



ACT
Government

Suburban Land
Agency

Belconnen Urban Land Release Sites Discover Phase Report

PLACE
LABORATORY

TOWN TEAM
MOVEMENT



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1. Background Research

Past, Future & Current Context

The grasslands, woodland and forested areas of the Molonglo River, Ginninderra Creek and Murrumbidgee River corridors where much of Belconnen is now located, falls within the boundaries of the traditional lands of the Ngunnawal people.

There is archaeological evidence of Aboriginal occupation and links with the land with several artifact sites located close to the town centre.



Past Context

In 1835 the area of Belconnen consisting of 5000 acres was granted to Charles Sturt. He sold the land to Charles Campbell in 1838.

Campbell named the land 'Belconnen'. The origin of this name is not entirely clear however "It is thought that Campbell gave it this name following an incident on the property when an Indigenous man used the word "Belconnor", meaning "I cannot find". The name, like many Indigenous terms adopted by Europeans, has been spelled as 'Belconnel,' 'Belconon' and 'Belcomon'. The name was largely limited to the property and was not applied to the present area of Belconnen until after the nearby Naval Transmitting Station adopted the name in 1938. (West Belconnen European Cultural Heritage Report)

The Belconnen Town Centre was identified as a future town centre in 1965. By 1974 the first stages of the Cameron offices, the pedestrian spine, and roads and car parks had been completed.

Lake Ginninderra is an artificial lake located adjacent to the Belconnen Town Centre. The lake was constructed in 1974 to collect stormwater discharge from a 98.8 km² catchment that includes the surrounding suburbs.

Lake Ginninderra name is derived from the Ngunnawal language: Ginin-ginin-derry "sparkling, throwing out little rays of light"

In 1978 the Belconnen Mall was officially opened. The Belconnen Mall was branded as "The Big One" as at the time it was the largest shopping centre in the Southern Hemisphere.

The Discover Phase

The Discover Phase seeks to understand Belconnen and the land release sites' sense of place through:

- Researching the planning context,
- Capturing the perspective of the local community through engagement
- Meeting with key stakeholders,
- Defining the existing character and attributes of the Urban Land Release Sites.
- Undertaking a high level retail and mixed-use development summary



Future Context

The future context has been informed by several key documents:

- Belconnen Town Centre Master Plan 2016
- ACT Social Infrastructure Study 2019
- Belconnen Precinct Map and Code effective 14 June 2019

Belconnen Town Centre Master Plan forms the primary reference for the Place Design Brief. It was developed in consultation with the Belconnen community and local traders. The master plan defines what is important about the centre and is intended to guide growth and development over the next 10 to 15 years. The master plan defines the Vision for Belconnen Town Centre as:

Belconnen Town Centre's features and potential set it apart from other places. The lake, open spaces, layout and nearby institutions provide unique economic and environmental advantages. These will be improved and strengthened to ensure the town centre is an attractive, accessible and desirable place for people to live, work and enjoy.

The master plan recommends ways to:

- Reinforce the town centre's role as a major community and commercial hub for the Belconnen District and wider Canberra region.
- Stimulate urban renewal in the town centre through changes to the Territory Plan
- Enable active and attractive destination areas that better utilise the centre's lakeside location
- Identify opportunities for improvements to the centre's public spaces
- Improve access and amenity in the town centre through recommended improvements to the cycle and pedestrian networks, and
- Improve the town centre's relationship and connectivity with the University of Canberra.

The master plan defines the desired character of the Land Release Sites as:

Lathlain St Renewal Precinct is an active area with an increased mix of business, community and residential uses.

Foreshore Renewal Precinct including the Circus Sites and the Water Police Site is a key destination for Canberra taking advantage of the northern outlook over the lake and existing diverse mix of uses, together with further improvements to the arts centre and Emu Inlet Park. Improved links to Margaret Timpson Park, the higher density residential area, Lathlain St, the lower end of Luxton St and the existing lakeside shared path will allow more people to enjoy the precinct.

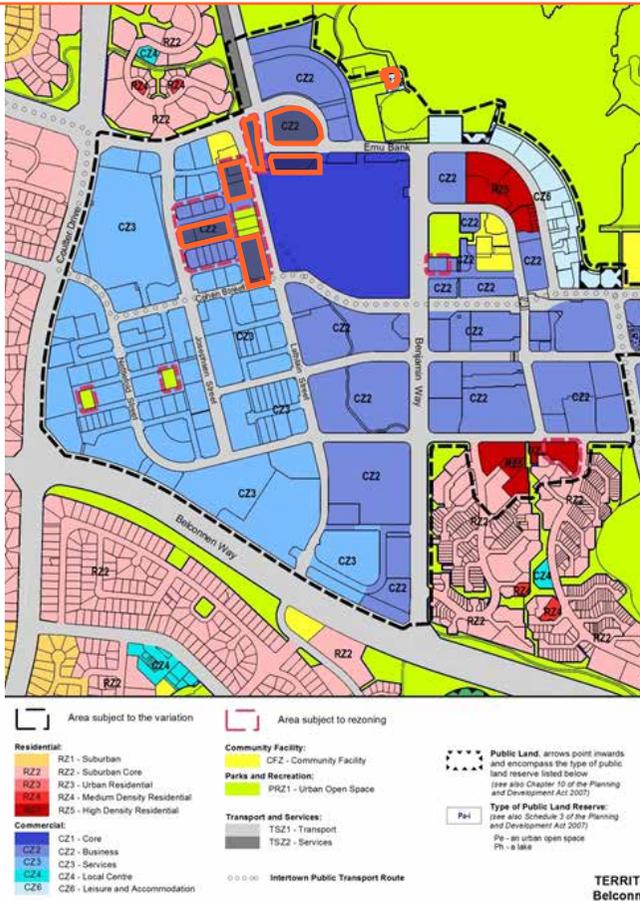


Figure 1. Belconnen Town Centre Territory Plan

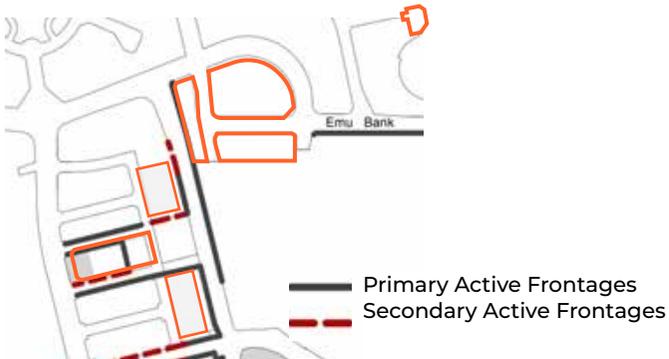


Figure 2. Belconnen Precinct Active Edges

Belconnen Precinct Map and Code

Lathlain St and Circus Land Release Sites are zoned CZ2 BUSINESS ZONE but one (Block 38 Section 52) being zoned CZ1 CORE ZONE:

- . Office and business sites that are accessible to public transport and convenience retailing and services
- . Diverse range of accommodation sizes and locations for offices
- . Convenient outlets for goods, services and facilities to meet the needs of the workforce
- . Vibrant lively pedestrian routes and public spaces
- . A high quality urban environment through use of sustainable design and materials and maintain a high level of amenity for employees and the public.

Typical uses include:

- . Car park
- . NON RETAIL COMMERCIAL USE
- . Civic administration
- . Outdoor recreation facility
- . Club
- . Parkland
- . COMMERCIAL ACCOMMODATION USE
- . Pedestrian plaza
- . Communications facility
- . Place of assembly
- . COMMUNITY USE
- . Public transport facility
- . Consolidation recyclable materials collection
- . Craft workshop
- . RESIDENTIAL USE
- . Restaurant
- . SHOP
- . Drink establishment
- . Emergency services facility
- . Subdivision
- . Home business
- . Temporary use
- . Indoor entertainment / recreation facility
- . Tourist facility
- . Light industry, plant and equipment hire
- . Veterinary hospital
- . Warehouse

The Former Water Police Land Release Site is zoned CZ6 Leisure and Accommodation. The CZ6 Leisure and Accommodation Zone provides opportunities for recreation, tourism and leisure.

The main uses within these areas are cultural, entertainment and tourist facilities providing entertainment opportunities for both visitors and residents of the ACT and surrounding region.

This site has some specific restrictions including

- . 2 story height limit
- . Excludes trees, jetty and boat ramp
- . Needs to maintain continuous public access around the lake edge
- . Active street level frontage
- . Needs to protect amenity of nearby residents from noise, traffic parking and privacy.

Typical uses include:

- . Aquatic Recreation
- . Club
- . COMMUNITY USE
- . Commercial
- . Accommodation
- . Craft Workshop
- . Indoor entertainment / recreation facility
- . Drink establishment
- . Outdoor recreation facility
- . Club
- . Parkland
- . Restaurant
- . SHOP

Relevant ACT Government Strategies and policies.

Other current ACT Government Strategies and Policies will be instrumental to establishing the key principles of the Place Design Brief and future development. A summary of the key documents and strategies referenced are:



Sustainable and Resilient Territory Statement (EPSDD, SLA and CRA,2019)

- . Integrate living infrastructure and sustainable design to make Canberra a resilient city within the landscape.
- . Support the implementation of a living infrastructure plan for the ACT through the review of planning policy and planning mechanisms for the maintenance and enhancement of the urban forest into precinct, estate and district level planning processes, and relevant development and design guidelines.
- . Support the implementation of climate wise design and materials in statutory planning provisions, precinct and estate planning processes, and relevant development and design guidelines.
- . Plan for integrated water cycle management to support healthy waterways and a liveable city.
- . Implement the revised WSUD General Code and integrate consideration of WSUD into precinct and estate and suburb planning and design processes.
- . Evaluate and implement cost-effective opportunities for stormwater irrigation of living infrastructure and priority public open space areas, as part of integrated water cycle planning in precinct, and estate and suburb planning and design processes.
- . Protect biodiversity and enhance habitat

connectivity to improve landscape resilience.

- . Incorporate consideration of natural habitat and conservation areas into urban planning and design processes to promote habitat connectivity and support the establishment of biodiversity refuges.
- . Achieve 30% tree canopy cover (or equivalent) and 30% permeable surfaces in urban areas by 2045v

Liveable Canberra Statement (EPSDD, SLA and CRA,2019)

- . Deliver recreation, open (green) space and public spaces that support social interaction, physical and mental health and engagement in public life.
- . Investigate opportunities to enhance the network of accessible, high quality local open space to meet changing community need through a district planning approach.
- . Strengthen neighbourhoods and support their diverse character by creating strong local activity hubs.
- . Continue to support local community and business capacity by developing place-making approaches to support vital neighbourhoods.

Accessible Canberra Statement (EPSDD, SLA and CRA,2019)

- . Deliver well designed, safe and sustainable streets and public spaces to create walkable neighbourhoods that are inclusive and fair.
- . Through place making and improved urban design, deliver high quality streets and places to facilitate social inclusion, activity and improve accessibility.
- . Create a better experience for walking and cycling into and within the city centre and our town centres.
- . Work with the City Renewal Authority and other partners to create high quality, lively and safe streets and public spaces in the city centre that encourage walking, cycling and public transport use.

Innovate Reconciliation Action Plan 2019 – 2022 (EPSDD, SLA and CRA,2019)

The ACT Government aims to create contemporary, lively spaces that reflect, demonstrate and achieve our city's potential as one of the most innovative, creative and important cities in the world. At the heart of that is a city precinct that has culturally rich, vibrant and enjoyable places that recognise and celebrate our diversity, rich history and values. "SLA values the unique and cultural relationship Aboriginal and Torres Strait Islander peoples have to care for the land, sea, waterways and animal and plant species as the traditional custodians of our Country. Reconciliation Action Plans are about turning good intentions into real actions by providing practical ways forward together, based on respect, relationship building and creating opportunities. This means working closely with our portfolio colleagues and the community to collectively strengthen relationships, engage staff and stakeholders in reconciliation, and empower Aboriginal and Torres Strait Islander peoples."

ACT Housing Strategy (EPSDD, October 2018)

The ACT Housing Strategy will encourage and promote a housing market that meets the diverse and changing needs of the Canberra community, and enables a sustainable supply of housing for individuals and families at all income levels. The Strategy has 5 key goals:

- . An equitable,diverse and sustainable supply of housing for the ACT community
- . Reducing homelessness
- . Strengthening social housing assistance
- . Increasing affordable rental housing
- . Increasing affordable home ownership

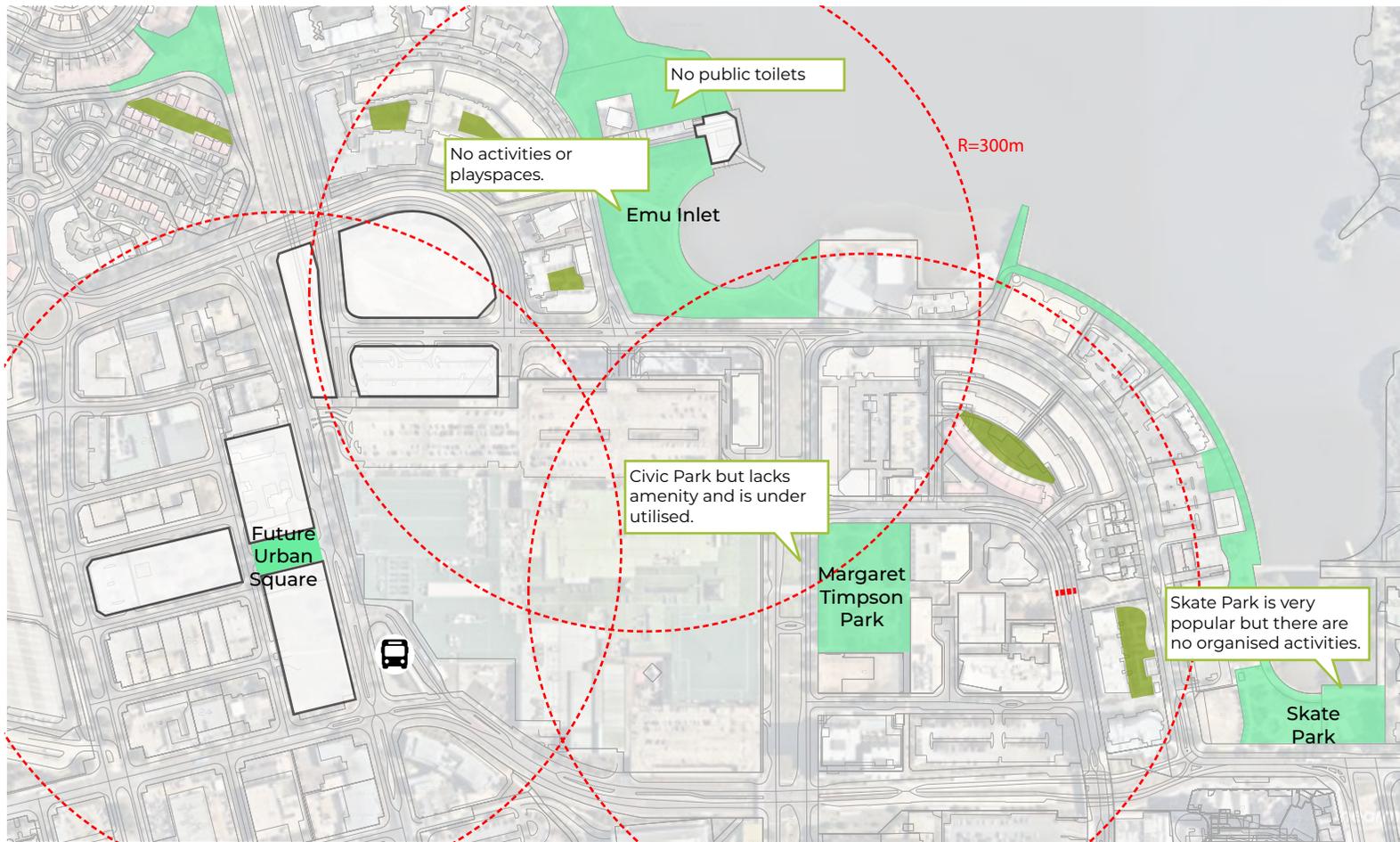
Current Context

A detailed place audit supported by community perspectives has informed the current context including

- . Understanding the green space network
- . Walkability
- . Character



Green Space Network



- The land release sites are located within 300m of open space.
- The Lake provides a unique setting.
- Existing open spaces are poorly maintained.
- Existing open spaces lack character, amenity and activity particularly for younger children.
- Future residential will increase the demand for better open spaces.

The public spaces in Belconnen Town Centre need to be more welcoming, invite people to stay longer and provide family friendly and intergenerational activities.

Figure 3. Green Network



Movement and Connections

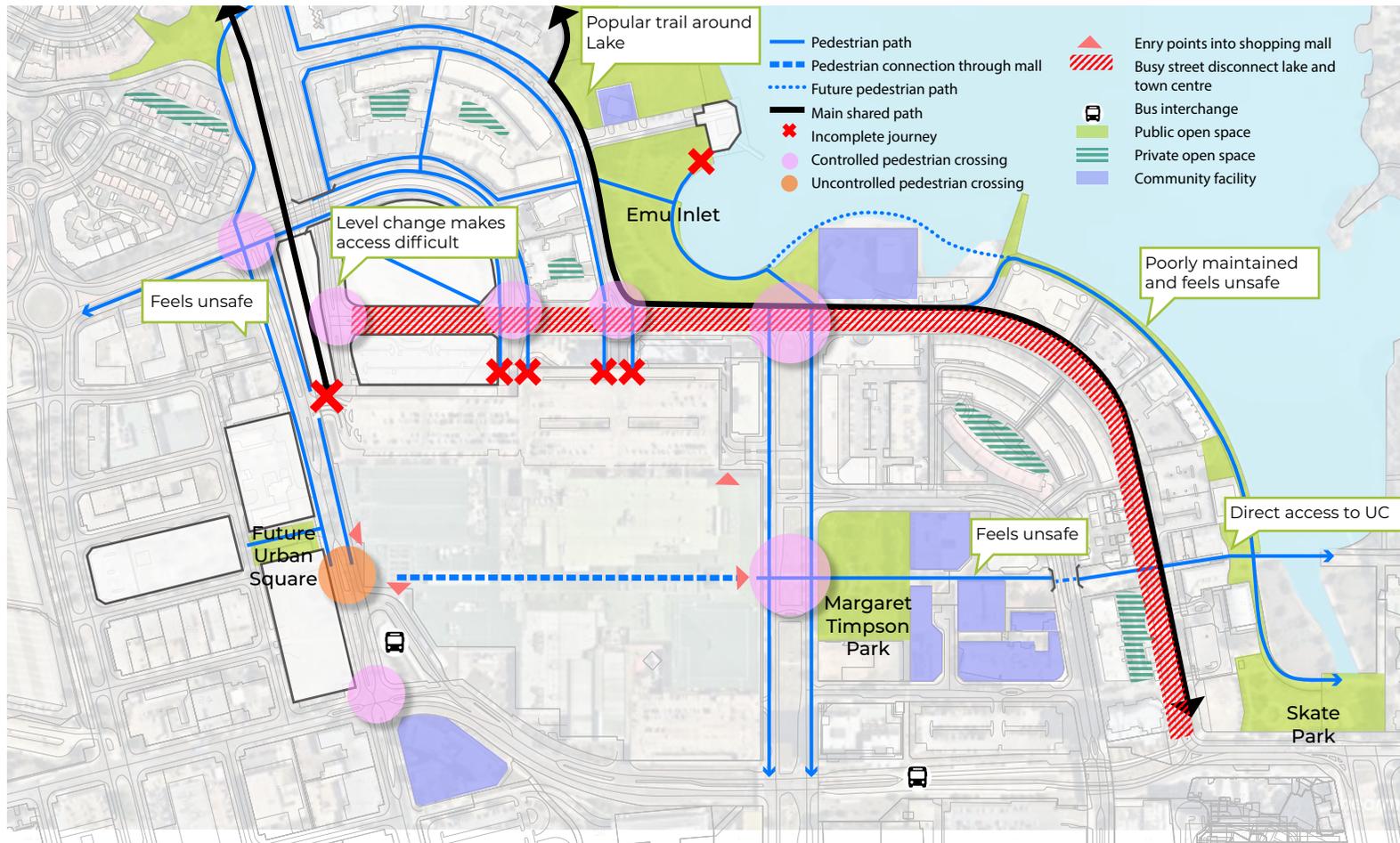


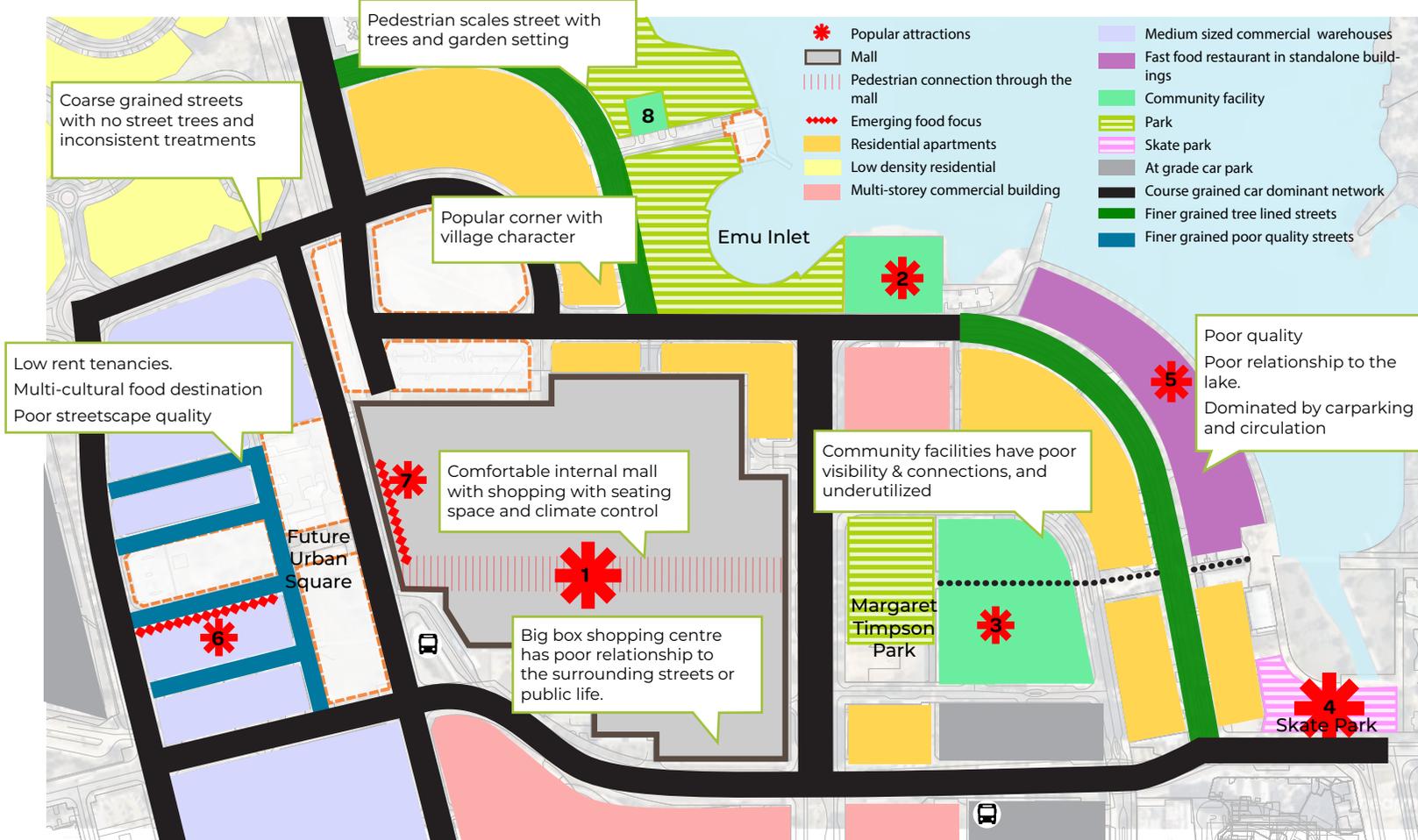
Figure 4. Movement and Connections

- The Town Centre lacks a fine grain movement network.
- Pedestrian and cycle paths are inconsistent and incomplete.
- Pedestrian wait times at signalized intersections are too long and have no shade or weather protection.
- The cycle network is being improved.
- High volume of vehicular traffic on Emu Bank disconnects the Town Centre from the Lake.
- Future residential and commercial development in the Town Centre will generate more foot traffic and 'eyes on the street' for safety.

The walkability of Belconnen Town Centre will be enhanced by better connections, improved streetscapes and a greater sense of safety.



Place Character



Belconnen Town Centre has few human scaled spaces, the community functions and destinations are dispersed and disconnected. The main experience is dominated by the large internally focused shopping mall with large car parking structures facing outward reducing a connection to external public spaces.

Figure 5. Place Character



Pros

Cons

 Destinations				
1		Westfield Shopping Mall	Controlled climate Diverse retail options	Activities are internalised; No contribution to the outdoor public life and streetscape Generic shopping mall design, lack of unique identity
		Pedestrian connection through the mall	Places to sit and people watch Comfortable Accessible	No connection to the nature Lack of identity
2		Community Facility: Belconnen Arts Centre	High quality community facility Waterfront location Diverse program	Architectural design is introverted with limited contribution to the vibrancy of the public realm
3		Community Facility: Library and community services	Essential community services	Run down Poor visibility
4		Skate park	Waterfront location High quality skate park Youth and children focused	Adjacent to major road barrier Lack of program
5		Fast Food/ Restaurant	Waterfront location Easy access by car	Predominantly fast food offering Adjacent to major road barrier Poor quality architectural styles and interface with the public realm Dominated by car parks and stand alone buildings
6		Emerging food destination	Alternative and multicultural food and retail options (East and South Asian restaurants and grocers) Cluster of food and beverage area Low rents and medium sized warehouse	Less visible from the main street Adjacent to low quality streetscape and no outdoor dining facility Poor quality architectural design
7		Street front dining (Westfield)	Offers an outdoor eating experience and access to dining outside of regular shopping mall hours	Screens the poor quality streetscape reducing interaction with the street.
8		Sea Scouts	Child and lake focused activity	Poor building quality
Streets				
		Coarse grained and car dominant road	Adjacent to key destinations Aligned with key vistas	Lack of street trees Lack of comfort or interest Inconsistent design and eclectic materials High traffic volumes and speed limit
		Pedestrian friendly street	Continuous street trees and ground level greenery Pedestrian friendly scale Residential street with lower traffic volumes and speed limit	Not form a continuous street network

	Fine grained street	Located in fine grain urban blocks Existing dining destination Home to many small business Easy access by car	Poor quality streetscape and architectural design Lack of public life
Parks			
	Waterfront parkland	Waterfront location Highly visible from the street	Inactive and lack of public amenities Poor landscape design
Other			
	Medium sized warehouse development	Fine grain urban blocks Home to many small business Easy access by car	Poor quality streetscape and architectural design Lack of public life
	Residential apartment	Views to the lake or public open space Comfortable medium-high density buildings Easy access to main shared path Close proximity to community facilities	Lack of high quality public parks or public amenities within walking distance Close to car dominant roads Lack of street life
	Low density residential development	Pedestrian friendly local streets Spaces for greenery Easy access to local parks	Lack of unique identity Lack of high quality local parks
	Medium size multi-storey commercial building	Easy access by car	Generic architectural design Lack of active street frontage and street life Surrounded by poor streetscape and landscape setting



Retail & Mixed-Use Development Market Trends

Analysis of the demographic and retail market has provided insight into how new developments in the Belconnen Town Centre may best evolve. There are typically two ways to respond to market trends:

Exploit the trend – that is keep doing more of the same in the area that appears to be working from a market standpoint. This represents a low risk low intervention approach. Just keep delivering the same successful outcomes as previous by meeting existing consumer needs.

The second response may be to **facilitate change in customer behaviour**. This is a far harder proposition to satisfy, as it requires significantly more intervention.

To fill gaps or facilitate change in a centre or market we need to change people's behavior.

Why is there a gap? Where are people currently travelling to access facilities that aren't provided here? How loyal will people be to those places and what is required to facilitate a change in behavior to make them consider this location instead?

Statistically, from a market perspective at least, there does not appear to be a lot wrong with Belconnen Town Centre. It enjoys a strong balance between a large established, clearly defined and dedicated catchment and a high growth, developing catchment at its door step.

The obvious positives for the Belconnen Town Centre is that it is central to a large, established and loyal customer base whilst benefiting from the continued introduction of a new customer base in the heart of the Town Centre.

These new Town Centre residents are already converts to the Town Centre given that it is integrated into their lifestyle from the moment they arrive. There is little risk of these new Town Centre residents being attracted outside the Town Centre in significant numbers or frequency. However, it is important to note that they represent less than 10% of the broader catchment, which the centre serves.

Town Centre residents walk around the centre – but 90% of the catchment continue to drive or use public transport. It is important not to alienate one for the other.

The characteristics between these two markets are very different. The difficulty between catering to two distinct markets is trying to cater to them both without alienating either.



Insights from Taktics4 Retail and Mixed Use Development Overview:

Up to 4.4M visitors to the Belconnen Town Centre each year are from outside the Belconnen District. This means that there are 4.4 M visitors which would not normally travel to Belconnen Town Centre except for the draw associated with an element of the Westfield Centre.

From an urban design perspective, the likes of Westfield Belconnen have often been seen as a threat or weakness to a centre.

However, they present a significant opportunity for the overall Town Centre to expand.

Westfield Belconnen can be seen as a competing destination, which traps customer's inside often at the expense of those businesses on the outside. However, they should also be seen as a source of another additional market.

The analysis shows that there are over four million trips to Westfield Belconnen each year from customers who resident outside the Belconnen District catchment.

The opportunity exists to exploit this attraction by attracting these customers outside the Centre. As stated earlier this will require intervention to change people's behavior.

It will require a strong draw card, capable of drawing customers from the centre. It will need to be complementary – not competing. Businesses outside the centre are rarely able to compete with businesses inside the centre. It will have to be unique, different and sufficient size to facilitate change. The establishment of this draw card also provides the catalyst for adjacent businesses to thrive and capitalize on the attraction generated.

The obvious trend and opportunity that stems from the demographic characteristics of residents in that Town Centre market is hospitality / food and beverage opportunities will continue to thrive in Belconnen Town Centre as the market for 20-40 year olds with no mortgage and strong incomes are attracted to the centre. The attractiveness of these businesses to the Belconnen Town Centre is the strengthening of the nighttime economy and the street vitality that they bring to an area.

There do not appear to be too many gaps in the current business mix in the Belconnen Town Centre.

Employment in the centre is heavily weighted to retail and services as would be expected – but there is also a significant base of employment in the professional services and administrative sectors.

Insights from Taktics4 Retail and Mixed Use Development Overview:

- There is an over representation of Retail, Financial and Insurance, Rental, Hiring and Real Estate when compared to Belconnen District and ACT averages. Interestingly, accommodation and food service sectors are not overrepresented despite the usual correlation to the retail sector.
- Forecast growth in resident population within the Belconnen District catchment will be responsible for increasing the aggregate retail spending generated from Belconnen residents by \$78M p.a.
- That Belconnen Town Centre businesses may expect to capture up to 55% of this available retail aggregate spending – consistent with current market capture estimates
- Forecast population growth in the Belconnen District alone may be responsible for an increase of up to \$43M p.a. in potential retail sales in the Belconnen Town Centre.
- This increase in the potential aggregate retail sales can sustain the equivalent of an additional 8,500sqm of retail floor space in the Belconnen Town Centre every 5 years.
- An additional 8,500sqm is responsible for increasing the employment in Belconnen Town Centre by 200 positions

Applying Urban Design Principles to Increasing Street Vitality: Complimenting local destinations to the Westfield's Belconnen.

Resident living in the immediate Town Centre environment will also be more likely to require, utilize, and benefit from an array of passive and active open space environments.

The centre is now at a size, role and diversity whereby it is unlikely to be threatened by new developments. Meaning that it is likely to continue to evolve in conjunction with its market growth.

It is important that enough office commercial floor space is provided in order to cater for the growth in employment that will flow from population growth. Belconnen Town Centre (BTC) currently enjoys relatively high self-sufficiency and self-containment employment threshold.

Retail and Hospitality will continue to develop to cater for this trend but their sustainability will only come from having sufficient space to accommodate new non retail and hospitality businesses and employment.

An increase in retail spending in the Belconnen Town Centre (BTC) is supported by forecast in resident population growth across the Belconnen District catchment. It is forecast that an additional 8,500sqm of retail space every 5 years may be sustained at current forecast population growth levels. In addition to the future increase in residents, the opportunities of Westfield as a significant attraction for visitors outside of Belconnen District should not be dismissed.

The questions remains though, how to capitalise on an increasing number of visitors and residents to the BTC?

It is easy to get excited about the opportunities for new ground level commercial and hospitality precincts, however it is also a poor outcome to over-achieve for an unlimited number of bars and restaurants and end up with high levels of commercial vacancies. Given that there is a limit to the number of hospitality and retail floor area that a town centre can accommodate before having an inactive building edge filled with 'for lease' signs and empty windows, which would not increase street vitality, a more strategic approach is required. To support the forecast growth of visitors and residents, attention will be required toward long-term retail activation strategies, mixed land uses, new creative community uses and flexible building design to encourage business activities across the range of A/B/C retail sectors.

A strategic urban design and placemaking approach begins with acknowledging that the development of diverse and highly prized town centre activity often occurs by prioritising activity at the intersection of streets (on corners) that are well used by pedestrians (Stueteville 2016). Popular active street corners can become localised destinations and have the opportunity to attract visitors from the indoor environments of the Westfield centre and encourage people to walk throughout the public outdoor pedestrian streets, creating a more vibrant and prosperous town centre.

Figure 6. Examples of activated street intersections that create a local destination



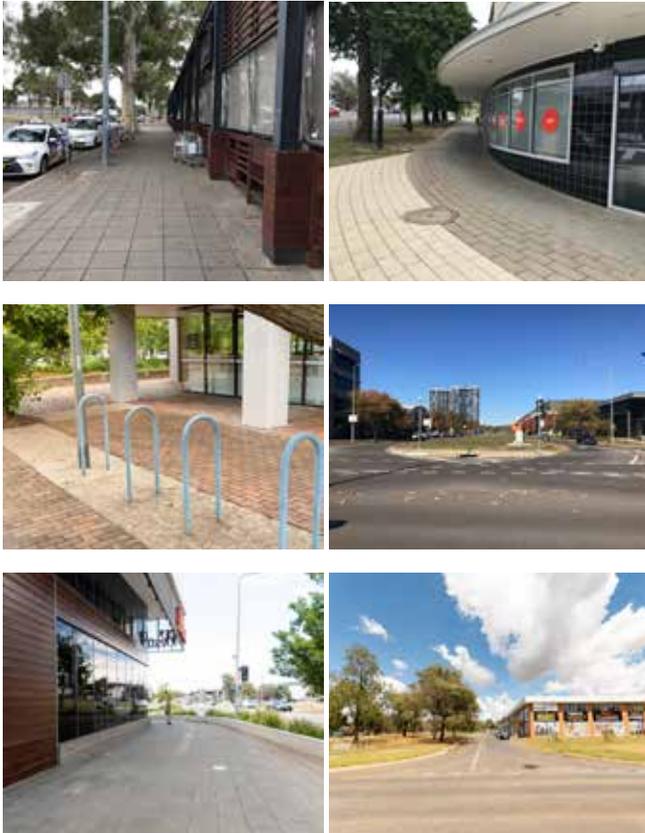


Figure 7. Examples of current inactive street intersections in BTC

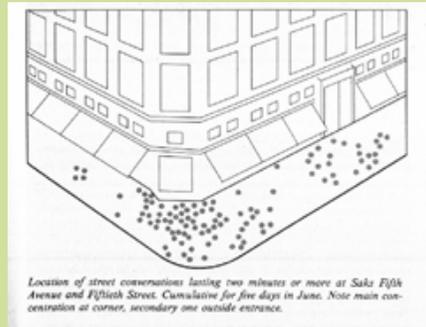
In comparison to the BTC, it feels like current activity on street corners and outdoor streets are inactive and prioritised for vehicular traffic movements. As a result, pedestrian activity is minimal and people are left hiding, feeling unsafe and are not lured to leave the confines of the indoor Westfield centre.

Activation of street intersections with hospitality and retail spaces is encouraged by promoting pedestrian activity and diverse social interactions on the street level, with key attributes including:

. Streets having a human scale;

a variety of visual elements for interest, easy wayfinding and safe for use by pedestrians. The concept of small blocks, laneways, and pedestrian nodes that decrease pedestrian travel distance and increase the number of intersections available for activation and interaction of people. Focusing ground level retail opportunities to activate edges on the corners of buildings and developing a mix of curated and open 'informal' spaces at intersections link user opportunities for staying, resting, spending, walking, conversing and stopping (Mattsson 2019).

. William H. Whyte (1988). 'City: Rediscovering the Center'.



Interesting and diverse building mix; flexibility and adaptability in the design of retail premises at and along intersections. For example, mixed land uses, densities and occupants in buildings that are easily convertible and designed to cater to a mix of shops, consulting rooms, studios, restaurants, education facilities and residential live/work combinations.



18-32A Darlinghurst Road Potts Point by Tonkin Zulaikha Greer and Panov Scott. Mixed use 'live/work/play' development with proposed 54 Apartments, hotel, medical centre, retail tenancies and pub. The development has a flexible open space design to accommodate changing needs and services in the area.

“What attracts people to a place is the existence of other people at this place” (Mattsson 2019)

The Community Engagement Process

It is critical that the SLA listens and implements a considered approach to engaging with its wide and diverse number of stakeholders, residents and businesses to better understand the future issues and opportunities regarding the development of the land release sites in the Belconnen Town Centre. As a result, a comprehensive 'Discover' engagement phase was undertaken between 30 November and 21 December 2020.

The engagement sought to address the following key challenges and topics of urban renewal in the Belconnen Town Centre:

- Foreshore Improvements: Asking participants ideas for improving the amenity and function of Emu Inlet and the foreshore area.
- An Attractive Destination: Assessing the most popular destination and uses in the Belconnen town centre:
- Town Centre Living: What amenities would make living in the Belconnen town centre more attractive?
- Working in Belconnen Town Centre: Priorities for existing and new working environments and types of spaces for office and creative industries in Belconnen.



Outcomes from the Discover Engagement Phase will be used to inform the Place Proposition, follow-up Co-Design Engagement Phase and final place planning document.



Engagement Participation:

- Direct Engagement with approximately **205** Local Stakeholders!
- **51** Contributors & **5** email comments registered on the 'Your Say' Webpage.
- **3** on-line workshop participants.
- Approximately **60** residents participating in "Pop Up" Intercept Surveys at Belconnen Fresh Markets
- **13** residents participating in 'Discovery' Walk
- **43** young people surveyed at the Belconnen Skate Park
- **11** Stakeholder meetings
- **22** Small Business Interviews

Community Engagement Stakeholders

It is important that the engagement program be accessible and inclusive of all stakeholders and users of the Belconnen Town Centre, so the engagement process targeted a variety of stakeholders applying new and innovative engagement methods to understand how best to achieve this.

In addition to seeking input from residents and businesses, the following specific stakeholder groups were targeted and invited to participate in virtual and face-to-face workshops;

Please note that due to the COVID-19 crisis, some face-to-face conversations and workshops were modified, and new approaches were initiated to reach our diverse audiences using innovative virtual engagement tools and practising safe social distancing at all times. In all cases, every attempt was made to reach out to each of the identified groups above for relevant input and positive feedback was received stating that virtual workshops were accessible, easy to follow and more convenient than face-to-face methods.

Stakeholder	Audience
Engagement & Activation Specialist, University of Canberra	Activation Expert & University Engagement
CEO, Conservation Council	Environment & Sustainability
Apartment Strata Resident Committees (Dusk, Sentinel, Republic, High Society)	Existing Residents
Canberra Regional Community Services (CEO, Programs Coordinator, Community Development Staff, etc)	Community Service Providers (Disabilities, youth services, child care, elderly, etc)
University of Canberra Student Representatives	University Students
Canberra Business Chamber	Local Business
ACT Climate Change Council	Environment & Sustainability
ACT Property Council	Property Developers
University of Canberra Vice-Chancellor Office & Campus Estate	University VC and Property, Planning & Maintenance Departments
Belco Arts Centre Staff (CEO, Vice and Programs Coordinator)	Arts & Cultural Programming Organisation
Belconnen Library - Programs and Events Coordinator	Community Service Provider
Wellspring Arts	Arts & Community Stakeholder
Belconnen Community Centre	Community representatives

Engagement Methodology

The Phase 1 Discover engagement period started on 30 November 2020 and concluded on 21 December 2020. Public surveys, letter drops, marketing content and an online project webpage was setup during this period to allow residents to provide feedback. In total, engagement reached over 5,000 ratepayers, residents, businesses and relevant stakeholders.

The project was communicated in a number of ways, including the following:

A dedicated page on the ACT engagement website, housing project information, Q&A board, workshop dates and registration forms, and interactive surveys

Direct contact with key stakeholders:

Property Council,
University of Canberra, Capital Region Community Services (includes disability services, elderly, young people, emerging leaders, at-risk communities, CALD communities, etc)

ACT Libraries,
Ginninderra Scouts Group,
Belco Arts Centre,

Conservation Council,

ACT Climate Change Committee,

Canberra Business Chamber,

Wellspring Arts,

Residential Strata Committees (within Belconnen Town Centre)

Emails to all identified stakeholders

Letterdrop to approx 5,000 residents within a 5km radius of the Belconnen Town Centre

Social media posts and advertisements with the Belconnen area

Door knocking all businesses adjacent to the land release sites.

Other marketing and promotion

Specific engagement with Ngunnawal Traditional owners and stakeholders is being undertaken with the assistance of a specialist consultant. SLA is committed to undertaking a meaningful engagement with the Ngunnawal Traditional owners and stakeholders and will be guided by them to ensure their knowledge captures the unique social, spiritual, and historical connection to place as part of the engagement, land release and development process.



The following direct initiatives were undertaken to engage with the diverse ratepayers, residents, businesses and other relevant stakeholders:

Phone conversations, face-to-face and virtual meetings with available and willing stakeholders

One virtual consultation workshop with general community members

Surveying all businesses all adjacent to the land release sites.

One Discovery Walk with general community members

Online feedback via the ACT Engagement Your Say Portal

Two interactive intercept survey and listening posts setup at the Belconnen Fresh Food Markets

General email feedback and ideas relating to improvements of the identified Urban Land Release Sites within the Belconnen Town Centre



Engagement Results

The following is an accumulated analysis of the Discover Phase engagement outcomes.

Your Say Online Survey Feedback

The engagement included interactive community surveys open to all residents for a 14 day period between 7-21 December 2020. In total, 51 respondents and 5 separate emails contributed to blog posts, survey questions and general comments, which is considered a good sample size for analysing the sentiment and needs of the population within the City. Key outcomes from the survey questions are reviewed below.



Key Summary Points from the 'Your Say' Online Engagement

- . People enjoy living and visiting the Belconnen Town Centre, however do believe the area can be improved in the future.
- . Positive qualities include proximity to services, public spaces, public transport, restaurants, cafes and the general amenity of the foreshore.
- . Respondents do not like the lack of connectivity, lack of activity in public spaces, general maintenance of landscaping and rubbish and absence of greenery throughout the town centre.
- . Most respondents believe Lake Ginninderra is the focal point of the town centre, although can be improved through more events and activities, improved maintenance and more infrastructure (aimed at creating a strong meeting space).
- . The most popular improvements to the foreshore area include more bars, cafes and restaurants, better lake environment, bbq's, seating and cultural events.
- . Working in the town centre can be improved by improving connectivity into the town centre, increased affordability of parking, more micro shops and co-working spaces being provided.

Foreshore Improvements

Do you think Lake Ginninderra is the focal point of the Belconnen Town Centre?

Yes
19

No
4

Why?

- . Large green open space encourages people to meet and congregate
- . Being close to water makes people feel good
- . Good for walking and cycling
- . There is something for everyone
- . Nature and beautiful views
- . Relaxing and peaceful
- . It is the focal point only because there is a lack of suitable alternatives
- . Cultural activities including arts, theatre and performances

- . A lot of rubbish around Emu Inlet and disconnected to other parts of the town centre
- . There is not much life and things to do. Kayak hire, cafes, restaurants and other activities would make it more of a focal point
- . I use other areas in the town centre more than the lake
- . The focal point is Westfields Shopping Centre
- . Existing infrastructure could do a better job of engaging with the lake
- . Empty shops, cheap takeaways and too much rubbish

What do you think we should focus on to improve Lake Ginninderra and Emu Inlet Park?

Community and cultural events	6
Better lighting along paths	5
Water-based activities like kayaking	6
Large playground	4
More park features like BBQs, picnic tables, and seating	8
Better paths for pedestrians and cyclists to and around the lake	4
Waterfront cafes, restaurants, and bars	16
Better lake environment, including greenery and landscaping	12
Public art	1
Better sustainability in park maintenance (water sensitive irrigation, native plants)	3
Other	<ul style="list-style-type: none"> . Rubbish bins . Improved landscaping and maintenance

Working in the Belconnen Town Centre

What do you like about working in the Belconnen Town Centre?

- . Close to home
- . Close to amenities
- . Close to public transport

What don't you like about working in the Belconnen Town Centre?

- . Parking is expensive and there are always road works
- . Not many places to socialise after work - limited cafes and restaurants
- . Not enough quality public spaces

How can the Belconnen Town Centre be entrepreneurial and stimulate economic activity?

- . Affordable parking
- . Revitalising existing building and vacant shops
- . More activities to attract people
- . Encouraging more small businesses to open
- . More family-friendly amenities
- . Improve the 'entertainment precinct' between the skate park and arts centre

Which of these ideas do you think would be highest priority in the Belconnen Town Centre?

Low rent micro shops	4
Studio spaces (20 – 80m2)	0
Medium sized office space (80 – 150m2)	0
Shared office spaces and hot desks (< 20m2)	1
Diversity of uses within an apartment building (live, work, play, shop)	3
Small/ home business support services	0
Creative Hub	1
Micro Cultural Uses (theatre, performance, cinema, etc)	3
Training	0
Business network	0
End of trip facilities for cycling commuters	1
Other	

Vision and Values 'Pop Up' Intercept Survey

When:

Saturday, 12 December from 11am - 1pm

Sunday, 13 December from 1pm - 3pm

Two interactive intercept 'open-style' workshops were facilitated at the Belconnen Fresh Food Markets. The location was chosen because it is a popular location with a large percentage of local residents. In total, our team interviewed approximately 60 local Belconnen residents. The tables below represent the outcome discussion from each topic.



A Waterfront Destination



Water-Based Activities



Improved and Integrated Community Services



Cultural Events & Programming

Key Summary Points from the Vision & Values 'Pop Up' Intercept Survey

- Overwhelmingly, respondents felt that although Lake Ginninderra is currently not the focal point of the town centre, that improvements should be undertaken to make it the heart of the community
- Specific improvements to make the waterfront a stronger focal point include a better diversity of waterfront cafes, restaurants and bars, water-based activities, cultural events and activities and improved lighting along footpaths
- The most visited destinations include the Westfield Shopping Centre and Emu Inlet Waterfront. Other services such as the library, arts centre and community services feel like they are underutilised
- Popular ideas to create a more 'liveable' town centre for residents include better connectivity of pedestrian and cycle paths, greater efforts to create a distinct character and vibe, better maintenance of public spaces, more urban greenery and shade, and a better diversity of bars and restaurants
- A creative and more localised working environment can be developed with more more low rent micro-shops, mixed-use development, micro-cultural uses and flexible co-working spaces
- Culture, art and creativity is considered a strong character of the Belconnen Town Centre and should be better integrated into future infrastructure and cultural programming
- The Belconnen Town Centre can be more entrepreneurial and generate economic activity by creating more comfortable and active streets for people, developing a better diversity of shopping and eating, connecting with nearby stakeholders such as the University of Canberra, and revitalising the community centre

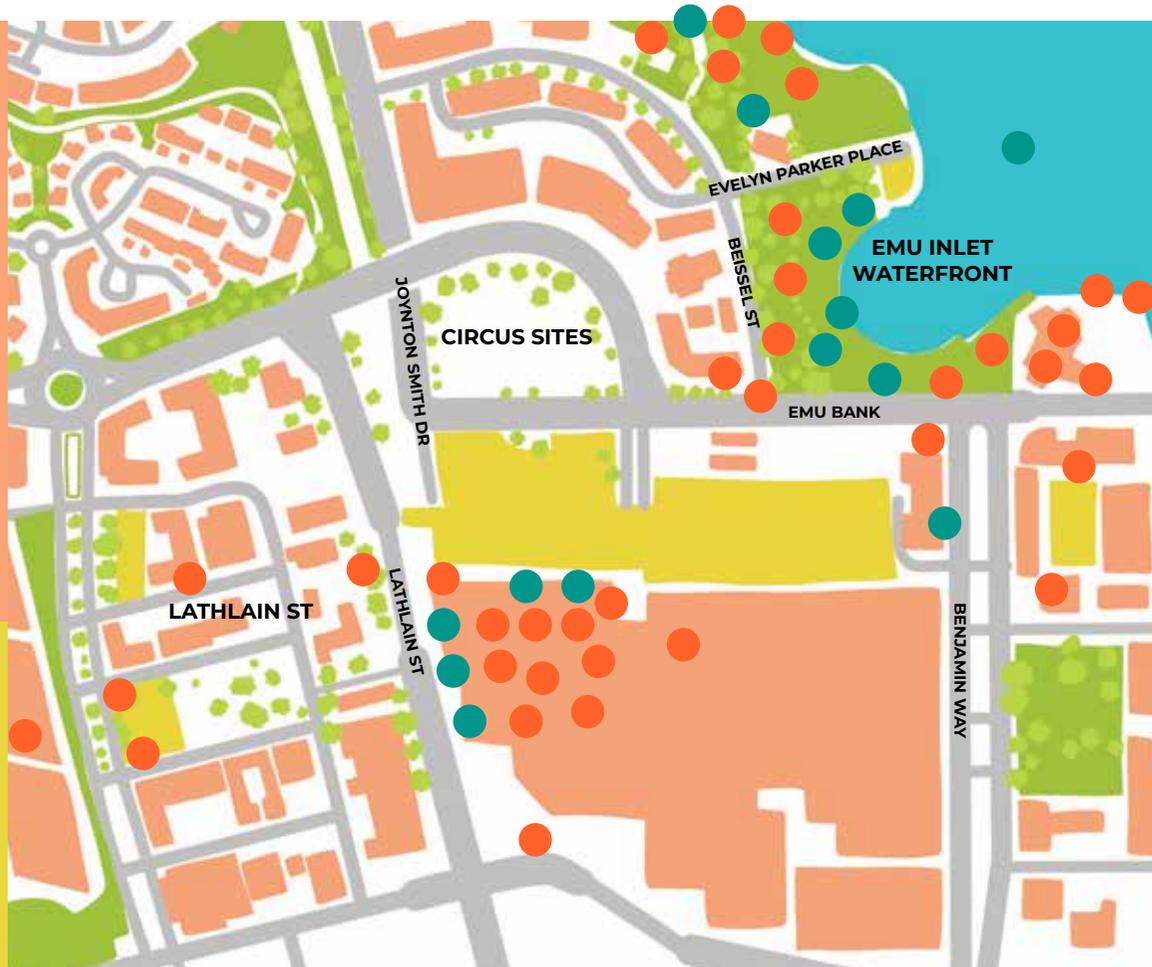
Foreshore Improvements:

Participants were asked to stick three 'dots' on the ideas they liked the most and write any additional comments in the 'other' section.

Improvement Idea	Responses	Comments
Organised community and cultural events	10	<ul style="list-style-type: none"> . Free stuff: storytelling, music, street performances, buskers
Waterfront cafes, restaurants and bars	22	<ul style="list-style-type: none"> . Upmarket restaurant and bars . Better diversity of venues: piano bar, cocktail and wine bar, cafe, etc . No more fast food and take-away shops . Awesome . More public toilets
Water-based activities	13	<ul style="list-style-type: none"> . Hire options . More sports activities - kayak dock . Motorised boats on the lake - water ski . Picnic tables, bins, bbqs, etc
Improved sustainability of park maintenance	9	
Better lighting along footpaths	10	
Large Playground	5	<ul style="list-style-type: none"> . Should be located on the former water police site
Better connections for pedestrians and cyclists	9	<ul style="list-style-type: none"> . Too much road traffic . Need to slow down and close streets for local traffic only . Better wayfinding for cyclists and pedestrians . Better connections into the suburbs
Improved lake environment and landscaping	4	
Public Art	3	<ul style="list-style-type: none"> . Better public art
Other:	<ul style="list-style-type: none"> . Community use for FWPS . E-Scooters . Dog Park (2) . Pop-up restaurants and retail 	

An Attractive Destination:

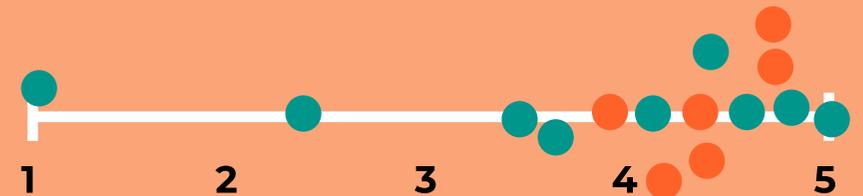
What Places do you visit in Belconnen?



Belco Pride

How important are 'culture, arts and creativity' to the identity of the Belconnen Town Centre?

Rate this on a scale of 1-5



Do you think Lake Ginninderra is a focal point of the Belconnen Town Centre?



...BUT IT SHOULD BE!

Town Centre Living:

What amenities would make living in the town centre more attractive?

Discussion Points:

- . Improve North-South connection for cycling - from mall and heading into suburbs
- . The town centre is currently divided by wide roads and fast traffic - foot path maintenance and pedestrian connections need to be improved
- . Community focus - I.e. Melba and Aranda
- . Village feel
- . Jamieson is flat - clustered together
- . Not currently very inviting - need more activities
- . Accessibility for people - universal access
- . Bring back green streets
- . Tram down Benjamin Way
- . Needs to be refreshed and 'newer' in feel - a lot of the public spaces and buildings look outdated
- . BTC is missing it's own character - we shouldn't copy styles from other places - the place needs time to continually organically evolving
- . Make it safer - passive surveillance and knowing neighbours
- . Wine bar and generally better diversity of bars and restaurants
- . Lakeside bars and restaurants not well-kept
- . Understanding and showcasing our history
- . Require strong consultation with traditional owners
- . Bring out beauty from harshness
- . We need to work hard and find a sense of community
- . Better facilities and better maintenance
- . More tree plantings on verge

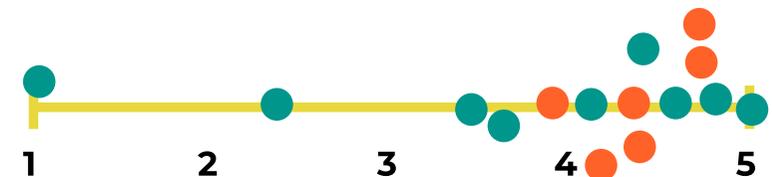
How can Belconnen Town Centre be more entrepreneurial and generate economic activity?

- . Fill car parks with more attractive uses (i.e. markets, food trucks, etc)
- . Better variety of shopping
- . More 'green' urban environments in apartment living and streets
- . Connection with CIT and business institutions
- . Affordable and professional micro-training environments
- . More markets
- . Active community centre
- . Outdoor amphitheatre
- . Repair Shop
- . More uses on the lake
- . Eating

Belco Pride

How important are 'culture, arts and creativity' to the identity of the Belconnen Town Centre?

Rate this on a scale of 1-5



Working in Belconnen Town Centre:

Participants were asked to stick three 'dots' on the commercial uses they felt most important for future buildings to create an improved and more creative working environment.

Commercial Use	Responses	Comments
Low Rent Micro Shops	15	
Studio Spaces (20-80m2)	2	
Medium Sized Offices (80-150m2)	0	
Shared office spaces (<20m2)	7	<ul style="list-style-type: none"> . Can't be too hipster or pretentious . I don't want to feel like an outsider . Affordable services (printing, workshops, etc)
Diversity of uses in a single building	9	
Small / Home Business support services	2	
Creative Hub	1	Flexibility
Micro-Cultural Uses	8	
Training Offices	0	
Business Network	3	
End of Trip Facilities	6	
Other Comments:	<ul style="list-style-type: none"> . Link micro studio with creative hub . Affordable spaces to hire by the hour . Music Studio (3) . Aranda - create a sense of community in building . Melba Venue for children sport program/ activities. . Over 55 facilities . Build to Rent 	

Public Discovery Walk Outcomes

When:

Sunday, 13 December from 10am - 11:30am

A public 'discovery' walking tour was organised with 13 local residents to discuss the Belconnen Town Centre Urban Land Release Sites. Specific topics included what people like and don't like about the each area, future opportunities for improvements and the proposed future unique characteristics of each area. The walking tour commenced at the Belco Arts Centre, toured around the Emu Inlet Waterfront to the former Water Police site and concluded at the Circus sites.



Intimate Urban Experiences



Nature Play



Shared Pedestrian Zones



Creative Ground Level Activation

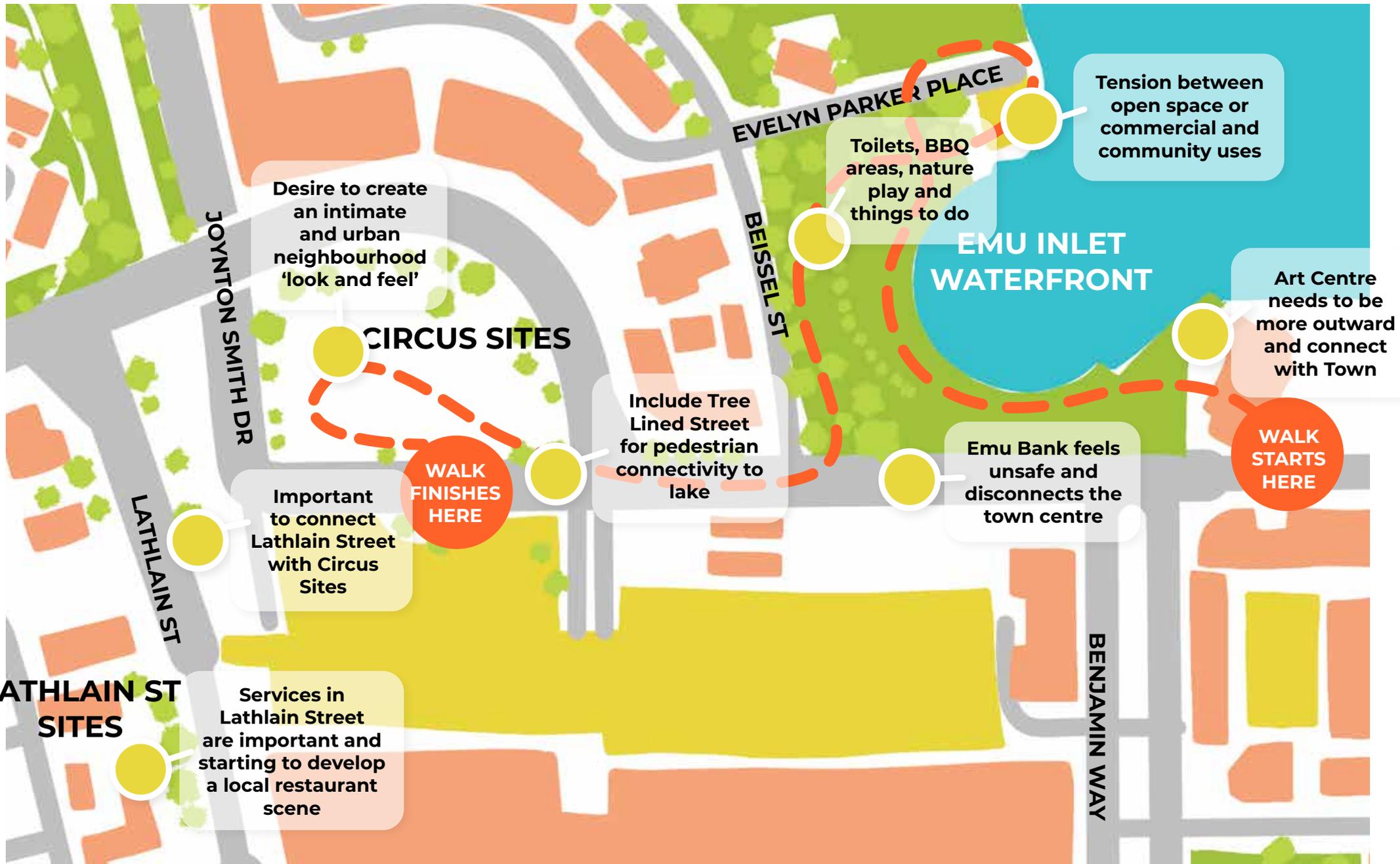
Key Summary Points from the Discovery Walk include:

- **An acknowledgement that each site should create an intimate urban experience, each with their own unique characteristics and identity**
- **The Arts Centre should be the focal point of the town centre and each development should provide a connection with the Lake**
- **More activity is desired in public spaces. Nature play and activities for people to congregate and meet were mentioned.**
- **Because of the fast busy roads it feels unsafe to cross the Emu Inlet Waterfront into the other areas. Stronger and safer pedestrian connections are needed.**
- **Future developments should include mixed use ground floor uses and aesthetics to create activation and attraction**
- **The former water police site had some tension between ideas. Some participants felt it should be kept as open space and others though it should include an upmarket bar / restaurant, function space and hire of water activities such as kayaks and dinghies**
- **The Circus sites should include tree lined streets leading to the lake and create a neighbourhood urban experience with laneways, micro-shops, small parks and a central piazza for dining and meeting. There should also be a strong connection with the existing Lathlain Street 'Eat Street'**

A summary of the discussion is highlighted below.

DISCOVERY WALK DISCUSSION OUTCOMES:

General Notes	<ul style="list-style-type: none"> . Each site requires a strong connection and identity . Create intimacy with increasing density 	
Belco Arts Centre	<ul style="list-style-type: none"> . Arts Centre should be the focal point of the town centre . Better celebration and education of indigenous history . Involve the lake and play . Better connection of public spaces and arts centre with the street 	<ul style="list-style-type: none"> . More activity in public spaces . Need a good restaurant operator in the arts centre - open regularly
Emu Inlet Waterfront	<ul style="list-style-type: none"> . Speed Limit 40km/hour but everyone speeds - feels unsafe to cross street . Lack of connectivity between the shared zones . No public toilets . Cirrus Development - too bulky onto road . Needs good ground floor uses and aesthetics to create activation and attraction 	<ul style="list-style-type: none"> . The open space is peaceful and nice with great views of lake . Good gardens and shrubs . Nature play and more activities is preferable . Lacks good vehicle access
Former Water Police Site	<ul style="list-style-type: none"> . Keep as open space . Commercial: <ul style="list-style-type: none"> . Bar / Restaurant - make it different, maybe more upmarket . Kayak hire, connection with water . Community 	<ul style="list-style-type: none"> . Continue arts connection along waterfront . Move the library onto the lake - create flexible spaces for different activities . Shared community services
Circus Sites	<ul style="list-style-type: none"> . Prioritise access for walking, tree-lined streets and bikes . Consider student accommodation . Focus on connection to Lathlain St for pedestrians . Streetscape - shade, verges, wide paths, trees, bikes - connect all sites . Piazza with shade, seating, eating, etc . Grazier Lane . Ped Activity . More urbanity . Laneway, Piazza, Small cafes and restaurants . Create village neighbourhood . Micro-park 	<ul style="list-style-type: none"> . Mini-market . Performance space - ode to old circus . Don't create another wind tunnel . Mural, carousel . Should be an exciting area . Nature orchards survive in space . Most important development because it connects all the major sites . Need to create intimacy in urban jungle / density . Open-air escalator to Lathlain Street . Bars and restaurants between sites . Connection with eat street on Lathlain St



Young People Foreshore Improvements Workshop

When & Where:

Tues, 15 December from 4:30pm to 7:15pm at the Belconnen Skate Park

What Happened:

As part of the 'Discover' Engagement phase for the Belconnen Town Centre Precincts Place Plan, Town Team Movement interviewed 43 young people to discuss their ideas to improve the Emu Inlet Waterfront. As a result, the discussion points and table below represents the outcomes of the engagement workshop.

Key Summary Points from the Young People interviews include:

- . **Maintenance around the lake, including cycle paths and footpaths should be improved.**
- . **It would be great to have some more government funding to organise events for young people, such as music, skate and bmx competitions, DJ lessons, etc.**
- . **The area feels safe day and night.**
- . **Better diversity of cafes and restaurants. A kiosk or food truck with cold drinks and snacks near the skate park would be great.**
- . **More bins around the park for rubbish collection**



Improved maintenance and smooth surfaces of footpaths leading to the skate park



Better Lighting around Town Centre



Multi-Functional Public Art

Skate Park Events & Activation



Skate & BMX Competitions



Food Truck or Small Kiosk



DJ Lessons

Improvement Idea	Responses	Comments
Organised community and cultural events	15	<ul style="list-style-type: none"> . More community activities . Grant system for events . More skate comps . Events always within CRA . More art events
Waterfront cafes, restaurants and bars	9	<ul style="list-style-type: none"> . Small Kiosk . Cafe . Food vans
Water-based activities	11	<ul style="list-style-type: none"> . Kayak hire . No powerboats and skiing
Improved sustainability of park maintenance	4	
Better lighting along footpaths	7	<ul style="list-style-type: none"> . Solar
Large Playground	3	<ul style="list-style-type: none"> . Not many play equipment in the area . Nature play area
Better connections for pedestrians and cyclists	5	<ul style="list-style-type: none"> . Smooth path
Improved lake environment and landscaping	2	
Public Art	13	<ul style="list-style-type: none"> . Art Wall (8) . Skate artworks
Other:		
Speakers at skate park	8	
Roller skating rink	11	
Skate shop	5	
Amphitheatre	2	
Purpose built skate spots around lake	7	
BMX pump track	2	

Working in Belconnen:

Interviews with Existing Businesses

When & Where:

14-16 Dec 2020

Sites:

Lathlain Precinct, Emu Inlet Waterfront
Businesses

What Happened:

As part of the 'Discover' Engagement phase our team door knocked and approached all businesses located within and adjacent to the identified land release sites. As a result, the following businesses participated in the interview and the table below represents the outcomes of each discussion.

Key Summary Points from existing businesses include:

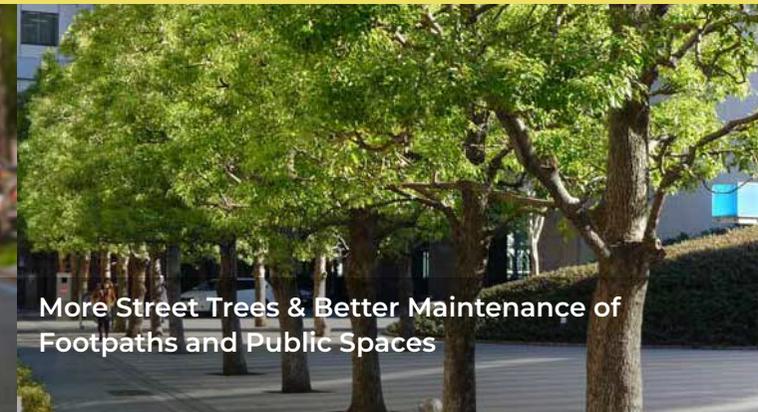
- The need for a parking management plan throughout the precinct to better allocate customers to utilise bays for appointments and short periods of time
- An acknowledgement from some of the more established businesses that the demographic of the area is changing and becoming more affluent. More opportunities for restaurants and shopping. Also, concerns that the rent of commercial spaces may become more expensive in the future
- A desire from hospitality businesses for more outdoor dining areas, events and activities to promote the area as an entertainment precinct (particularly throughout the waterfront areas)
- Most businesses have purposefully located in the area because of its central location, the general amenity of the lake waterfront location and welcome more residents. See the potential for more customers
- Some light industrial businesses within Lathlain Street Precinct are concerned they will be pushed out of the town centre due to the changing nature of the area with the increase of residents and concerns relating to noise and amenity



More opportunities for Outdoor Dining Areas



Improved Parking Management for customers visiting Lathlain Street and restricting people shopping at Westfields all day



More Street Trees & Better Maintenance of Footpaths and Public Spaces

Business Details	Key Issues	Why operate in Belconnen Town Centre?	Positive changes since business has established
<p>Name: OCTEC Industry: Employment Services Business Owner: No - Manager Address: Corner of Cohen and, Lathlain St, Belconnen ACT Year Established: ??</p>	<ul style="list-style-type: none"> • Parking for customers - only have 10 and 15min free bays and appointments generally longer 	<ul style="list-style-type: none"> • Locations are spread out throughout Canberra • Identified need to cater for Northside services in Belconnen TC • Central location, good access to public transport 	
<p>Name: Dee's Book and Comic Shop Industry: Retail Business Owner: Yes Address: Shop 1, 34-42 Cohen St. Belconnen Year Established: ??</p>	<ul style="list-style-type: none"> • Required reduction in availability of car parks. • Car parks being redeveloped as residential not car parks • Receive a lot of complaints • Fear of losing public servant trade - big part of economy 	<ul style="list-style-type: none"> • Purchased a pre-existing business. • Location didn't have impact on decision 	<ul style="list-style-type: none"> • There have been some good development • Continuing development of arts centre • Designated pedestrian path between Lathlain Street and Mall
<p>Name: St Vincent de Paul Industry: Retail Business Owner: Manager Address: cnr Rae & Purdue Streets, Belconnen Year Established: 1991</p>	<ul style="list-style-type: none"> • Concerned about being overshadowed and impact on heating and cooling of business • Operating costs • Worried about dumping of furniture - requires current monitoring ie mattresses • Parking availability - they do christmas shopping in mal and park in free bays • Currently considering purchase of solar panels but may be useless if not enough direct sunlight 	<ul style="list-style-type: none"> • There is a need here for ppl for affordable 'charity' operations - this was the first charity in north. 	<ul style="list-style-type: none"> • Yes, area is growing, more volunteers • Demographic is improving, getting older
<p>Name: Melba Motors Industry: Car Repairs Business Owner: Yes Address: 12 Purdue St Belconnen Year established: 1990</p>	<ul style="list-style-type: none"> • Parking is private car park • Rent 	<ul style="list-style-type: none"> • Nothing to do with location • Purchased a good business 	<ul style="list-style-type: none"> • Easy to drop off car and go shopping

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Business Details	Key Issues	Why operate in Belconnen Town Centre?	Positive changes since business has established
<p>Name: Discount Glass Industry - Showroom Business Owner: Yes Address: 4 Purdue St, Belconnen Established 1986</p>	<ul style="list-style-type: none"> . Like to see more private bays for customers and staff . Parking . Maintenance of footpath - trip hazards . General upkeep of area 	<ul style="list-style-type: none"> . Nothing to do with location 	<ul style="list-style-type: none"> . More traffic . Accessibility . More foot traffic
<p>Name: Canberra Music Tuition Industry: Education Business owner: No, manager Address: Upstairs, 22 Walder St. Belconnen ACT Established 2013</p>	<ul style="list-style-type: none"> . Parking and traffic . Poor maintenance - this area not a focus 	<ul style="list-style-type: none"> . Near schools and families . Currently have three locations spread across the city 	<ul style="list-style-type: none"> . Mall . Some other developments which has been good . More people
<p>Name: Bob Walkers Carpets Industry: showroom Business owner: yes Address: 24 Walder Street, Belconnen Established: 1989</p>	<ul style="list-style-type: none"> . Not a trade hub . Parking . Maintenance - don't know who to talk to . Shopping centre getting less trade over the last 10 year period - not just because of Covid . Government officials leaving 	<ul style="list-style-type: none"> . There was a need for a carpet shop . Newer area . It used to be more a trades industry 	<ul style="list-style-type: none"> . Not too much competition . Moving lawns has improved . Feels safe, not much vandalism . New development - more business, bringing people to the area
<p>Name: William Heague Barristers and Solicitors Industry: Law/Office Business Owner: No, manager Address: 16 Purdue Street Belconnen Established: 2000</p>	<ul style="list-style-type: none"> . None really . Vacant tenancy 	<ul style="list-style-type: none"> . A need in the market for solicitors . Access and parking 	<ul style="list-style-type: none"> . Retention of trees . Open space . Access to the mall . Generally meets needs of business . Possibly new construction will update area

Business Details	Key Issues	Why operate in Belconnen Town Centre?	Positive changes since business has established
<p>Name: Business name not provided - individual name: Thomas Barrett Industry: car repairs Business owner: yes Address: U3A Gillet Street Belconnen Established: 2004</p>	<ul style="list-style-type: none"> • Might be future issue with car industry (start early, noise etc) • Parking - not time zoned on our street • No one wants to pay, public servants come in early wanting free parking • Development will change the industrial character of the area. 	<ul style="list-style-type: none"> • Grew up in the area and it was convenient • Pre-existing business 	<ul style="list-style-type: none"> • Extension of mall • Increase visibility • More customers
<p>Name: 54 Cafe Industry: Hospitality Business owner: no Address: 54 Benjamin Way, Belconnen Established: July 2019</p>	<ul style="list-style-type: none"> • Maintaining quality of food • Perceived from people 	<ul style="list-style-type: none"> • Location is perfect 	<ul style="list-style-type: none"> • Developments • More customers • Foot traffic • Renewing area
<p>Name: Embrace Pilates Industry: Fitness Business owner: yes Address: The Boardwalk, 114 Emu Bank, Belconnen Established: 2016</p>	<ul style="list-style-type: none"> • Parking • Emu Bank traffic - too fast • Confusion with bike lane and accidents • More pedestrian friendly • Traffic calming 	<ul style="list-style-type: none"> • Location • Lake views • Good size shop • Great place to have a business 	<ul style="list-style-type: none"> • Bike way is good but still dangerous • More people • Wider shared path
<p>Name: Sichuan Chinese Rest. Industry: Hospitality Business owner: No. Manager Address: 12/114 Emu Bank, Belconnen Established: 2016</p>	<ul style="list-style-type: none"> • No issues 	<ul style="list-style-type: none"> • Cool place for Chinese people • Lots of Chinese people in area 	

Business Details	Key Issues	Why operate in Belconnen Town Centre?	Positive changes since business has established
<p>Name: La Bimbi Industry: Hair Salon Business owner: Address: 61/1 Beissel St Belconnen Established: 2004</p>	<ul style="list-style-type: none"> . Parking availability and affordability . Becoming a thoroughfare 	<ul style="list-style-type: none"> . The view . Be outside 	<ul style="list-style-type: none"> . More life . People . Redevelopment . Much more to look at . Development has been great
<p>Name: K Bar Karaoke Industry: Hospitality Business owner: yes Address: 7 Boardwalk, 114 Emu Bank, Belconnen Established: 2010</p>	<ul style="list-style-type: none"> . Too much parking near road . Doesn't look good . I would like to see more events along the lake to bring more people into the area. . Floriade and multicultural festivals are always in city - very quiet here. 	<ul style="list-style-type: none"> . Beautiful view . More people are coming into area now but very slow when we started. 	<ul style="list-style-type: none"> . More development has been good for business . Footpaths improving
<p>Name: Tha Ayutthaya Restaurant Business owner: Yes Industry: Hospitality Address: 2/84 Emu Bank Belconnen Established: 2013</p>	<ul style="list-style-type: none"> . Parking - never enough . Bike lane - very dangerous . Road bumps look like pedestrian crossings - people get confused . Too many traffic lights . Not enough rubbish bins - looks dirty in front of my shops. 	<ul style="list-style-type: none"> . I have always lived here and like the area . It was a medium sized area, big enough for a business . Love the view and being close to the mall and markets 	<ul style="list-style-type: none"> . No
<p>Name: Bella Vista Restaurant Business owner: No, Manager Industry: Hospitality Address: 84 Emu Bank, Belconnen Established: 2000</p>	<ul style="list-style-type: none"> . Very hidden from street . Construction road works - disruption . More events, we could get involved 	<ul style="list-style-type: none"> . Great loyal local customers . Good parking . Great view . Foot traffic from lake 	<ul style="list-style-type: none"> . New hotel great for our restaurant
<p>Name: The Lighthouse Business Owner: Manager Industry: Hospitality Address: 78-80 Emu Bank, Belconnen Established: 1995</p>	<ul style="list-style-type: none"> . Lack of parking . Disconnect in and out of suburb . Could be more entertainment in the precinct . More events that provide opportunities for local business first . No distinct entertainment precinct 	<ul style="list-style-type: none"> . University . Location . Development/density 	<ul style="list-style-type: none"> . Covid has been challenging . More people/more good offering . Shopping local . Big increase in trade since more development has been established . Keep people coming in

Stakeholder Meetings

When & Where:

14-16 Dec 2020

What Happened:

Stakeholders meetings were organised with relevant parties to discuss future opportunities for improvement and collaboration of the Urban Land Release Sites.

Key Summary Points from stakeholder meetings include:

- . The need to establish Emu Inlet and the Belco Arts Centre as the community heart of the town centre
- . All stakeholders are interested in establishing an on-going relationship to improve the town centre
- . Acknowledging the need to improve community services and relevance within the town centre
- . Opportunities for public renewal as a result of future development include urban greenery, redevelopment of Emu Inlet with park infrastructure, improved pedestrian connections and programming of events and activities



Stakeholder	Summary Notes
Belco Arts Centre	<ul style="list-style-type: none"> . Mission is to become the heart and soul of Belconnen Town Centre and keen to grow existing partnerships and define the Belconnen experience <ul style="list-style-type: none"> » Integrate and step into water » Be a theatre on the lake . New outdoor event space on Lake to be the focal point of activation . Need to create a stronger synergy between the arts centre and 'entertainment precinct' - rooftop bar, restaurant, cafe . Very keen to build relationships with other stakeholders . Currently good partnership with UC - members on each others boards <ul style="list-style-type: none"> » Acknowledge both have similar target audiences . Would like to be the Naidoc of the North
	<p>Emu Inlet Foreshore</p> <ul style="list-style-type: none"> . Future uses should include play, BBQ, informal meeting space, fitness, etc . Create a sculptural walk around lake
Capital Region Community Services	<ul style="list-style-type: none"> . Community services from Belconnen town centre service the wider Belconnen region including young people, disabilities, elderly, library, after school care, family support, CALD, etc . The centre acknowledges the current location and space is increasingly becoming disconnected with the town centre and needs to rediscover its relevance . The centre used to be the focal point of the town centre, however it is moving towards Lathlain Street. This is the preferred location if the centre is to relocate. . Connectivity into the centre is poor and the current building is outdated, and does not comply with current building and disability requirements. . The library and other satellite services would improve in popularity if located more central and accessible to foot traffic.

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University of Canberra	<ul style="list-style-type: none"> . The University has a keen desire to engage with the surrounding town centre community - currently feel like the uni is in Belconnen, but not 'in it' <ul style="list-style-type: none"> » located 1.4-1.8km from Westfield » just outside walking corridor . The 'purpose' of the recent Master plan is to create 'urban living' within the Community and not just be a University <ul style="list-style-type: none"> » Master plan has a focus on high density living - stage one is 1600 units to commence end of 2021 <ul style="list-style-type: none"> › Max permitted density is 3300 / year › Mix of terrace and apartments - med-high density <p>Relationship with Belconnen Town Centre</p> <ul style="list-style-type: none"> . The town centre is missing a focal heart . Rapid transport needed to integrate university with town centre . Future campus will create a new local centre and destination for all residents of the wider centre . Current plans for new high quality pedestrian linkages into town centre <ul style="list-style-type: none"> » Aim is to remove the mental barrier of the uni being separated from the town centre . Very open to partnerships for cultural programming / activation to connect students with arts centre and waterfront <p>Activation:</p> <ul style="list-style-type: none"> . "Software" - The campus used to be Premier Live Music Event, keen to bring back in a new form
Property Council	<ul style="list-style-type: none"> . The Property Industry is very interested to discuss collaboration with government agencies, including barriers and opportunities . There is a willingness from property industry to provide infrastructure and amenity in public spaces, however it is currently very challenging to deal with silos of government agencies . Requires more discussing and 'out of the box' thinking to develop new solutions and opportunities . There are some current case studies of collaboration between property industry and government - Kingston Arts, Brickworks . The Belconnen Town Centre should build on the recommendations from the 2016 Master plan

Stakeholder	Summary Notes
<p>Sentinel Apartments Strata Committee</p>	<ul style="list-style-type: none"> . First high rise building to be constructed in Belconnen . Currently no heart or central place in Belconnen (except for Westfield) . Need a good Playground - John Knight is too far away . Lack of seating in existing public spaces . Need more green spaces and shady trees along pedestrian linkages to encourage walkability throughout the town centre <p>Water Police Site:</p> <ul style="list-style-type: none"> . Concerned about future Motorboats on lake - it would take away from the peaceful nature of the waterfront . Canoeing/kayaking hire would be a great addition . Sea Scouts add a lot of community value and good function hire space . Windsurfing and small sailing dinghies could be a future addition <p>Margaret Timpson Park</p> <ul style="list-style-type: none"> . Valued by residents as a well-used civic space . Needs better seating and shade to encourage . Floriade is a great event, but always leaves the site worse off - muddy, damages, etc . Needs to provide more public spaces to incentivise families to move into the area <p>Emu Inlet Park</p> <ul style="list-style-type: none"> . Recreation Park . Used by wider Belconnen locals . Needs to define itself as a cultural entertainment precinct with better used and diversity of bars and restaurants <p>Lathlain Street</p> <ul style="list-style-type: none"> . Good light commercial services - printing, vehicle repair, etc . Restaurants are starting to improve . Good connections through shopping centre <p>Future Apartment Considerations</p> <ul style="list-style-type: none"> . Functional Meeting/Common room that is attractive for residents . Improved pedestrian connections which encourages walkability and access to bus ports

Stakeholder	Summary Notes
Wellspring Arts	<p>General Discussion Notes:</p> <ul style="list-style-type: none"> . Developed the Belco Cultural Plan (has now been superseded with more updated reports) which included involvement from residents, stakeholders and businesses <ul style="list-style-type: none"> » Led to development of Belconnen Showcase <ul style="list-style-type: none"> › Celebrated Belconnen Cultural community life › Operated for 4 years » This was driving factor for redevelopment and growth of Belco Arts Centre <p>Margaret Timpson Park</p> <ul style="list-style-type: none"> » In the 90's MTP was the heart of the community <ul style="list-style-type: none"> › Included community festivals, and a place to bring together various local organisations › Purpose was to create a sense of community in Belconnen
Conservation Council	<p>Main Comments:</p> <ul style="list-style-type: none"> . Connecting bike paths from lake to suburbs . Footpath access and connectivity around town centre - predominantly Circus sites to lake . End of trip facilities in all new development <p>Values of Circus Site Development should include:</p> <ul style="list-style-type: none"> . Walkability . Ease of Access . Tree Corridors . Opportunity to get through Luxton St . Tree planting along Emu Bank <ul style="list-style-type: none"> » Northern side . Create a pedestrian retail corridor with local micro shops <p>Lathlain St</p> <ul style="list-style-type: none"> . Green spaces in development . Big enough to provide shade and comfort <ul style="list-style-type: none"> » Need shade trees » Enough space for deep root planting » Need to consider urban tree canopy target of 30% » All development sites heavily impacted by heat island effect

Key Engagement Summary

WHAT WE HAVE LEARNT FROM THE COMMUNITY

Active Travel, Connectivity & Streets/ Walkability	<ul style="list-style-type: none">. Residents keen to have a strong connection between apartment development and high frequency bus stops. Pedestrian connectivity between destinations needs improvement. High volumes of traffic creates a disconnect and unsafe environment.. Strengthen the physical connection between the university and town centre to remove the mental barrier of the areas being 'too far' from each other. Future development should consider wide footpaths, more connecting shared zones and shade. Tree lined streets to reduce urban heat island effect will promote walkability of new precincts. Need to prioritise connection to the emu inlet waterfront precinct. Acknowledging the needed connection between 'Eat Street' along Lathlain Street with the Circus Sites
Uses and Activities	<ul style="list-style-type: none">. A desire to create an intimate urban neighbourhood. Each precinct is to create its own unique characteristics with connectivity to the lake. Include publicly accessible laneway development within new precincts, which include communal outdoor dining areas and piazza. Affordable Micro-shops for local hospitality and retail businesses. Small offices, training facilities and co-working spaces. A need for diversity of restaurants and bars, particularly surrounding the lake. A desire for breakout community services within all of the development sites relevant to the users of the town centre
Built Form	<ul style="list-style-type: none">. Break-up of bulk and inclusion of solar passive design principles. Being aware of overshadowing, particularly in the Lathlain Street precinct. Some contention regarding the use of the former water police site and whether it should be redeveloped as quality public open spaces or a two storey upmarket restaurant / bar with community facilities

Open Spaces and Green	<ul style="list-style-type: none"> . Creating more active uses of open spaces and infrastructure such as bbqs, toilets, seating and shade, which promotes social environments . Being conscious of the urban heat island impact and needs for urban cooling . Creating more comfortable environments for people to walk and be active outdoors . Native plantings along median strips to break up concrete and disused spaces . Developing micro-parks in each of the development precincts, which encourage social interaction . More bins and on-going maintenance of green open spaces
Culture & Arts	<ul style="list-style-type: none"> . Establishing the Belco Arts Centre and Emu Inlet as the cultural and community heart of the town centre . Promoting and attracting more events to the town centre, including regular markets, performances and theatre on the lake . Providing funding and support for youth events at the skate park such as competitions, music, dj's, etc . Placemaking cultural wayfinding initiatives, which encourage connections and pedestrian mobility . Connecting with the Ngunnawal and colonial story and showcasing it throughout the town centre
Apartment Living	<ul style="list-style-type: none"> . Existing residents enjoy the close proximity to services and open spaces . There is a need for more activity, which will create a stronger community and connection amongst residents . Future residents would like to see more mixed-use developments with community and creative services at the doorsteps of their apartment
Economic Vitality	<ul style="list-style-type: none"> . Supporting a diversity of ground level uses with local businesses to support a unique and thriving town centre . Ensuring connectivity and access is improved, which includes pedestrian and cycling linkages . Events and activities, which local businesses can get involved in and promote their services
Ongoing Management Model	<ul style="list-style-type: none"> . A strong desire from all stakeholders to build an on-going relationship and work together to improve the town centre through collaboration of ideas and funding

The results from the discover phase of the place plan journey will inform more specific ideas for hardware and software upgrades, which will be tested during the co-design engagement phase.

The consultant team will re-engage with the community and stakeholders to prioritise a place proposition, design principles and guiding actions to inform future development.



3. Final Outcomes



What is important from the Research

What we have learnt from the community

What we have learnt from the benchmarking

Active Travel, Connectivity & Streets/ Walkability

Lathlain St, Emu Bank, Luxton and Joynton Smith Drive are identified as being car dominated and part of a 'Course Grained Road Network'. Pedestrian accessibility is challenged by unobvious connections to the facilities, incomplete and inconsistent pedestrian/ cycle routes, and the lack of lighting, comfort, interest and wayfinding.

- Residents keen to have a strong connection between apartment development and high frequency bus stops
- Pedestrian connectivity between destinations needs improvement. High volumes of traffic creates a disconnect and unsafe environment.
- Strengthen the physical connection between the university and town centre to remove the mental barrier of the areas being 'too far' from each other
- Future development should consider wide footpaths, more connecting shared zones and shade
- Tree lined streets to reduce urban heat island effect will promote walkability of new developments.
- Need to prioritise connection to the Emu Inlet waterfront.
- Acknowledging the needed connection between 'Eat Street' along Lathlain Street with the Circus Sites

- Library utilisation and public participation is optimal when combined with mixed uses and amenities
- Libraries can act as a significant destination for people to an area and increase foot traffic when designed and considered within mixed use developments
- Government authorities and developers can obtain impressive social, cultural and heritage outcomes when working collaboratively with each other and the community
- Community library design processes can enhance overall community engagement with proposed mixed use development outcomes

	What is important from the Research	What we have learnt from the community	What we have learnt from the benchmarking
Uses and Activities	<p>The Town Centre lacks a clear heart, any inviting urban quality and a diversity of destinations.</p> <p>The development of the bus station and more active frontages at Westfield Belconnen, along with the new community health centre, has shifted the core area of activity in the centre from Benjamin Way to Lathlain Street.</p>	<ul style="list-style-type: none"> . A desire to create an intimate urban neighbourhood . Each area is to create its own unique characteristics with connectivity to the lake . Include publicly accessible laneway development within new areas, which include communal outdoor dining areas and piazza . Affordable Micro-shops for local hospitality and retail businesses . Small offices, training facilities and co-working spaces . A need for diversity of restaurants and bars, particularly surrounding the lake . A desire for breakout community services within all of the development sites relevant to the users of the town centre 	<ul style="list-style-type: none"> . Mixed use civic developments require detailed collaborative design to ensure optimal benefits for users and wider domain. . Civic developments offer the opportunity for landmark, local and culturally sensitive designs that anchor visitors to new development locations. . A variety of occupiers and users creates complex property management models that require definition. . Vertical construction features of landmark buildings can create or contribute to overall development themes and define the 'look and feel' of a area.
Built Form	<p>The centre has a legacy of planning based on the requirements of cars, resulting in only a few human-scale and inviting places within the centre.</p>	<ul style="list-style-type: none"> . Break-up of bulk and inclusion of solar passive design principles . Being aware of overshadowing, particularly in the Lathlain Street sites. . Some contention regarding the use of the former water police site and whether it should be redeveloped as quality public open spaces or a two storey upmarket restaurant / bar with community facilities 	<ul style="list-style-type: none"> . Connectivity and public open space are critical components for mixed use sites development success. . Defining a variety of mixed use green spaces enhances connectivity, comfort, wayfinding and character. . A variety of green space encourages social interaction and can facilitate reduction in overall environmental impacts. . Thoughtful connectivity creates more comfortable environments for people to walk, congregate and be active outdoors. . Native plantings can feature, act as focal points for visitors and are more sustainable. . Creating open spaces with general improvements such as bbqs, toilets, seating and shade promotes social environments. . Positive connectivity and access improves pedestrian and cycling use.

	What is important from the Research	What we have learnt from the community	What we have learnt from the benchmarking
Open Spaces and Green	<p>While there is sufficient open space in the Town Centre however it is of poor quality with limited activity particularly for young children.</p>	<ul style="list-style-type: none"> • Creating more active uses of open spaces and amenity such as bbqs, toilets, seating and shade, which promotes social environments • Being conscious of the urban heat island impact and needs for urban cooling • Creating more comfortable environments for people to walk and be active outdoors • Native plantings along median strips to break up concrete and disused spaces • Developing micro-parks in each of the development areas, which encourage social interaction • More bins and on-going maintenance of green open spaces 	<ul style="list-style-type: none"> • Public connection and feeling of belonging to a place can be fostered through 24/7 laneway accessibility • micro food options foster local connection with community by promoting local vendors • social atmosphere is often created in compact and lively communal spaces • retail start up costs and opportunities for small local businesses may be reduced compared to traditional restaurant venues and more expensive franchises • Micro food vendors cater to a diverse range of consumers and budgets
Culture & Arts	<p>Belconnen Arts Centre (BAC) is a major community/full multi-arts facility with a multipurpose auditorium providing exceptional community access to art, cultural and community events and activities. There is limited recognition of the local aboriginal culture.</p>	<ul style="list-style-type: none"> • Establishing the Belco Arts Centre and Emu Inlet as the cultural and community heart of the town centre • Promoting and attracting more events to the town centre, including regular markets, performances and theatre on the lake • Providing funding and support for youth events at the skate park such as competitions, music, dj's, etc • Placemaking cultural wayfinding initiatives, which encourage connections and pedestrian mobility • Connecting with the Ngunnawal and colonial story and showcasing it throughout the town centre 	<ul style="list-style-type: none"> • A variety of collaborative and alternative residential housing options can be adapted into mixed use development projects • Co-housing provides flexible opportunities for mobile workers and people who may not otherwise be able to afford to live in the suburb of their choice • Co-housing addresses accessibility and social isolation concerns positively and provides increased diversity to the urban fabric of their locations • Social and affordable housing remain as separate important focal points for development to address directly with government authorities

	What is important from the Research	What we have learnt from the community	What we have learnt from the benchmarking
Apartment Living	<p>Population growth in Belconnen town centre is currently much higher than in the wider Belconnen district. It is anticipated to grow 40% by 2031. The Town Centre is an opportunity to provide higher density residential development, while protecting existing commercial uses and the amenity of residents living in commercial zone</p>	<ul style="list-style-type: none"> Existing residents enjoy the close proximity to services and open spaces There is a need for more activity, which will create a stronger community and connection amongst residents Future residents would like to see more mixed-use developments with community and creative services at the doorsteps of their apartment 	<ul style="list-style-type: none"> Developers that engage locally beyond the scope of their own sites can achieve significant improvements for wider community benefit Collaboration by landlords and local stakeholders to improve spaces has tangible outcomes and increases people's sense of connection to place Engagement and activities offer visitors and community benefits to engage and increase economic benefits to an area
Economic Vitality	<p>Up to 4.4M visitors to the Belconnen Town Centre each year are from outside the Belconnen District. This means that there are 4.4 M visitors which would not normally travel to Belconnen Town Centre except for the draw associated with an element of the Westfield Centre.</p> <p>There is an over representation of Retail, Financial and Insurance, Rental, Hiring and Real Estate when compared to Belconnen District and ACT averages.</p> <p>Accommodation and food service sectors are not overrepresented.</p>	<ul style="list-style-type: none"> Supporting a diversity of ground level uses with local businesses to support a unique and thriving town centre Ensuring connectivity and access is improved, which includes pedestrian and cycling linkages Events and activities, which local businesses can get involved in and promote their services 	<ul style="list-style-type: none"> The use of third spaces are important to consider in staged developments and in the design of developments to be delivered to support mobile working and connectivity Multiple models for shared workspaces exist and may be adapted by the provider to suit demand profile of users Traditional co-working models lease commercial space directly from Landlords but also offer management and profit share models Collaboration with government authorities can allow zoning designations which support the live/play/work model being incorporated into private development
Ongoing Management Model	<p>There is no management model of the ongoing responsibility of providing placemaking in Belconnen.</p>	<ul style="list-style-type: none"> A strong desire from all stakeholders to build an on-going relationship and work together to improve the town centre through collaboration of ideas and funding 	

The results from the Discover Phase of the Place Design Brief journey will inform more specific ideas for hardware and software upgrades of the land release sites in the Belconnen Urban Land Release Sites. These will be tested during the co-design engagement phase.

The consultant team will re-engage with the community and stakeholders to prioritise a place proposition, design principles and guiding actions to inform future development.

