

**NEW PARK AT
2 THISTLE STREET
RYDE**



COMMUNITY CONSULTATION REPORT
MARCH 2024



CITY OF RYDE | New Park at 2 Thistle Street Ryde
Community Consultation Report
March 2024 © 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 City of Ryde.

NEW PARK AT 2 THISTLE STREET RYDE

Contents



Summary and Background	4
Community Consultation Methodology	5 – 7
Community Consultation Results	8 – 15
Appendices	16 – 27
• Have Your Say Webpage	16
• Have Your Say eNewsletter	18
• Flyer	19
• Signage	21
• Banner	22
• Drop-in Sessions	23
• Facebook Post	26
• Open Community Consultation Listing – The Weekly Times	27

NEW PARK AT 2 THISTLE STREET RYDE

Summary and Background



In 2018 the NSW Government announced that the former Meadowbank Public School site at 2 Thistle Street, Ryde will be converted into a new park for the community to enjoy. Since then, a planning proposal to rezone the site has progressed to allow this to occur and will be finalised shortly. The Department of Education has also lodged a Development Application to demolish the school buildings including the childcare centre and school hall.

Council has engaged with the local community to find out what they would like to see in the park to help guide the NSW Government's decision making.

Close by to 2 Thistle Street is Ann Thorn Park playground. This playground requires renewal however due to flooding there is limited space to expand the playground. A new park at 2 Thistle Street presents an opportunity to relocate the playground and enlarge the size of the playground for more children to enjoy.

The feedback received from this consultation will be shared with the NSW Department of Education who are ultimately responsible for development of the site.

The consultation was promoted through the City of Ryde's Have Your Say webpage, flyers to local residents and businesses, signs and a banner near 2 Thistle Street Ryde, drop-in sessions at the site, eNewsletter to interested stakeholders, post on social media, and listings in the local newspaper.

In total 488 comments were received from the community with 474 from the online survey and 8 email submissions. There were 25 attendees at the drop-in sessions, with 13 providing comments.

Survey respondents identified multipurpose courts, an amenities building and a children's playground as the most important potential features on the new park, while drop-in session dotmocracy participants focused on a refurbished school halls and multipurpose courts. Other top features and considerations noted by respondents included pickleball courts, the need and community benefits of parks, a dog off-leash area, parking considerations, basketball courts, retaining or use of a community hall, provision of shaded/sheltered spaces, and the inclusion of trees, greenery and gardens.

NEW PARK AT 2 THISTLE STREET RYDE

Community Consultation Methodology



Date	Tool	Stakeholders	Overview	Engagement
Mon 5 Feb 2024 – Sun 18 Feb 2024	Have your Say Webpage	Website users	A consultation webpage with background information, frequently asked questions and online survey.	2,555 page views 272 users engaged
Mon 5 Feb 2024 – Sun 18 Feb 2024	Online Survey	Website users	An online survey where stakeholders can provide comments on what they would like to see at the new park. This was accessed through Council's Have Your Say webpage.	474 online survey submissions
Mon 5 Feb 2024 – Sun 18 Feb 2024	Information phone line, email and post	All stakeholders	The City of Ryde main phone line. Email and postal address was open for feedback from the community.	8 email submissions received
Mon 5 Feb 2024	Flyer	Surrounding residents and businesses - 500m radius of Thistle Street Ryde	A double sided A4 flyer was delivered to letterboxes to inform the community of the consultation and feedback opportunities.	4,342 flyers approx.
Tue 6 Feb 2024	Have Your Say eNewsletter	Key stakeholders	eNewsletter emailed to inform the community of the consultation and feedback opportunities.	47 eNewsletters delivered 31 eNewsletters opened

NEW PARK AT 2 THISTLE STREET RYDE

Community Consultation Methodology



Date	Tool	Stakeholders	Overview	Engagement
Wed 7 Feb 2024 – Sun 18 Feb 2024	Mesh banner	Passersby on Belmore Street, Ryde	A mesh banner (H 1.6m x W 5m) was installed along the fencing of the City of Ryde Operations Centre to inform the community of the consultation.	1 x mesh banner
Wed 7 Feb 2024 – Sun 18 Feb 2024	A2 Sign	Passersby to Thistle Street and Gale Street, Ryde	A2 corflute signage was placed around the perimeter of the former Meadowbank Public School site at Thistle Street Ryde to inform the community of the consultation and feedback opportunities.	6 x A2 signs
Tue 13 Feb 2024	Drop-in Session 1 at Gale Street, Ryde near the school entrance, from 4pm-5pm	All interested stakeholders	An opportunity for interested stakeholders to speak with Council staff about the plans for the site and provide their feedback.	9 attendees
Sat 17 Mar 2024	Drop-in Session 2 at Gale Street, Ryde near the school entrance, from 9.30am-11.30am	All interested stakeholders	An opportunity for interested stakeholders to speak with Council staff about the plans for the site and provide their feedback.	16 attendees

NEW PARK AT 2 THISTLE STREET RYDE

Community Consultation Methodology



Date	Tool	Stakeholders	Overview	Engagement
Each Wed between 5 – 18 Feb 2024	Open community consultations advertisement in The Weekly Times	Newspaper readership	Listed in open community consultation newspaper advertisement to inform the community of the feedback opportunities.	38,000 total print readership
Thu 8 Feb 2024 – Sat 17 Feb 2024	Social Media Post – Paid and Organic	Facebook users and Instagram Users	Social media advertisement to inform the community of the consultation and feedback opportunities.	<p>Paid 12,067 users reached 732 users engaged</p> <p>Paid and Organic 19,015 users reached 574 users engaged</p>



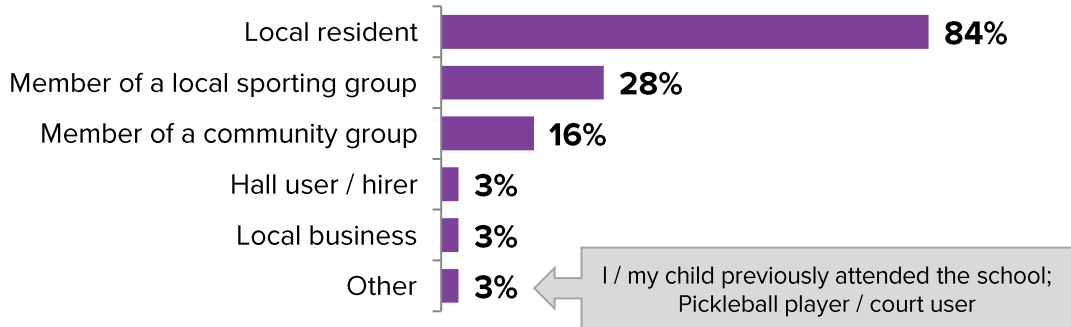
NEW PARK AT 2 THISTLE STREET RYDE

Community Consultation Results



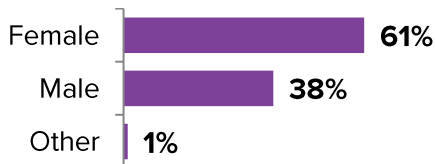
SURVEY SAMPLE DEMOGRAPHICS

Which of the following best describes you?* (n=474)

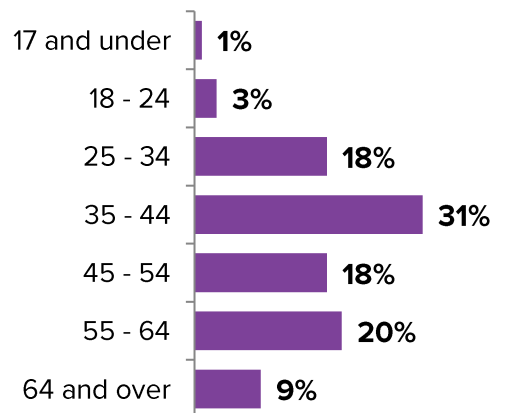


*Note: respondents could select multiple options, hence total does not add to 100%

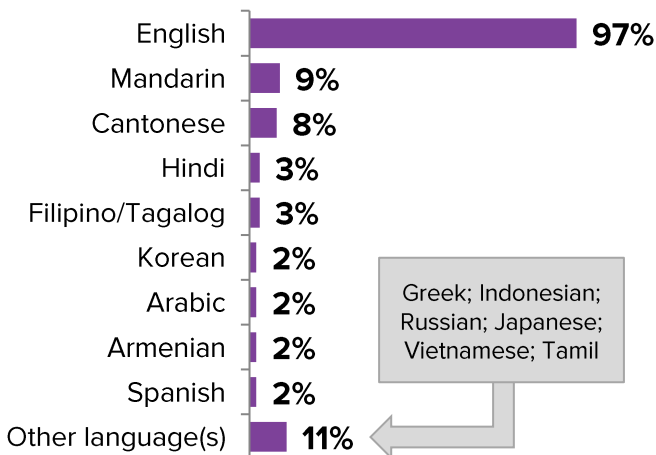
Gender (n=447)



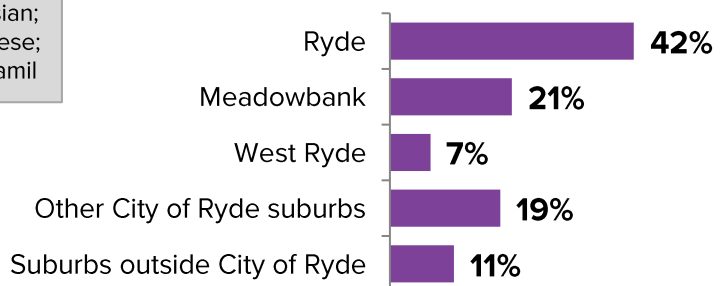
Age (n=445)



Language* (n=445)



Suburb (n=450)



*Note: respondents could select multiple options, hence total does not add to 100%

NEW PARK AT 2 THISTLE STREET RYDE

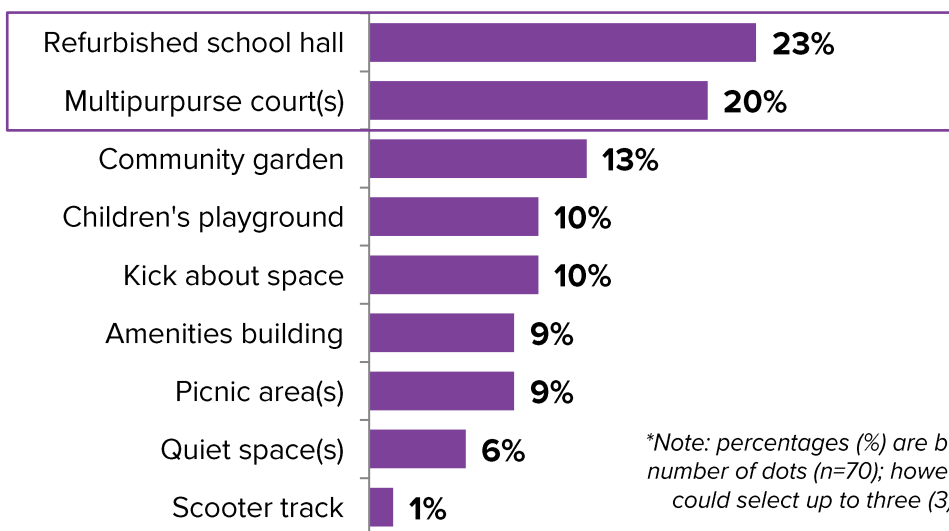
Community Consultation Results



DROP IN SESSION DOTMOCRACY

Top priorities for the New Park at 2 Thistle Street, Ryde?

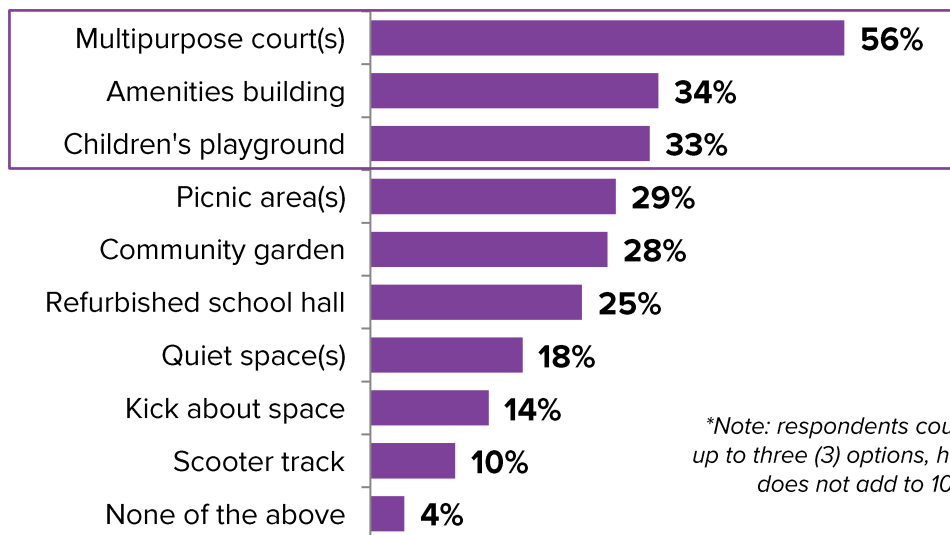
Please select up to 3.* (n=70 dots)



**Note: percentages (%) are based on the total number of dots (n=70); however, respondents could select up to three (3) options each.*

MOST IMPORTANT POTENTIAL FEATURES

Which of the following potential features for the New Park at 2 Thistle Street, Ryde are most important to you? Please select up to 3.* (n=462)



**Note: respondents could select up to three (3) options, hence total does not add to 100%.*

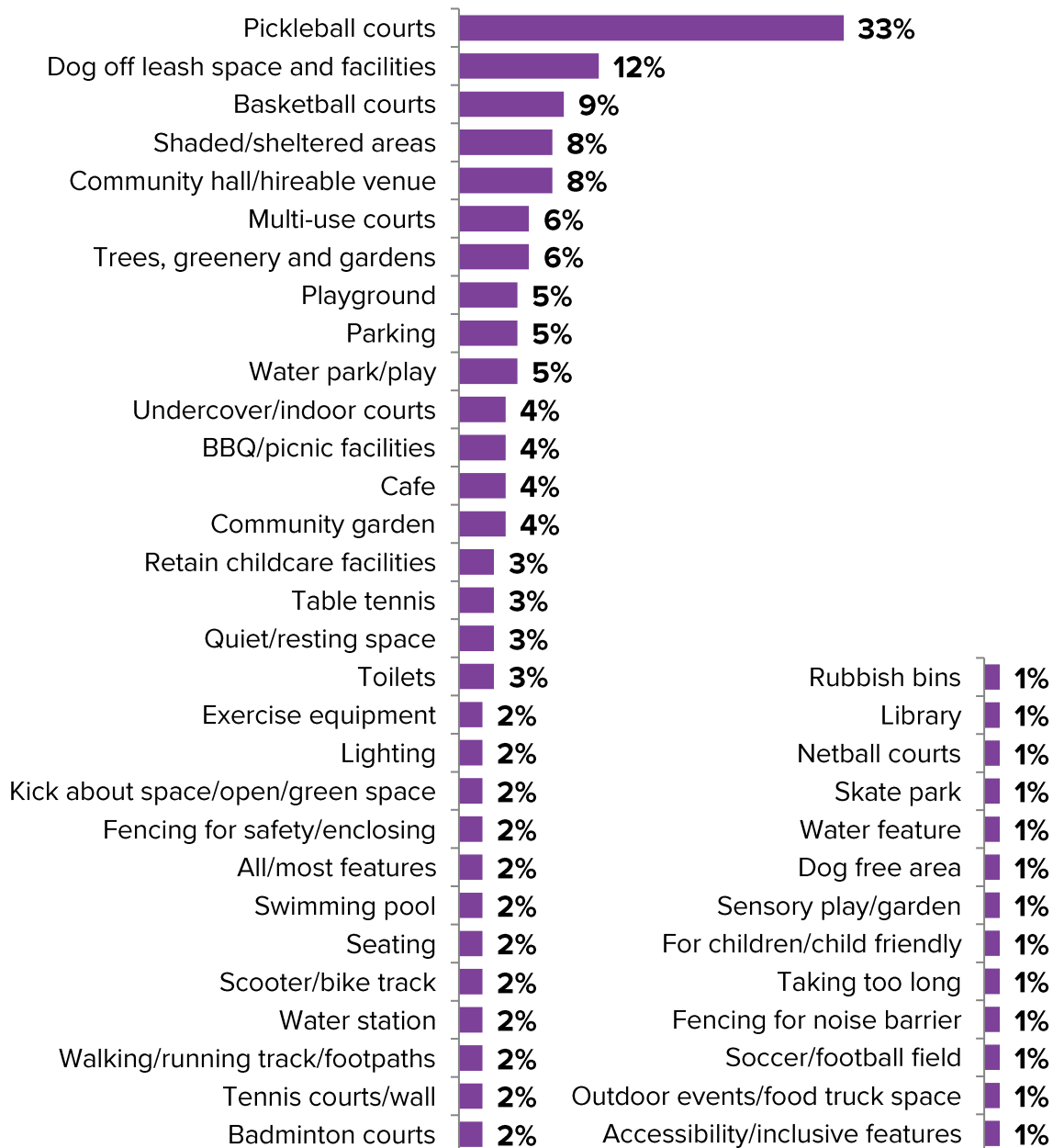
NEW PARK AT 2 THISTLE STREET RYDE

Community Consultation Results



MOST IMPORTANT POTENTIAL FEATURES (continued)

Are there any other features that should be included in the New Park at 2 Thistle Street, Ryde? (open-ended)* (n=332)



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

NEW PARK AT 2 THISTLE STREET RYDE

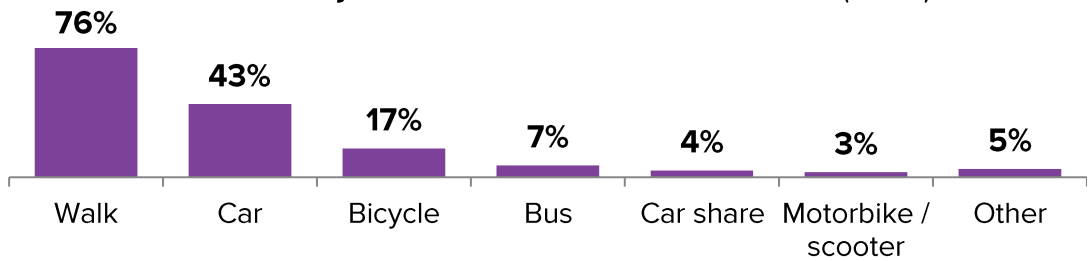
Community Consultation Results



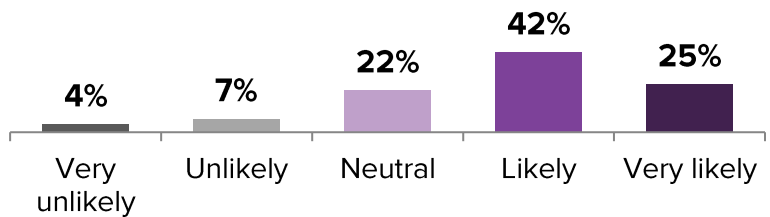
REFURBISHED SCHOOL HALL

Of the **25%** of respondents who indicated the **refurbished school hall was an important potential feature** for the New Park at 2 Thistle Street, Ryde:

How would you travel to the refurbished hall?*(n=115)

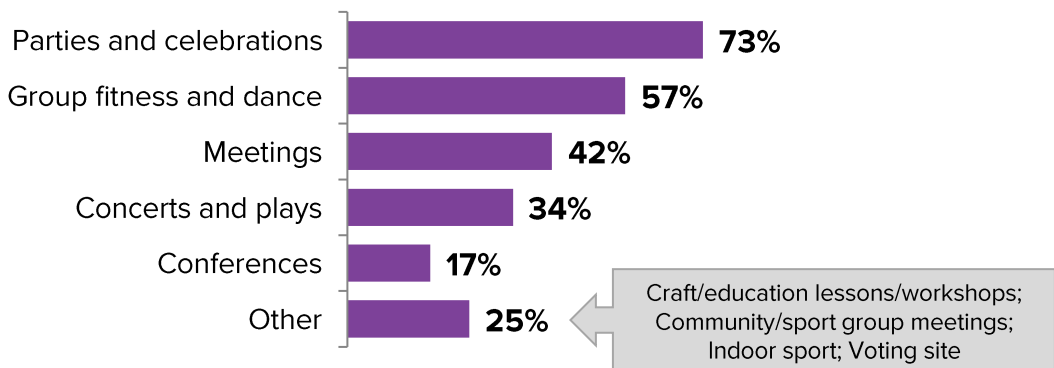


If the school hall were to be refurbished into a community hall, how likely are you to hire this hall in the future? (n=115)



Of the **67%** of respondents who indicated they were ‘Very likely’ or ‘Likely’ to use the refurbished school hall:

What would you use the refurbished hall for?*(n=77)



*Note: Respondents could select multiple options, hence total does not add to 100%

NEW PARK AT 2 THISTLE STREET RYDE

Community Consultation Results

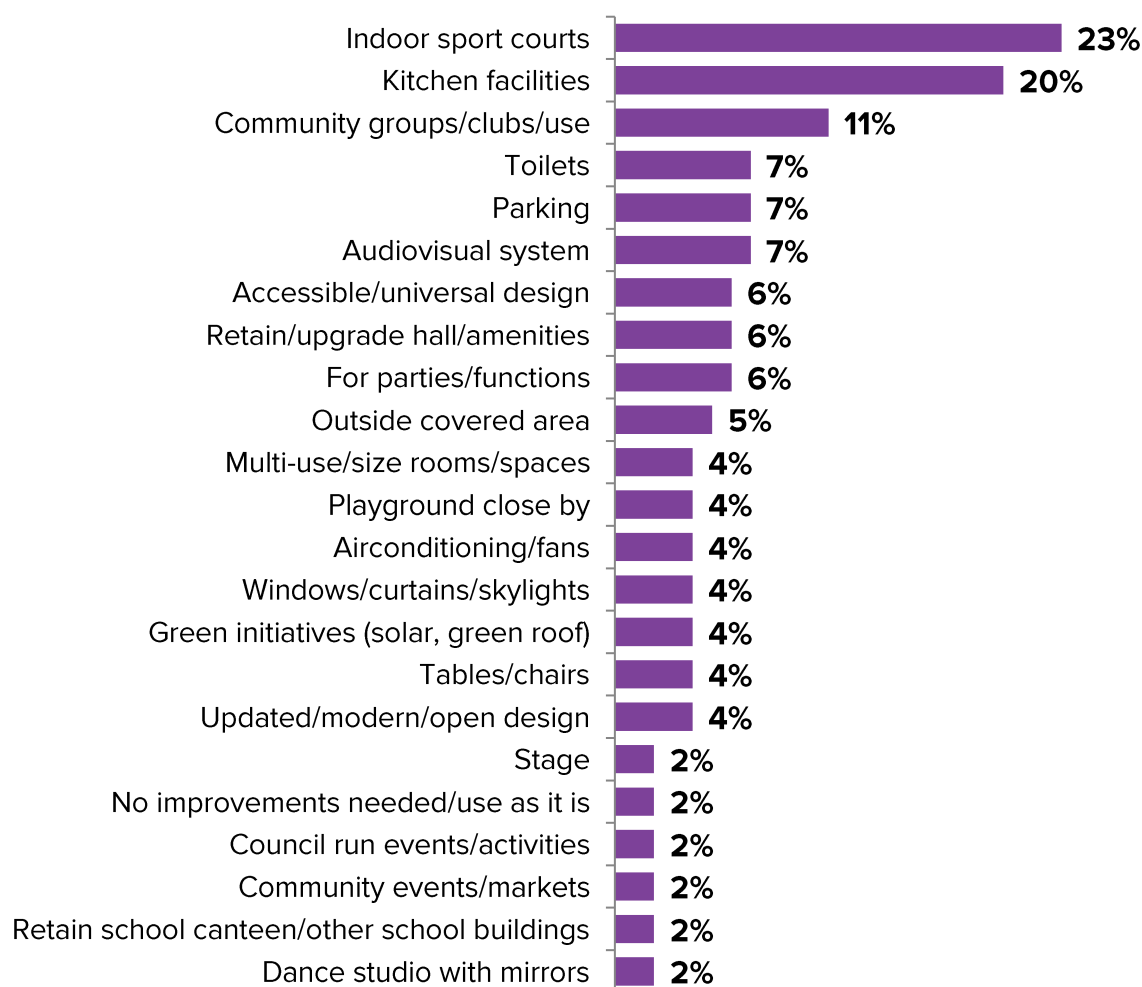


REFURBISHED SCHOOL HALL (continued)

Of the 25% of respondents who indicated the **refurbished school hall was an important potential feature** for the New Park at 2 Thistle Street, Ryde:

Do you have any suggestions for improvements to make the school hall more suitable as a community hall? (open-ended)* (n=84)

Includes survey and drop-in session comments



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

NEW PARK AT 2 THISTLE STREET RYDE

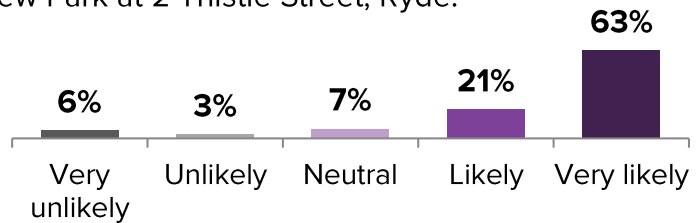
Community Consultation Results



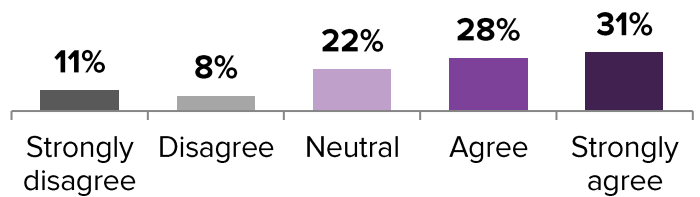
CHILDREN'S PLAYGROUND

Of the 33% of respondents who indicated the **children's playground was an important potential feature** for the New Park at 2 Thistle Street, Ryde:

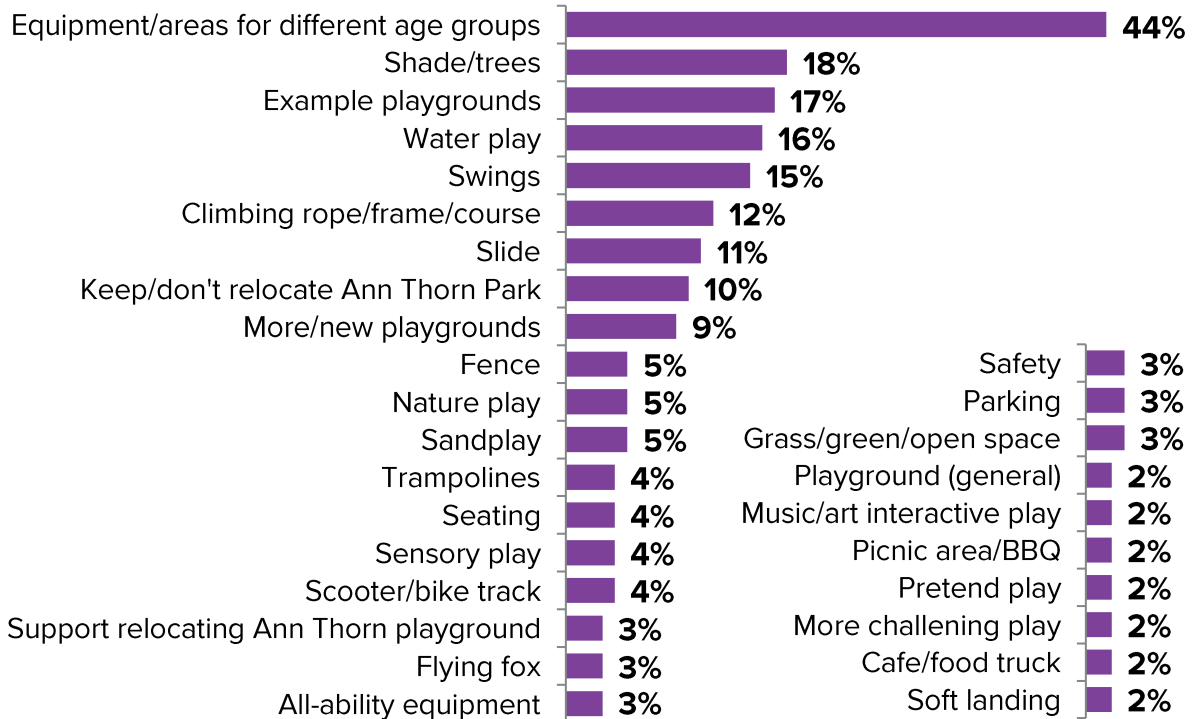
How likely would you be to use this potential new children's playground in the future? (n=152)



Do you agree or disagree with the potential relocation of Ann Thorn Park playground to the New Park at 2 Thistle Street Ryde? (n=152)



Do you have any suggestions for this new children's playground? (open-ended)* (n=100)
Includes survey and drop-in session comments



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

NEW PARK AT 2 THISTLE STREET RYDE

Community Consultation Results



FURTHER COMMENTS

Do you have any further comments or suggestions regarding the future use of the New Park at 2 Thistle Street, Ryde? (open-ended)* (n=242)

Includes survey, drop-in session comments and email submission comments



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

NEW PARK AT 2 THISTLE STREET RYDE

Appendices



HAVE YOUR SAY WEBPAGE

New Park at 2 Thistle Street, Ryde

Submissions closed on 18 February 2024, 11:59 PM



In 2018 the NSW Government announced that the former Meadowbank Public School site at 2 Thistle Street, Ryde will be converted into a new park for the community to enjoy. Since then, a planning proposal to rezone the site has progressed to allow this to occur and will be finalised shortly. The Department of Education has also lodged a Development Application to demolish the school buildings including the childcare centre and school hall.

Council is engaging with the local community to find out what you would like to see in the park to help guide the NSW Government's decision making. Perhaps a playground, basketball court, the school hall being refurbished for community activities, kick about space, amenities building, scooter track or quiet seating areas?

Close by to 2 Thistle Street is Ann Thorn Park playground. This playground requires renewal however due to flooding there is limited space to expand the playground. A new park at 2 Thistle Street presents an opportunity to relocate the playground and enlarge the size of the playground for more children to enjoy.

The feedback received from this consultation will be shared with the NSW Department of Education who are ultimately responsible for development of the site.

Frequently Asked Questions

What can the community Have Your Say on? +

Can the school hall be retained? +

Will the childcare centre be retained? +

Why can we have our say about Ann Thorn Park Playground? +

Related Information

HAVE YOUR SAY

You can Have Your Say on the 'New Park at 2 Thistle Street, Ryde' in a number of ways, including via the online survey, e-mail, post, or by attending one of our drop-in sessions.

All submissions must be received by 11.59pm **Sunday 18 February 2024**.

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.

Please note, the feedback received in this survey will be shared with the NSW Department of Education.

[Complete the Online Survey >](#)

NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



HAVE YOUR SAY WEBPAGE (continued)

Written Submissions

Written submissions must be clearly marked as 'New Park at 2 Thistle Street, Ryde' and can be sent to:

- **Email:** cityofryde@ryde.nsw.gov.au
- **Post:** City of Ryde, Locked Bag 2069, North Ryde NSW 1670

Drop-in Sessions

You are invited to come and meet with Council's Project Team to discuss the New Park at 2 Thistle Street, Ryde, ask any questions you may have, and provide your feedback on what you would like to see at the site.

Where: [Gale Street School Entrance](#)

When: Tuesday, 13 February 2024

Time: Anytime between 4pm - 5pm

When: Saturday, 17 February 2024

Time: Anytime between 9.30am - 11.30am

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. The feedback received from this consultation will be shared with the NSW Department of Education.

Location

2 Thistle Street, Ryde, Ryde 2112 [View Map](#)



Contact Us

If you require more information about the New Park at 2 Thistle Street, Ryde, or are unable to make an online/written submission, please call our Customer Service Centre on (02) 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.

Want updates?

[Subscribe to this page](#)

NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



HAVE YOUR SAY ENEWSLETTER



New Park at 2 Thistle Street, Ryde



In 2018 the NSW Government announced that the former Meadowbank Public School site at 2 Thistle Street, Ryde will be converted into a new park for the community to enjoy. Since then, a planning proposal to rezone the site has progressed to allow this to occur and will be finalised shortly. The Department of Education has also lodged a Development Application to demolish the school buildings including the childcare centre and school hall.

Council is engaging with the local community to find out what you would like to see in the park to help guide the NSW Government's decision making. Perhaps a playground, basketball court, the school hall being refurbished for community activities, kick about space, amenities building, scooter track or quiet seating areas?

Close by to 2 Thistle Street is Ann Thorn Park playground. This playground requires renewal however due to flooding there is limited space to expand the playground. A new park at 2 Thistle Street presents an opportunity to relocate the playground and enlarge the size of the playground for more children to enjoy.

The feedback received from this consultation will be shared with the NSW Department of Education who are ultimately responsible for development of the site.

Have Your Say

You can Have Your Say on the *New Park at 2 Thistle Street, Ryde* in a number of ways, including via the online survey, e-mail, post, or by attending one of our drop-in sessions.

All submissions must be received by **Sunday 18 February 2024**.

[Visit the Have Your Say page](#)



Online Survey

Please provide your feedback and suggestions by completing the online survey via the link below.

[Complete the Online Survey](#)

Written Submission

Written submissions must be clearly marked as 'New Park at 2 Thistle Street, Ryde' and can be sent to:

Email: cityofryde@ryde.nsw.gov.au

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

Drop-in Sessions

You are invited to come and meet with Council's Project Team to discuss the New Park at 2 Thistle Street, Ryde, ask any questions you may have, and provide your feedback on what you would like to see at the site.

Where: [Gale Street School Entrance](#)

When: Tuesday, 13 February 2024

Time: Anytime between 4.00pm - 5.00pm

When: Saturday, 17 February 2024

Time: Anytime between 9.30am - 11.30am

For more information

If you require more information about the *New Park at 2 Thistle Street, Ryde* please visit the [Have Your Say](#) page, email cityofryde@ryde.nsw.gov.au, or call Customer Service on (02) 9952 8222.

City of Ryde

NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



FLYER

 City of Ryde
NEW PARK AT 2 THISTLE STREET, RYDE



In 2018 the NSW Government announced that the former Meadowbank Public School site at 2 Thistle Street, Ryde will be converted into a new park for the community to enjoy. Since then, a planning proposal to rezone the site has progressed to allow this to occur and will be finalised shortly. The Department of Education has also lodged a Development Application to demolish the school buildings including the childcare centre and school hall.

Council is engaging with the local community to find out what you would like to see in the park to help guide the NSW Government's decision making. Perhaps a playground, basketball court, the school hall being refurbished for community activities, kick about space, amenities building, scooter track or quiet seating areas?

Close by to 2 Thistle Street is Ann Thorn Park playground. This playground requires renewal however due to flooding there is limited space to expand the playground. A new park at 2 Thistle Street presents an opportunity to relocate the playground and enlarge the size of the playground for more children to enjoy.

The feedback received from this consultation will be shared with the NSW Department of Education who are ultimately responsible for development of the site.

Please see the back of this flyer for information on how you can Have Your Say.

HAVE YOUR SAY

How do I give my feedback?
You can Have Your Say on the 'New Park at 2 Thistle Street, Ryde' in a number of ways including:

Online Via the online survey at www.ryde.nsw.gov.au/HYS/ThistleStPark or scan the QR code below.

Email cityofryde@ryde.nsw.gov.au

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

Written submissions must be clearly marked 'New Park at 2 Thistle Street, Ryde'.

All Submissions must be received by **11.59pm Sunday 18 February 2024**

 Scan to Have Your Say

 Translation Assistance
한국어
중문

LET'S TALK

Drop-in Sessions
You're invited to come and meet Council's Project Team, ask any questions you may have and provide your feedback.


Where Gale Street, Ryde – near school entrance

When Tuesday, 13 February 2024

Time Anytime between 4.00pm – 5.00pm

When Saturday, 17 February 2024

Time Anytime between 9.30am – 11.30am

 City of Ryde

For further information
Visit www.ryde.nsw.gov.au/HYS/ThistleStPark
Call Customer Service on 9952 8222
Email cityofryde@ryde.nsw.gov.au

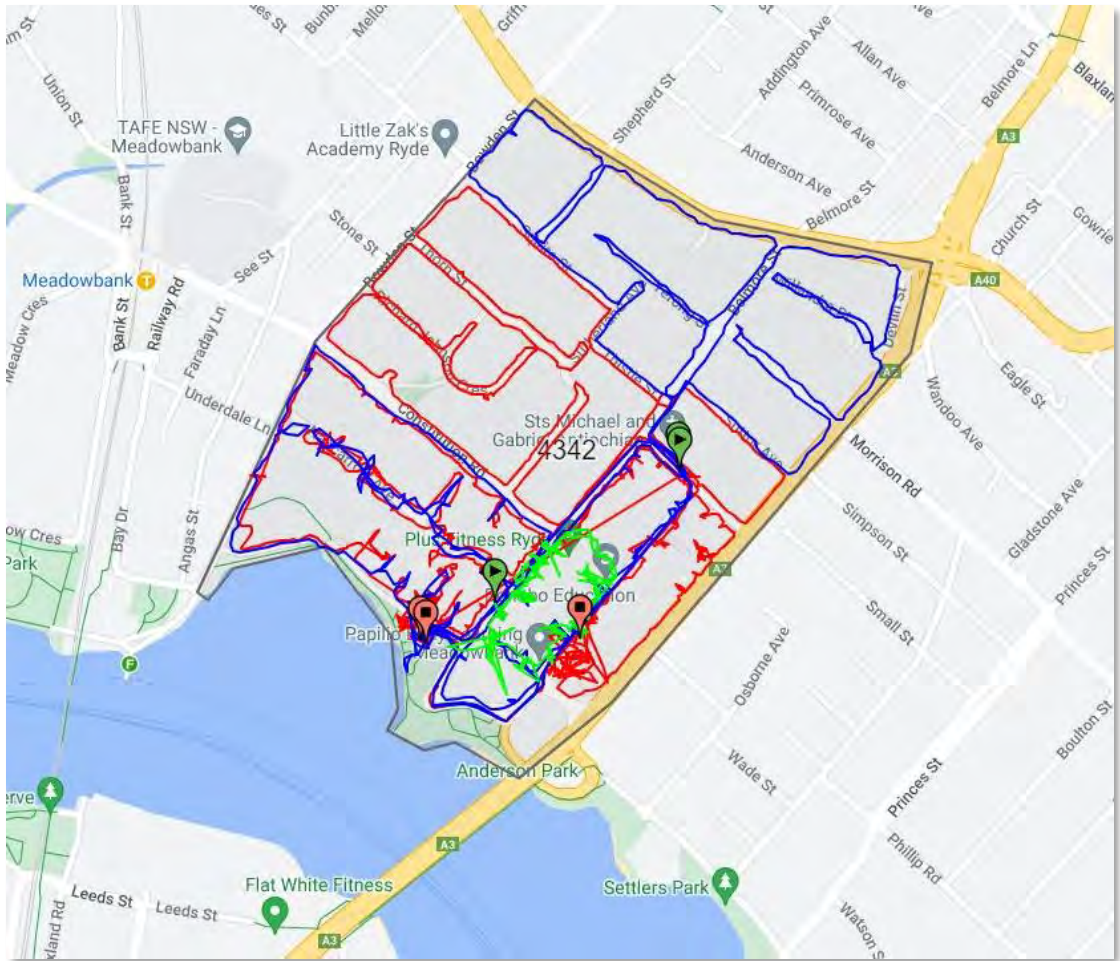
NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



FLYER (continued)

Flyer distribution area:



NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



SIGNAGE

NEW PARK AT 2 THISTLE STREET, RYDE



In 2018 the NSW Government announced that the former Meadowbank Public School site at 2 Thistle Street, Ryde will be converted into a new park for the community to enjoy. Since then, a planning proposal to rezone the site has progressed to allow this to occur and will be finalised shortly. The Department of Education has also lodged a Development Application to demolish the school buildings including the childcare centre and school hall.

Council is engaging with the local community to find out what you would like to see in the park to help guide the NSW Government's decision making. Perhaps a playground, basketball court, the school hall being refurbished for community activities, kick about space, amenities building, scooter track or quiet seating areas?

Close by to 2 Thistle Street is Ann Thorn Park playground. This playground requires renewal however due to flooding there is limited space to expand the playground. A new park at 2 Thistle Street presents an opportunity to relocate the playground and enlarge the size of the playground for more children to enjoy.

The feedback received from this consultation will be shared with the NSW Department of Education who are ultimately responsible for development of the site.

HAVE YOUR SAY

How do I give my feedback?

You can Have Your Say on the 'New Park at 2 Thistle Street, Ryde' in a number of ways including:

- Online** Via the online survey at www.ryde.nsw.gov.au/HYS/ThistleStPark or scan the QR code below.
- Email** cityofryde@ryde.nsw.gov.au
- Post** City of Ryde, Locked Bag 2069, North Ryde NSW 1670

Written submissions must be clearly marked 'New Park at 2 Thistle Street, Ryde'.

All Submissions must be received by **11.59pm Sunday 18 February 2024**.



Scan to Have Your Say



Translation Assistance
한국어
중국어

LET'S TALK

Drop-In Sessions

You're invited to come and meet Council's Project Team, ask any questions you may have and provide your feedback.

Where Gale Street, Ryde – near school entrance

- When** Tuesday, 13 February 2024
- When** Saturday, 17 February 2024
- Time** Anytime between 4pm – 5pm
- Time** Anytime between 9.30am – 11.30am



For further information

- Visit** www.ryde.nsw.gov.au/HYS/ThistleStPark
- Call** Customer Service on 9952 8222
- Email** cityofryde@ryde.nsw.gov.au



NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



BANNER



NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



DROP-IN SESSION

Storyboard

 City of Ryde

NEW PARK AT 2 THISTLE STREET, RYDE

Community Consultation 5 Feb 2024 – 18 Feb 2024



In 2018 the NSW Government announced that the former Meadowbank Public School site at 2 Thistle Street, Ryde will be converted into a new park for the community to enjoy. Since then, a planning proposal to rezone the site has progressed to allow this to occur and will be finalised shortly. The Department of Education has also lodged a Development Application to demolish the school buildings including the childcare centre and school hall.

Council is engaging with the local community to find out what you would like to see in the park to help guide the NSW Government's decision making. Perhaps a playground, basketball court, the school hall being refurbished for community activities, kick about space, amenities building, scooter track or quiet seating areas?

Close by to 2 Thistle Street is Ann Thorn Park playground. This playground requires renewal however due to flooding there is limited space to expand the playground. A new park at 2 Thistle Street presents an opportunity to relocate the playground and enlarge the size of the playground for more children to enjoy.

The feedback received from this consultation will be shared with the NSW Department of Education who are ultimately responsible for development of the site.

 **Provide your feedback**
You can Have Your Say on the 'New Park at 2 Thistle Street, Ryde' in a number of ways, including:

Online Via the online survey by scanning the QR code below or visiting www.ryde.nsw.gov.au/HYS/ThistleStPark

Email cityofryde@ryde.nsw.gov.au

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

Written submissions must be clearly marked 'New Park at 2 Thistle Street, Ryde'

Submissions must be received by **Sunday 18 February 2024**.



Scan to
Have Your Say



Translation
Assistance
한국어
中文

 City of Ryde

For more information

Visit www.ryde.nsw.gov.au/HYS/ThistleStPark

Call Customer Service on 9952 8222

Email cityofryde@ryde.nsw.gov.au







NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



DROP-IN SESSION

Dotmocracy

City of Ryde Which of the following potential features for the New Park at 2 Thistle Street, Ryde are most important to you?			City of Ryde Which of the following potential features for the New Park at 2 Thistle Street, Ryde are most important to you?		
Amenities Building 	Children's Playground 	Community Garden 	Kick About Space 	Multipurpose Court(s) 	Picnic Area(s) 

NEW PARK AT 2 THISTLE STREET RYDE




Appendices (continued)



DROP-IN SESSION

Dotmocracy (continued)

City of Ryde
Which of the following potential features for the New Park at 2 Thistle Street, Ryde are most important to you?

Quiet Space(s)	Refurbished School Hall	Scooter Track
		



**Session 1 – Tuesday, 13 February 2024
between 4pm – 5pm**



**Session 2 – Saturday, 17 February 2024
between 9.30am – 11.30am**

NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



FACEBOOK POST

 **City of Ryde**
8 February at 12:00 · 🌐

The [NSW Government](#) will be converting the former Meadowbank Public School site at 2 Thistle Street, Ryde into a new park for the community to enjoy.

Whether it's a basketball court or a new playground, tell us what you'd like to see in the park and your feedback will be shared with the NSW Department of Education, who are responsible for delivering the park.

Send us your feedback via an online survey or attend one of the drop-in sessions with Council's Project Team on either... [See more](#)



City of Ryde
Government organisation

[Learn more](#)

NEW PARK AT 2 THISTLE STREET RYDE

Appendices (continued)



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.

- Macquarie Park Innovation District Rezoning (Closing 8 February 2024)
- West Ryde - Meadowbank Renewal Strategy (Closing 18 February 2024)
- New Park at 2 Thistle Street, Ryde (Closing 18 February 2024)
- Social Plan 2025-2030 and Creativity Strategy 2025-2030 (Closing 25 February 2024)
- Dog Off-Leash Trials 2023 (Closing 20 March 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.