



SHOPPING CENTRE UPGRADES FOR DUFFY

REPORT ON WHAT WE HEARD

As Canberra grows, the ACT Government is supporting sustainable urban renewal that enhances the qualities we value in our capital.

Funding was provided in the 2020-21 ACT Budget to progress detail design work on upgrades at the local shops in Duffy. Preliminary sketch plans (PSPs) were prepared in 2017 as part of the early concept design phase. These included a range of public space upgrades to improve amenity and access.

Upgrades at the Duffy local shops will:

- help revitalise and improve access in and around the centre
- encourage people to shop locally
- support local businesses
- encourage new tenants to occupy vacant shops
- support the changing needs of the community.

THE CONVERSATION

Online survey

An online YourSay survey was open during the consultation period from Monday 22 March until Monday 10 May 2021 for the local community to provide feedback on the preliminary sketch plans. The plans included improvements to safety and accessibility, including footpaths and lighting, and well as improvements to the look and feel of the public spaces such as landscaping and seating.

Members of the local community also provided feedback via email.

Pop-up session

On Saturday 17 April 2021 a pop-up was held at Duffy shops for the local community to ask questions and share their thoughts on the proposed improvements.



WHO WE ENGAGED

Feedback was received from a range of stakeholders including local businesses, community groups and residents.

With a strong focus on local communities and stakeholders, a letterbox drop was conducted across the suburb of Duffy inviting residents to visit the YourSay page and complete the survey and a drop-in session was held at the Duffy shops. The project team met with business owners located at the Duffy shops to provide information on the project and gain feedback.

Members of the project team were invited by the Weston Creek Community Council to speak about the project where local residents shared their thoughts on the plans.

Those who engaged by filling out the online survey were predominantly Duffy residents (72%) identifying as being part of a couple living with children at home (50%). Around 62% told us they visit Duffy shops either a few times a week or weekly.



Key insights from the community

Look and feel

1. There is strong support for additional landscaping and shade.
2. Suggestions raised by the community included extending the landscaping beyond the centre into the parkland either side of the shops, with particular focus on better integrating the area to the north with the shopfront verge.
3. Feedback received suggested additional trees, softening the area with native plants and extending the landscaping to and around the playground.

Playspace

4. There is strong support for improvements to the nearby playground.
5. Suggestions raised by the community included a larger playground, additional shade, visibility to the shops and the inclusion of public toilets.
6. Feedback received showed 49% of respondents didn't mind the type of playspace, with 29% saying they wanted nature play and 21% saying they wanted conventional play.
7. Feedback received showed the top three play elements for nature play were a climbing structure, log run and stepping stones.
8. Feedback received showed the top three play elements for conventional play were a climbing structure, swing and slide.

Seating and shade

9. There is support for additional seating and to extend the hard scape to the front of the café.
10. Feedback received suggested additional seating, in particular around the playground, with the preferred type of seating being café seating.

WHAT'S NEXT?

Feedback received has been used to finalise the designs for upgrades at the local shops in Duffy.

The final designs are now available on the YourSay project page. Key features of the final designs include:

- a new playground with bike track
- a new toilet
- improved landscaping, including additional plantings and native trees
- improved verge and more seating and shade

Tenders for construction are expected to be released in the coming weeks with works to begin onsite in early 2022.

If you have any questions about this project or would like to be kept updated on its progress, please email communityengagement@act.gov.au.



Key Timings

2017 – Engagement undertaken with key stakeholders, including the businesses at the time, resulting in the development of preliminary sketch plans.

22 March 2021 – Community consultation on the preliminary sketch plans begins.

10 May 2021 – Community consultation on the preliminary sketch plans closes.

September 2021 – What We Heard report and final designs released. [We are here]

Early 2022 – Construction works expected to commence onsite.

THANK YOU FOR YOUR FEEDBACK

700+

We reached 744 people via
the YourSay page

153

We had 153 people
complete the YourSay survey

131

We received 131 pieces of
written feedback through
YourSay

1,290

We distributed over 1290
letters to local residents and
businesses

3,000+

We reached 3,280 people on
social media with a 2.2%
engagement rate

15

We spoke to 15 individuals
at the shopping centre drop-
in session

11

We received 11 pieces of
written feedback through
email

1

We presented to the Weston
Creek Community Council