Whene       Eastwood Plaza Klosk         Bizers Street Plaza, Sastwood, 2122         Where       Eastwood Plaza Klosk         Bizers Street Plaza, Sastwood, 2122         Where       Eastwood Plaza Klosk         Bizers Street Plaza, Sastwood, 2122         Where       Eastwood Plaza Klosk         Bizers Street Plaza, Sastwood, 2122         Where       Saturday 13 April 2024         Time       Anytime between 9.00am - 11.00am         Mandarin and Korean interpreters will be available.       Mere	When       Monday 15 April 2024 (For Residents & Workers)         When       Tuescay 16 April 2024 (For Business Owners)         When       Furster Hall (Bruah Farm House)         12 Lawson Bined, Enthmodel       12 Lawson Bined, Enthmodel         Time       6.00pm - 8.00pm         Click here to register       1         Click here to register       1         Registration is required as spaces are limited. Registrations will close at 12pm (midday)       1         Description       1         April 2024.       1         Description is required as spaces are limited. Registrations will close at 12pm (midday)         Thursday 11 April 2024.       1         Eastwood Landowner Vision Submissions from landowners and their representatives within the Eastwood Masterplan area. Owners of and parcels of at least 1.500pum are encouraged to prepare a concise (maximum five page)
Biblios/Paradic (Opposite Ethel Street) When Saturday 20 April 2024 Time Anytime between 9.00am - 11.00am Anytime between 9.00am - 11.00am	submission, detailing development ideas for their site. Click the link below for more information on how you can make a vision submission.
Managama and Apresia relegances will be available.  Where Eartwood Library Concellibriew Boad and West Parade  When Tuesday 23 April 2024	Eastwood Landowner Vision Submissions
Time Anytime between 9.30am - 4.00pm	Written Submissions
Where Eastwood Library Cm HRview Road and West Parade When Tueoday 30 April 2024	Written submissions must be clearly marked as 'Eastwood Masterplan'. All submissions must be received by <b>Sunday 5 May 2024</b> .
Time Anytime between 9.30am - 4.00pm	Email citydr/drifervitu.cisiii.800.80 Poet City of Ryde, Locked Bag 2009, North Ryde NSW 1670

#### **ATTACHMENT 1**



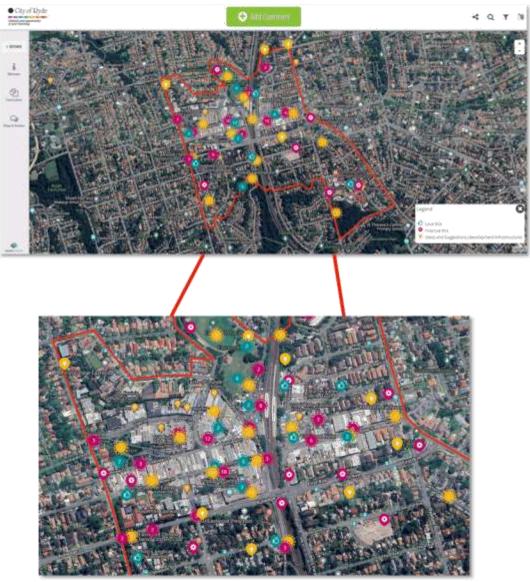
#### HAVE YOUR SAY WEBPAGE



## **ATTACHMENT 1**



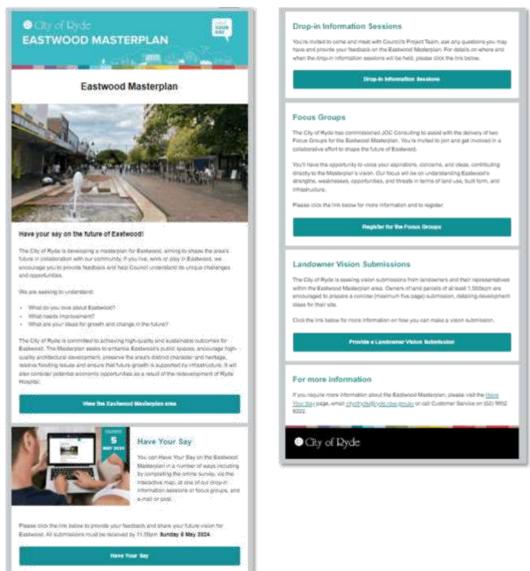
#### SOCIAL PINPOINT INTERACTIVE MAP



#### **ATTACHMENT 1**



#### HAVE YOUR SAY ENEWSLETTER



#### **ATTACHMENT 1**



#### FLYER

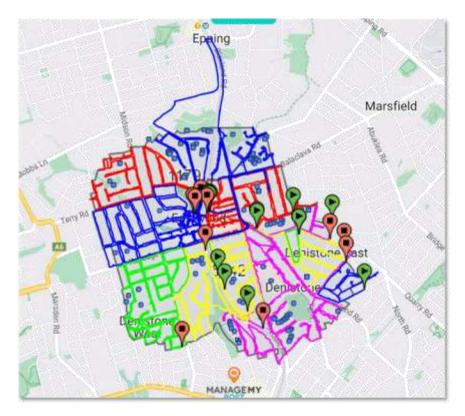


## **ATTACHMENT 1**



#### FLYER (continued)

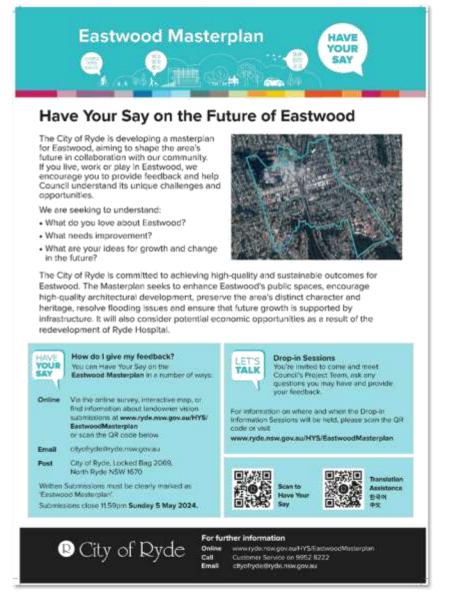
**Distribution Area** 



#### ATTACHMENT 1



#### SIGN





## **ATTACHMENT 1**



#### BANNER



D City of Ryde

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#### **ATTACHMENT 1**



#### YOUR CITY NEWS



EASTWOOD MASTERPLAN (CLOSES 05 MAY)

DEVELOPMENT APPLICATIONS ON EXHIBITION



#### ATTACHMENT 1



#### **BUSINESS NEWS | APRIL 2024**

## **Business** Updates



#### Eastwood Masterplan: Have Your Say

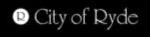
The City of Ryde is developing a Masterplan for Eastwood, aiming to shape the area's future in collaboration with our local businesses and the community.

The Masterplan seeks to enhance Eastwood's public spaces, including heritage and architectural development, resolve flooding issues, and ensure that future growth is supported by infrastructure. In addition, the masterplan will also consider potential economic opportunities as a result of the redevelopment of Ryde Hospital.

We are seeking business and community feedback to understand the unique challenges of Eastwood

You can Have Your Say on the Eastwood Masterplan by completing the online survey, providing a landowner vision submission, using the interactive map, attending a focus group or drop-in information session, or via <u>email</u>. Submissions close 5 May 2024.

LEARN MORE & HAVE YOUR SAY



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#### **ATTACHMENT 1**



#### **DROP-IN SESSIONS**

#### Drop-in Information Session 1 - Eastwood Station (Railway Pde)





Drop-in Information Session 2 – Eastwood Plaza





Drop-in Information Session 3 – Eastwood Plaza





# D City of Ryde

#### **ATTACHMENT 1**



#### **DROP-IN SESSIONS (continued)**

Drop-in Information Session 5 & 6 – Eastwood Library



# Dity of Ryde

#### **ATTACHMENT 1**



#### **DROP-IN SESSION (continued)**

Storyboard page 1





#### **ATTACHMENT 1**



#### **DROP-IN SESSION (continued)**

Storyboard page 2

SAY	How do I give my feedback? You can have Your Say on the Eastwood Masterplan in a number of ways:
1	Online Via the nnike survey or interactive map at www.ryde.nsw.gov.au/HYS/EstwoodMasterplan or con the OR code Email chyohyse/bryde.nsw.gov.au
	Post City of Ryde, Locked bag 2069; North Ryde NSW 1670
	Written Submissions must be clearly marked as 'Eastwood Masterplan'.
	Feedback closes 11.59pm Sunday 5 May 2024.
Landowne	r Vision Submissions
	king vision submissions from landowners and their representatives within the
	Asterpion area. Owners of land parciels of at least 1,500sept are encouraged a concise inviximum five page's submission, detailing development ideas, for
their site.	and one heavy out the balling and ender a construct restriction of the
Visit www.rj	yde.nsw.gov.au/Haveyoursay/VisionSubmission for more details.
-1	with Council's Project Team, aks any questions you may have and provide feedback. Focus Groups
	You're invited to join our community focus groups so you can get involved in in collaborative effort to shape the future of Eastwood. For information on where and when the drop-in information sessions and focus groups will be held, please scan the QR code or visit www.ryde.nsw.gov.au/HYS/EastwoodMasterplan.
	In collaborative effort to shape the future of Eastwood. For information on where and when the dhop-in information sessions and focus groups will be held, please scan the GR code or visit



#### **ATTACHMENT 1**



#### FOCUS GROUPS



# D City of Ryde

#### **ATTACHMENT 1**



#### SOCIAL MEDIA POSTS

#### Facebook Ad #1 and LinkedIn Post – Posted 4 April 2024

What do you love about Eastwood? We'd love to hear your thoughts, ideas and vision for Eastwood, which will assist with the development of the Eastwood Masterplan.

The Masterplan will provide a framework for Eastwood's future growth and covers aspects such as enhancing the town centre's public spaces and encouraging high-quality architectural development.

Submit your feedback online via an online survey or the interactive map. You can also attend a drop-in session or focus group. Eastwood landowners of lots over 1,500sqm are also encouraged to make a vision submission.

Submissions close on Sunday 5 May 2024.

Have your say > https://myryde.info/em



# City of Ryde

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#### ATTACHMENT 1



#### SOCIAL MEDIA POSTS (continued)

#### Instagram- Posted 17 April 2024



and 30 April, 9.30am – 4pm. Alternatively, complete our online survey, the interactive

map, or make a landowner vision submission to submit your feedback before submissions close on Sunday 5 May 2024.



#### **ATTACHMENT 1**



#### SOCIAL MEDIA POSTS (continued)

#### Facebook Ad #2 - Posted 28 April 2024

City of Ryde

Last chance to tell us what you love about Eastwood!

Our last drop-in information session will be on Tuesday 30 April, 9:30am-4pm at Eastwood Library. A Strategic Planner will be present to get your feedback and answer any questions about the Eastwood Masterplan.

Tell us your thoughts, ideas and vision for Eastwood before submissions close on Sunday 5 May 2024.

Have your say > https://myryde.info/em

You feedback will assist with the development of the Eastwood Masterpl... See more



## D City of Ryde

#### **ATTACHMENT 1**



# OPEN COMMUNITY CONSULTATIONS LISTING - 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.

Eastwood Masterplan (Closing 5 May 2024)

#### 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.

D City of Ryde



#### ATTACHMENT 1



#### IN LANGUAGE NEWSPAPER ADVERTISING



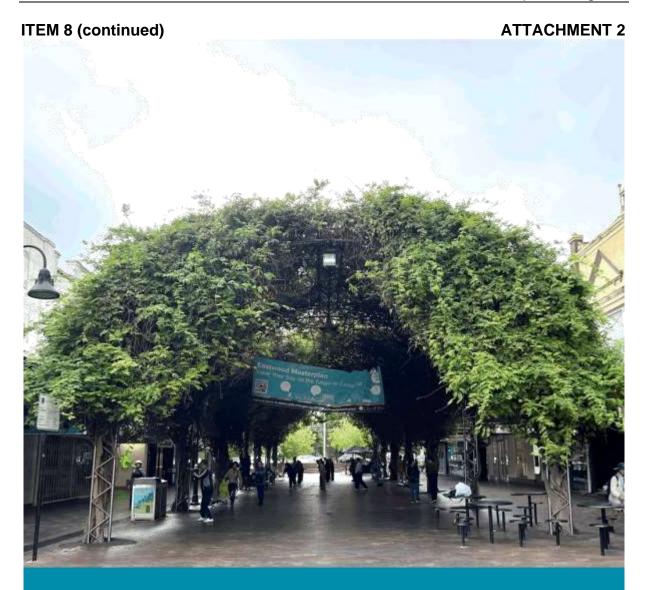
Weekly Koreatown



Vision China Times







Eastwood Masterplan Consultation Focus Group Outcomes Report

7 May 2024





#### Attachments for Council Reports Page 83

#### **ATTACHMENT 2**

We acknowledge the Traditional Custodians of the land, the Wallumedegal Clan of the Darug nation.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge these elements are of continuing importance to Aboriginal and Torres Strait Islander people living today.



#### JOC CONSULTING creative urban planners

© JOC Consulting 2024 All care has been taken to prepare this report for City of Ryde. If you have any queries regarding this report please get in touch:

> John O'Callaghan, Director +61 0400 471 469 john@jocconsulting.com.au

> > jocconsulting.com.au

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#### **ATTACHMENT 2**

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### **Executive Summary**

In the early stage of developing the Eastwood Masterplan, JOC Consulting was commissioned by City of Ryde to facilitate two focus group sessions with local residents, workers and business owners. Participants were asked to provide feedback and share their ideas to help inform the draft Masterplan. This report collates the feedback provided by participants across the two focus groups.

#### Background

The Local Strategic Planning Statement 2020 published by City of Ryde has set out a plan for Council to develop the Eastwood Masterplan. The aim of the Eastwood Masterplan is to collaboratively create the future of Eastwood with the community, aligning the development with the local needs and values. The plan will focus on addressing issues such as traffic congestion, flooding, and parking while also formalising strategic planning and frameworks.

At this early stage, the engagement activities are crucial in building a strong community vision and developing key principles that will underpin the Masterplan. The feedback from this early consultation round will contribute to the next phase of technical studies, clarifying constraints and opportunities which will then lead to the Masterplan development, laying out clear plan for long-term outcomes in the Eastwood community.



#### Masterplan Study Area

Maps below show the boundary of the Eastwood Masterplan.



#### **ITEM 8 (continued)**

#### **ATTACHMENT 2**



#### Purpose of the Focus Groups

In April 2024, Council invited Eastwood community members to attend in-person focus groups seeking insights into their needs, values and ideas for the local community. Two sessions were held with the first session targeting residents and workers, and the second session targeting business owners.

In total, 20 participants attended the 2-hour focus group sessions over two nights. Participants were from different backgrounds and age groups, but all were passionate about their local areas and could see the potential of these draft Masterplan in improving their respective local areas.

The focus groups were delivered as part of broader early consultation that included:

- Online Survey
- Interactive Map
- Drop-in Information Sessions
- Eastwood Landowner Vision Submissions
  - Written Submissions

#### Logistics and agenda

#### Focus Group #1: Residents and workers in Eastwood

Date	Monday, 15 April
Time	6:00-8:00pm
Venue	Forster Hall (Brush Farm House) 19 Lawson Street, Eastwood
Agenda	6:00pm Introduction 6:15pm Activity 1 – What makes Eastwood challenging? What are the key issues in Eastwood? In this activity, participants worked in groups to brainstorm issues and challenges they face in Eastwood. Participants used photos of Eastwood, provided by Council, and a map to scribe their ideas on a worksheet categorising them into the four pillars mentioned above.
	6:40pm Activity 2- What are the special areas of Eastwood? What are some opportunities? In this activity, participants used a map to identify areas that are important to them and



#### **ATTACHMENT 2**

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	described why they are important to them. Participants also discussed further on how those special areas can create opportunities for improvement and enhancement. For residents and local workers focus group, participants also discussed where additional housing may be best placed.
	7:20pm Activity 3 – What do we want Eastwood to look and feel like in the future? In this activity, participants were asked to summarise their discussions from activity 1 and 2 into a vision for the future and the guiding principles for the Masterplan.
	7:55pm Closing
Recruitment	Council website, general Flyer letterbox drop, Facebook Advertisement
COVID safety	COVID safety guidelines were followed and participants were required to check-in at the beginning of the focus group. Food service was also appropriately handled. There were no other restrictions based on public health orders in place at the time of this focus group.

#### Focus Group #2: Business owners in Eastwood

Date	Tuesday, 16 April
Time	6:00-8:00pm
Venue	Forster Hall (Brush Farm House) 19 Lawson Street, Eastwood
Agenda	<ul> <li>6:00pm Introduction</li> <li>6:15pm Activity 1 - What makes Eastwood challenging? What are the key issues in Eastwood? In this activity, participants brainstormed issues and challenges they face in Eastwood. Participants used photos of Eastwood, provided by Council, and a map to scribe their ideas on a worksheet categorising them into the four pillars mentioned above.</li> <li>6:40pm Activity 2- What are the special areas of Eastwood? What are some opportunities? In this activity, participants used a map to identify areas that are important to them and described why they are important to them. Participants also discussed further on how those special areas can create opportunities for improvement and enhancement.</li> <li>7:55pm Closing</li> </ul>
Recruitment	Emails, Council website, general Flyer letterbox drop, business flyer drops for the Focus Group, promotion at the Eastwood Chamber of Commerce
COVID safety	COVID safety guidelines were followed, and participants were required to check-in at the beginning of the focus group. Food service was also appropriately handled. There were no other restrictions based on public health orders in place at the time of this focus group.

#### Masterplan categories

The following Masterplan categories were shared with participants and used as prompts to spark conversations and highlight some of the areas the Masterplan investigates and seeks to manage:

- Built form: This term refers to the physical shape and structure of buildings. It includes everything
  from the design of a single building to the layout of entire neighbourhoods or cities.
- Public domain: This term refers to the spaces within a city or town that are open and accessible to all members of the community. These include streets, sidewalks, parks, squares, and other public outdoor spaces.
- Land use: This term refers to specific areas of land that are designated and regulated for different. types of activities, such as residential, commercial, industrial etc. Infrastructure refers to the basic facilities and systems including transport, parking, roads, schools, hospitals etc.
- Place: This term refers to the experiences, activities, memories, and social interactions that occur within a physical space.

The following pages provide an overview of the feedback and ideas shared by participants.

#### **ATTACHMENT 2**

## What we heard Eastwood Masterplan

#### Overview

Participants were proud of Eastwood and forthcoming in sharing ideas and feedback to inform the Masterplan.

Outcomes from the focus groups identified the following key insights:

- Housing and development: Most participants advocated for the development of shopping centres
  and additional housing, particularly near the train station. They want housing to make the area
  more liveable for locals and to provide more choice for different age groups. The development of
  shopping centres and housing would attract more visitors to Eastwood, supporting businesses and
  stimulating local economic growth. Some participants were concerned about their properties being
  located within the study area and potential impacts of nearby development on their house and
  street, with a desire to protect the character of the suburb.
- Road networks and infrastructure: Most participants mentioned traffic and parking as major issues in Eastwood. They want Council to provide additional parking, improve congestion and advocate for better bus connections, particularly if more people will be moving into the area. Participants were satisfied with rail connection with some mentioning it was one of the reasons for them to live in Eastwood.
- Landscape and green spaces: Participants value Eastwood Park and other green areas across
  Eastwood. They want to see green spaces preserved and where possible, more green spaces added
  or integrated into future development to maintain the 'garden' feel of the low-rise residential.
- Community connection and local character: Participants want future development to consider the uniqueness of Eastwood and what makes it special. They mentioned the importance of green spaces, community organisations, local business mix, and heritage sites, which hold significant community value and underpin the community character of Eastwood.

The following pages provide a detailed summary of outcomes from the focus group sessions categorised by issues and challenges, special areas and opportunities, and vision statements.



ABOVE: Focus Group participants discussing opportunities in Eastwood



#### **ATTACHMENT 2**

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#### What are the key issues and challenges?

The first activity of each focus group asked participants to reflect on Eastwood and share any issues or challenges that they have experienced or that they have noticed in the area. A summary of key issues shared by participants have been included in the table below and grouped by Masterplan categories.

Masterplan category	Summary of feedback
Built form	<ul> <li>Height limit reducing development potential. Some participants mentioned the height limit restricting business opportunities, unable to expand the scale and operations of buildings.</li> </ul>
Public Domain	<ul> <li>Need for expansion, maintenance and conservation of greenery. Participants shared concerns for the loss of greenery in Eastwood. In the central area, some participants observed overgrown and unshaped vines and landscaping that require maintenance.</li> <li>Eastwood Plaza needs a facelift. Participants mentioned the plaza's appearance as being a key issue, with it being "old" and "needs renovation and rejuvenation".</li> <li>Don't feel unsafe in Eastwood but lack of safety infrastructure particularly at night is an issue. Participants mentioned that the tunnel near the train station is dark at night and narrow, causing concern for some people. The lack of CCTV cameras was also highlighted as one of the key factors needed to avoid crimes.</li> <li>Insufficient space in laneways for services (such as garbage bins). Behind the shops in the Eastwood centre and near Hillview Lane, there isn't enough space to dispose garbage, leading to unpleasant odours.</li> <li>Lack of available community spaces. Lack of community space was flagged in both sessions, highlighting the need to increase the number and area of parks and playgrounds.</li> </ul>
Land Use and Infrastructure	<ul> <li>Parking issues. Majority of the participants raised the issue of insufficient parking spaces in the area causing inconvenience. Particularly when there are many visitors on the weekends.</li> <li>Increasing congestion, traffic and lack of investment in road infrastructure. Some areas mentioned for blocking the traffic flow are Rutledge St, First Ave, Rose St and Shaftesbury Rd.</li> <li>Limited opening hours for businesses. Participants raised concerns regarding the opening hours of shops restricting commercial opportunities for local businesses.</li> </ul>
Place	<ul> <li>Changing character and community feel. Preserving the community character was important for many participants. Some people were not fond of seeing vape stores and tobacconist which is contrary to the 'charm' of Eastwood.</li> <li>Loss of community clubs and gathering opportunities. Participants shared their fond memories of being part of community clubs and gatherings, such as bowling club, but noted these opportunities have been lost over time.</li> </ul>

"We don't drive here because there's always no parking, but we notice things much more when we walk into Eastwood"

Focus Group Participant



#### **ATTACHMENT 2**

#### What are the special areas?

Participants shared their fond memories of Eastwood, with some having called the place home for over 20 years and some still new to the area. Despite the diverse experiences of each participant, all shared their unique and personal connection to the place, expressing appreciation for its charm and character.

The majority of these special and unique spots held historical, cultural and environmental significance for the community. Participants use these areas for social interaction, enjoying the scenery, shopping, and more. They emphasised the importance of preserving and enhancing these areas. For instance, those who have resided in Eastwood for many years find the heritage sites and historical ambience of many landmarks and buildings directly attached to their sense of community and belonging. Participants want the Masterplan to consider existing and future infrastructure, that appeals to both long-time and new residents.

#### Special areas identified by participants:



- Eastwood plaza and surrounding areas. Vibrant shopping area, ing t
- Bushlands. Participants expressed their wish to pres ve the nature and scenery in this a Eastwood Oval. Space for events and community gathering
- Eastwood Library and Country Women's Association facility. Culturally important for Eastwood community.

5. Town entrances (Shaftsbury Road, Stewart Street and Trelawney Street). The front facades and gardens of these old homes (featuring wisteria, and flower arches), and the street trees create a peaceful setting with a special character

"When I was first married, I would drive my first child and we would drive to all the beautiful shops in Eastwood" - Focus Group Participant

"My mom goes to Eastwood Plaza, and it reminds her of her home back in China" - Focus Group Participant



#### **ATTACHMENT 2**

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#### What are the opportunities?

Participants were asked to reflect on the special areas identified in the mapping activity and the issues discussed at the start of the focus group to identify opportunities for the Masterplan. These opportunities have been summarised in the below table and map.

Masterplan category	Summary of feedback
Built form	<ul> <li>High-rise buildings and more housing choice. Participants expressed interest in seeing high-rising buildings in Eastwood near the station. There was also support for relaxing height restrictions in the neighbourhood to incentivise more housing options and choice. Having different housing in Eastwood would also attract different age groups to live and work in the area.</li> </ul>
Public Domain	<ul> <li>Retain and expand greenery in public areas. Greenery was mentioned as one of the most important aspects of Eastwood, highlighting the need to create spaces to enjoy scenery and activities in the parks.</li> <li>New affordable spaces for community use. Participants expressed the importance of having spaces where community can gather and use facilities freely including community centres and libraries. Participants suggested some specific areas for development, as shown on the map below.</li> </ul>
Land Use and Infrastructure	<ul> <li>Outdoor dining spaces. Given Eastwood's hospitality sector, climate in summer and plaza spaces, there were suggestions from both focus groups to establish an outdoor dining space.</li> <li>Car parking locations. As raised in the issues, the majority of the participants demanded increased availability of parking lots. Some structures and locations suggested were:         <ul> <li>Multistorey parking structures</li> <li>Parking near hospitals for senior residents</li> <li>Smaller lots for various uses</li> <li>Development of Glen St. car park</li> </ul> </li> <li>Support expansion of medical precinct. Participants proposed the idea of increasing the number of medical facilities to create a hub in Eastwood, enhancing accessibility for patients.</li> <li>Traffic modelling and improvements. Discussions included proposing new timing and scheduling for public transport and road use to improve accessibility and avoid road congestion.</li> </ul>
Place	<ul> <li>Encouragement of night-time economy. Given the large number of visitors from different suburbs and the needs of local businesses, participants mentioned the importance of encouraging the same levels of activity at night as during the day.</li> <li>Prioritisation of healthy and safe lifestyle. Many participants characterised Eastwood as a safe neighbourhood and expressed a desire for the suburb to prioritise and encourage both healthy and safe lifestyles.</li> </ul>



#### **ITEM 8 (continued)**

#### **ATTACHMENT 2**

Opportunities identified by participants: More playground equipment elopment for high-rise buildings Development for a healthcare hub Housing around the city centre More space 6. 7. Tennis court Indoor sports facilities (e.g. PCYC) High rise buildings Multisterey car park Housing on the outskirts of the area 2. Development and renovation of the mall ncrease parking space â. Community centre development 3 a. Expansion of the current community centre b. New area to build the community entres New area to build the community centre "The oval is a real signature of the area. When I was coming via train it was a thing that made me decide I wanted to live in Eastwood, being greeted by all that green." Focus Group Participant "If you get higher density, you might get more issues but all the benefits are connected and it needs to be

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feasible for property developers"

Focus Group Participant



#### **ATTACHMENT 2**

2

#### What does Eastwood look and feel like in 2040?

The visioning activity asked participants to imagine a future Eastwood and describe its look and feel. The word cloud below highlights the most popular words used during the final activity of the first focus group (this activity was not completed at the second focus group). The larger the words in the word cloud the more common these were expressed in the vision statements.



The below table provides a summary of responses to prompts from the vision statement worksheet.

Worksheet prompt	Participant Response
In 2040,	<ol> <li>Greener, a lot more community feel, sense of ownership, destination for visitors</li> <li>Green, accessible, upwardly mobile, diverse, amenable, more known for</li></ol>
Eastwood	characterful heritage (remain connected), safe place (especially for walking),
look and feel	vibrant nightlife, home, destination, family-centric, generational and age diverse <li>Thriving night-time and day time economy, new developments (parks and</li>
like	other facilities) whilst preserving heritage sites symbolic landmarks
This is	<ol> <li>Created more open public spaces for people to meet, watch, relax and spend</li></ol>
because	time <li>Diversity of housing options, creating heritage/character planning controls</li> <li>Eastwood has to adapt to changes and develop the area</li>
The benefits will be	<ol> <li>People will be more healthy, more likely to want to live here and take care of the public spaces</li> <li>Providing a more diverse range of housing options/good green/public spaces, access to employment</li> <li>Enabling people to feel the sense of community, welcoming people from different cultural backgrounds</li> </ol>
We will have	<ol> <li>A balance between housing and open space</li> <li>Convenience to shops/restaurants/necessities/green links between open</li></ol>
maintained	spaces, heritage and character areas <li>Heritage sites, oval, traditional commercial district</li>
We will have	<ol> <li>Quality of life, features that enhance wellbeing, sense of ownership</li> <li>Jobs, employment, health-related (hospital) services, greenery and parks</li> <li>Parks, parking, density of houses, commercial and cultural activity, community</li></ol>
enhanced	facilities (e.g. libraries and sports centres)



#### **ATTACHMENT 2**

3

#### Next steps

The two focus groups provided an important 'deep-dive' into considerations for the Eastwood Masterplan, particularly what participants identify as key issues and opportunities. In total, 20 participants attended the two sessions with a mix of local residents, local workers and business owners.

In addition to the ideas and feedback provided by participants that will inform the Masterplan, other comments raised but not directly related to the project included the need for greater transparency of Council decisions, frustration at the process being slow, and greater involvement of business owners in council engagement processes.

We thank all the participants who offered their time and input into the Masterplan focus groups.



ABOVE: Participants preparing their vision statement for Eastwood



#### **ATTACHMENT 2**

4

## Appendix

Notes from the focus group sessions -

- 1. Focus Group #1 (Residents and Workers) Discussion Notes
- 2. Focus Group #2 (Business owners) Discussion Notes



#### **ATTACHMENT 2**

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#### The following pages provide the 'raw data' from discussions during the Focus Group activities. Focus Group #1: Residents and workers Date: April 15th 6-8pm Location: Brush Farm House Attendance: 17 Issues and Challenges Built form Not enough height and density 'Decrepit' Eastwood, needs to be renovated No well-designed buildings No gardens in new houses Old buildings o Needs renovation, new paint, this will greatly benefit the economy of Eastwood Height of the buildings Allow taller buildings and different types of housing Want more information Pro-development in certain areas if density is done right and have low rise on the First Avenue State gov restriction on the height of the building around the centre area Public Rowe street plaza needs upgrade Domain Not enough parks - Second Ave. park lost to town houses Lack of dog parks - this is needed Lack of trees Lack of activation of full view lane Outdoor dining at night time and daytime Lack of playgrounds - need more places for people to play Toilets next to the library are too small and dirty Water fountain needs to be upgraded Footpaths are old, have cracks and not safe Stormwater systems - exposed to the ground and after heavy rain, smells bad Keep it underground Lack of streetlights and speed slowing devices Tired Eastwood Plaza o Could be freshened up o Change files and bricks Pedestrian thoroughfare under railway and needs better lighting Introduce more businesses Ph -Lack of public benches - more benches Deficient parks and open space o Not well maintained No public furniture Ċ. o Underutilised Oval playground needs upgrade Ó. Young families need parks, especially if they live in apartments 0 Green links to other parks Rats especially in back alleys - Hillview lane Keep Canopy and trees in the Plaza Land Use and Traffic - Glen St, Rowe St Infrastructure Less pedestrian crossings and intersection near West Parade Safety issue, and needs traffic calming due to lack of visibility <u>.</u> Route 515 - not enough services Need every 15min not every 30min match from hospital Needs to go through roundabouts at Meadowbank Train tunnel 'scary' and too narrow - needs to be widened .



#### **ATTACHMENT 2**

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	<ul> <li>Current railway Parade and Rowe St - left hand turn gets blocked</li> <li>No parking</li> <li>More public open space needed</li> <li>Lack of cycle paths         <ul> <li>Bad example: City of Sydney</li> <li>Good example: Northern hemisphere and Melbourne</li> </ul> </li> <li>Eastwood public school needs expansion</li> <li>Old and not enough parking spaces - not able to park everyday but especially on the weekends</li> <li>Visitors from all around Sydney including Wollongong, Northshore, etc.</li> <li>Wants to come home without encountering traffic jams</li> <li>Parking to be relocated to First Ave.</li> <li>Road as the first priority - there is traffic jam on Blaxland Rd, First Ave, Shaftesbury Rd</li> <li>Expand the community to west of First Ave.</li> <li>Library is too small and old</li> <li>Shops operating hours are too short (3hrs) - regulated by the government</li> <li>Keep the iconic buildings of Eastwood - e.g. Library</li> <li>Not enough malls, there's only Woolworths for groceries         <ul> <li>Before that they had Target, Coles, etc.</li> </ul> </li> <li>Traffic flow         <ul> <li>First Ave</li> <li>Rowe St / Shaftesbury</li> <li>KU</li> </ul> </li> <li>Korean side a lot less congested than Chinese side         <ul> <li>Traversing the railway is very hard</li> <li>Prefer to drive over</li> </ul> </li> </ul>
Place	<ul> <li>More dining variety</li> <li>Loss of bowling club, community halls, facilities</li> <li>Heritage</li> <li>Masonic Temple</li> <li>Eastwood Market could be redeveloped</li> <li>Unsightly Tobacconist/vape stores, contrary to the 'charm' of Eastwood</li> <li>Library relocated to old Glen st carpark site         <ul> <li>Civic space</li> <li>New green space</li> </ul> </li> </ul>

#### Special Area and Opportunities

Name	Why is it unique and special?	What are the opportunities to maintain or enhance?
Eastwood oval and Lakeside Rd	<ul> <li>Granny Smith Festival</li> <li>Kids Sports</li> <li>Safe</li> <li>Well-used and lit</li> <li>Croquet club</li> <li>Anzac war memorial</li> </ul>	<ul> <li>Rose garden is hugely accessible (CASE STUDY: Parramata park)</li> <li>2035, 100-year anniversary for croquet club</li> </ul>
Bushland behind the hospital	<ul> <li>Wildlife</li> <li>Large accumulation of native vegetation</li> </ul>	<ul> <li>Clovel Childcare has open space adjoining that could be Segway to the open space</li> </ul>
Eastwood library and Country Women's Association	<ul> <li>Nice mix of cultures</li> <li>Librarian services and children's area</li> <li>Good facilities and collection</li> <li>Seed library</li> <li>A lot of events</li> <li>Cultural importance</li> </ul>	Expand library
<ul> <li>Trelawney St</li> </ul>	<ul> <li>Flower Arch</li> <li>Wisteria</li> </ul>	Introduce landmark buildings



#### **ATTACHMENT 2**

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<ul> <li>Shaftsbury Road</li> </ul>		<ul> <li>Nature strip planning, plant up verge with wildflowers</li> </ul>
Eastwood	<ul> <li>Destination with fashion shops</li> <li>Birchwood point as example of a well-designed space</li> <li>Nice views</li> <li>Remnant blue gum forests</li> <li>Kings Rd Denistone – community facilities</li> <li>No evidence of flooding in 24 years of living</li> </ul>	<ul> <li>Complimentary housing</li> <li>Higher density around train station         <ul> <li>More commuter parking</li> </ul> </li> <li>Well-serviced by public transport</li> <li>Parramatta riverfront</li> </ul>
Canopy Eastwood Plaza	<ul> <li>Iconic and pretty</li> <li>Perfect for summer</li> <li>Adds character</li> </ul>	<ul> <li>Lack of al fresco dining – utilise restaurants</li> <li>Upgrade paving increase public seating/tables</li> <li>Encourage lingering (chess boards) – places for people to gather</li> </ul>
Old streets e.g. Trelawney St	<ul> <li>Trees, gardens, street planting</li> <li>Sense of pride in the neighbourhood</li> <li>Facade of heritage homes</li> </ul>	<ul> <li>Be mindful of local 'sensitiveness'</li> <li>New conservation zones/planning controls</li> <li>Protect the overall neighbourhood</li> </ul>
Small businesses	<ul> <li>Lim's hot bakery</li> <li>Rumbles</li> </ul>	<ul> <li>Al fresco dining</li> <li>Make it more conducive for businesses</li> <li>Pedestrianisation from Shaftesbury</li> </ul>
Korean side	<ul> <li>Eat street</li> <li>Destination</li> </ul>	Overpass
Green area near station	<ul> <li>Event space including for Chinese New Year         <ul> <li>Celebration of cultural diversity             <li>Sense of belonging</li> </li></ul> </li> </ul>	<ul> <li>Event space</li> <li>Keep being a place to connect</li> </ul>
Eastwood plaza and surrounding area	<ul> <li>People and business come together</li> <li>Everyday use (groceries, etc.)</li> </ul>	<ul> <li>Potential development of a large-scale mall</li> <li>Better shopping centre with more retail stores (old and mainstream brands left the area)</li> <li>Better quality and pricings         <ul> <li>Opportunity for more people to come</li> </ul> </li> </ul>
Park near Eastwood Plaza	<ul> <li>Walk past the place every day, personal connection</li> </ul>	<ul> <li>More parks and playground for children and families</li> <li>Indoor facilities to attract more people</li> </ul>
Fire station	<ul> <li>Part of the daily routine to see the fire station - landmark</li> </ul>	Preserve landmarks

#### Mapping Opportunities and Unique area

Developme	ent opportunities	
1	More playground equipment     More space	
	Tennis court	
	<ul> <li>Indoor sports facilities (e.g. PCYC)</li> </ul>	
2	<ul> <li>Development and renovation of the mall</li> </ul>	



#### **ATTACHMENT 2**



Unique an	d special area
1	<ul> <li>Vibrant area</li> <li>Everyday use</li> <li>Shopping area and businesses</li> </ul>
2	Preserve nature in this area     Verge garden



#### ITEM 8 (continued)

#### **ATTACHMENT 2**



#### **Future Vision**

In 2040, Eastwood look and feel like	<ol> <li>Greener, a lot more community feel, sense of ownership, destination for visitors</li> <li>Green, accessible, upwardly mobile, diverse, amenable, more known for characterful heritage (remain connected), safe place (especially for walking), vibrant night-life, home, destination, family-centric, generational and age diverse</li> <li>Thriving night time and day time economy, new developments (parks and other facilities) whilst preserving heritage sites symbolic landmarks</li> </ol>
This is because	<ol> <li>Created more open public spaces for people to meet, watch, relax and spend time</li> <li>Diversity of housing options, creating heritage/character planning controls</li> <li>Eastwood has to adapt to changes and develop the area</li> </ol>
The benefits will be	<ol> <li>People will be more healthy, more likely to want to live here and take care of the public spaces</li> <li>Providing a more diverse range of housing options/good green/public spaces, access to employment</li> <li>Enabling people to feel the sense of community, welcoming people from different cultural backgrounds</li> </ol>
We will have maintained	<ol> <li>A balance between housing and open space</li> <li>Convenience to shops/restaurants/necessities/green links between open spaces, heritage and character areas</li> <li>Heritage sites, oval, traditional commercial district</li> </ol>



#### **ATTACHMENT 2**

We will have enhanced	<ol> <li>Quality of life, features that enhance wellbeing, sense of ownership</li> <li>Jobs, employment, health-related (hospital) services, greenery and parks</li> <li>Parks, parking, density of houses, commercial and cultural activity, community facilities (e.g. libraries and sports centres)</li> </ol>
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#### Focus Group #2: Business owners

Date: April 16<sup>th</sup> 6-8pm Location: Brush Farm House Attendance: 3

#### **Issues and Challenges**

Built form	<ul> <li>Old villas and first-storey houses are gone, which is good for families, but older generations prefer that</li> <li>Two storey duplex are not good enough for people</li> <li>There is a 12-story building limit in the area (unlike other suburbs, which allow taller buildings); Eastwood Centre is the tallest.</li> <li>Steep and large hills</li> <li>Little space for waste storage or take on the car parking spots</li> </ul>
Public Domain	<ul> <li>Flooding problems in Eastwood (will be addressed through technical studies following the master planning)</li> <li>Dangerous footpaths in Eastwood, particularly those leading from the station and to schools, due to their narrowness.</li> <li>Despite the abundance of open spaces, there is a lack of CCTV cameras, except for monitoring rubbish. The area can sometimes feel unsafe especially at night</li> <li>The outer part of the fountain is broken</li> <li>This could be an opportunity for a design competition to enhance the area.</li> <li>Rather than creating more plazas, focus should be on improving existing ones like the Lakeside Road Plaza and the main one to avoid creating dead spots.</li> <li>The plaza features good shops but smell and space issues for waste garbage on Hill View Lane.</li> <li>Shops, some over 80 years old, struggle with heavy regulations and limited space for waste bins.</li> <li>A shed for garbage was built by an owner for this purpose but had to be removed due to inflexibility in regulations.</li> <li>Keep the facade of the old businesses and shops but redevelop the behind and have space for parking and garbage area in Rowe st (put 3-4 shops together to build more than 5 stories)</li> <li>There should be a survey of sites and businesses as to what can be done, investigate individual assessments of problems like waste</li> <li>The tunnel near the train station is scary, especially at night; an escalator and better lighting would improve safety.</li> <li>Small pathway, not wide enough</li> <li>Bottom half of First Ave. require rejuvenation <ul> <li>Concerns about e-bikes on footpaths, which can be dangerous due to their speed.</li> </ul> </li> <li>Trees around the plaza and overgrown vines, although the arch is fine, are bushy, unshaped, and overgrown. They need to be trimmed to maintain tidiness.</li> <li>Not enough room at laneways</li> <li>Masonic hall plaza DA didn't eventuate</li> </ul>
Land Use and Infrastructure	The playground needs to be larger for children.     Parking Issues and Solutions:         The council owns the car park; there was a proposal to move the car         park to the fire station, which doesn't make sense as people appreciate



#### **ATTACHMENT 2**

	<ul> <li>its proximity to shops. It needs to be increased in size and beautified since it is old.</li> <li>All new shops should be on the ground floor with car parks behind them, financed by apartments. This is necessary as parking is challenging, especially on Saturdays when "you can barely park there." It's a case of short-term pain for long-term gain — "we need parking."</li> <li>There was an idea for an oval on top of the car park, but it is not feasible due to the flood-prone nature of the land.</li> <li>Walking up the hill to access healthcare facilities is challenging due to insufficient parking; a multilevel car park at the hospital could resolve this.</li> <li>Proposed car park at Eastwood Community Centre but can be too far from shops</li> <li>Traffic and Road Infrastructure: <ul> <li>As the population grows, issues like traffic jams from three lanes merging into one are worsening. Why not widen the road?</li> <li>The roundabout near the library causes congestion until the traffic light turns green. Traffic snarls up Rowe Street when people disembark from the train and cross the road.</li> <li>Choke points are prevalent, indicating a need for road movement and network improvements.</li> <li>Cars are a "fixed thing" — while public transport is essential, it's not</li> </ul> </li> </ul>
	<ul> <li>People don't know how to drive the slip road when there's a pedestrian path near the bus and the roundabouts near library gets blocked</li> </ul>
	<ul> <li>Transportation:         <ul> <li>Access to the hospital from the train station is limited, with only one bus every 30 minutes.</li> </ul> </li> </ul>
	Commercial opportunities
	<ul> <li>There was a plan for a new shopping centre in 2016, the plan was paused and did not proceed.</li> </ul>
	<ul> <li>Demographics and shopping habits have changed. Competition has increased as nearby shopping centres like Macquarie Centre evolve, leading businesses to relocate</li> <li>Feasibility of development (\$20m for 4sites amalgamation)</li> </ul>
Place	<ul> <li>Community centre being taken by councils (CWA) - During elections, there's a significant upheaval as furniture is moved and packed up for the rest centre to be used by council personnel; traditionally, schools are used for elections.         <ul> <li>Another premise to be made for communities to rent out</li> <li>Community centres development (marked on MAP)</li> </ul> </li> <li>The sign stating "Racism is not welcome" in what is known as Korean town</li> </ul>
	raises questions and potentially leaves a negative impression; people might wonder if it's a response to issues in the area.
	<ul> <li>There is concern about the segmentation between Korean town and other areas, potentially creating a divide.</li> </ul>

Built form	<ul> <li>There is potential for high-rise buildings</li> </ul>
	<ul> <li>Build high-rise buildings near the station facing north. These are directly</li> </ul>
	opposite the station and are part of the vision statement.
	<ul> <li>Eastwood has good high elevation which brings good breeze into the</li> </ul>
	neighbourhood
	<ul> <li>Size of the space is important – having a spacious area to sit and rest</li> </ul>
	<ul> <li>Extra height to incentivise development</li> </ul>
	<ul> <li>Bigger shopping centres</li> </ul>
	Reintroduce Villa
	<ul> <li>Steps being a problem for elderlies</li> </ul>



#### **ATTACHMENT 2**

	<ul> <li>Keep front facades for character</li> </ul>
Public Domain	<ul> <li>Plazas and gathering spaces are among the most successful elements in place. Eastwood Plaza has shown successful development, extending all the way to the front.         <ul> <li>However, they are against creating too many plazas as it can result in one being sacrificed for another.</li> </ul> </li> <li>There used to be a garden competition aiming to enhance the aesthetic appeal of houses.</li> <li>Joining tunnel under railway with bridge/overpass or widen tunnel</li> </ul>
Land Use and Infrastructure	<ul> <li>Johning turner drider raiway with biogetweipass of wider turner.</li> <li>Outdoor dining is a potential opportunity, given the great climate; it should be incorporated into the redevelopment of the plaza and possibly on Rowe Street, with considerations for the location's view.</li> <li>Development of Community centres</li> <li>The Eastwood Community Centre should acquire and build community centres adjoining the centre, as shown on the map. These centres shouldn't interfere with commercial areas but should provide pleasant spaces for community activities.</li> <li>Demolishing the north side of Eastwood to construct a shopping mall and housing.</li> <li>A new shopping centre with apartments on top is proposed to bolster local businesses and attract more establishments.</li> <li>Car parking lot development         <ul> <li>Multistorey</li> <li>Multistorey</li> </ul> </li> </ul>
	<ul> <li>Residential area above</li> <li>Near hospital for senior residents</li> <li>Smaller lots for different uses and shops</li> <li>Clen St. car park development</li> <li>The plaza hosts good-quality fish markets, butcher shops, and fruit stores, providing fresh food supplies.</li> <li>The area around the medical centre should be developed to accommodate additional medical facilities, potentially creating a hub. Zoning for medical purposes is suggested, given the abundance of doctors in Eastwood.</li> <li>Mixes use close to the station with uplift including pre-schools</li> <li>Traffic modelling and improvements in network and movements around the roundabout at oval         <ul> <li>New timings and scheduling</li> <li>CCTV across Eastwood preventative measures</li> </ul> </li> </ul>
Place	<ul> <li>CCWA contribution and history of the area recognised in the masterplan</li> <li>Always felt safe in Eastwood</li> <li>Opportunity to create a flow of people into plaza</li> <li>Community appreciate the landscape</li> <li>Health and lifestyle opportunities (leverage hospitals)</li> <li>Encourage night life economy</li> <li>Quality and price of shops is unique</li> <li>Memorable and historical shops e.g. Johnsons - shopping around the area</li> </ul>

#### Mapping Issues

1	Steep and big hill – hard for walking
2	Vegetation is gone
3	Pedestrian safety hazard zone with cars
4	Garbage space is small around this area
5	Traffic congestion



#### ITEM 8 (continued)

#### **ATTACHMENT 2**



#### Mapping Opportunities

1	Development plan and building high rise buildings
2	Potential to expand the area with healthcare facilities, create a medical hub
3	Community centre development a. Expansion of the current community centre b/c. New area to build the community centre
4	Expansion of the park for children and families



#### **ITEM 8 (continued)**

#### **ATTACHMENT 2**



#### Notes:

- Transparency of council plans and budget A participant heard that due to budget constraints, the flooding solution was not implemented or strategized. Requested transparency of council work and budget.
- Urgency of solving community issues In response to the CCTV camera and safety measures, some participants emphasised the importance of council having a more proactive stance.
- Collaboration with businesses There were suggestions for councils to have more engagement with businesses, making regulations more flexible.



# ITEM 8 (continued)

**ATTACHMENT 3** 



# Eastwood Masterplan MQ Student Feedback

**ATTACHMENT 3** 

# City of Ryde Ulfestyle and opportunity ® your doorstep

# ITEM 8 (continued)



#### General Feedback:

- Increased cycle networks into and throughout the centre to reduce dependence on personal vehicles and demand for car parking options
- Heavier focus on active transport infrastructure including the extension of Rowe Street plaza
- Implementation of street trees and other vegetation
- More car parking options
- Regular shuttlebus service connecting key locations to Ryde Hospital
- 1 level min. mandatory basement public parking for future multi-storey developments in the centre

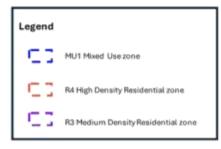




### Land Use

#### General Feedback:

- Incorporate high density land use zones around the centre and Ryde Hospital
- Include R3 Medium Density Residential zoning along Rowe Street
- Introduce R4 High Density Residential zoning in areas surrounding the centre
- Maintain existing MU1 Mixed Use zoning along Rowe Street





# ITEM 8 (continued)

City of Ryde Lifestyle and opportunity @ your doorstep **ATTACHMENT 3** 

# ITEM 8 (continued)

D City of Ryde

Lifestyle and opportunity (a) your doorstep

# **Built Form**

#### General Feedback:

- Restrict new developments to 5 storeys max, to maintain current built form and character of Eastwood
- Built form 'gradient' surrounding the centre: dual occupancy --> terraces
   -> low rise --> high rise
- Maintain existing height limits in suburban areas to maintain character
- Introduce additional infrastructure and amenities to support an increase in residential developments
- Restrict development of mansions in residential areas surrounding the centre





### Green Spaces

#### General Feedback:

- Improve the design of Eastwood fountain (e.g. adding trees, replacing old materials)
- Improve Terry's Creek (e.g. adding bush barriers, replacing concrete with natural channel)
- More amenities in Eastwood Oval (e.g. benches, dog-friendly facilities)
- More vegetation in the pedestrian tunnel
- Glen Street car park: Convert to green space/add green roofs
- Require future development to include greenery on-site (e.g. vines, green roofs, birds' infrastructure)
- Direct pedestrian link from May Street to Eastwood Oval





D City of Ryde

Lifestyle and opportunity (a) your doorstep

ITEM

**ATTACHMENT 3**