



SHOPPING CENTRE UPGRADES FOR CAMPBELL

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 Campbell. 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 Campbell 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 1 May 2021 a pop-up was held at Campbell 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 Campbell inviting residents to visit the YourSay page and complete the survey and a drop-in session was held at the Campbell shops. The project team met with business owners located at the Campbell shops to provide information on the project and gain feedback.

Members of the project team were invited by the Campbell Community Association 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 Campbell residents (89%) that identified as being part of a couple living with children at home (42.5%). Around 77% told us they visit Campbell shops either every day or a few times a week.



Key insights from the community

Look and feel

1. There is support for additional landscaping and seating.
2. Feedback received suggested additional trees and new gardens with the preferred type of seating being café seating.
3. Amenity and cohesion were raised by the community. Suggestions included walls/ bollards that could be used as seating opportunities and patterned pavements.

Parking and safety

4. There is strong support for addressing the issue of parking.
5. Issues related to the insufficient number of carparking spaces to service the shops and public safety due to congestion (primarily due to pressure from surrounding office and construction workers).
6. Suggestions raised by the community to address the issues included constructing an underground carpark, timed parking and a reduction in the speed limit between Savage Street and Bungey Street.

Lighting

7. There is support for addressing poor lighting in the area.
8. Particular areas of concern were at the scout hall and behind the supermarket.
9. Suggestions raised by the community included lighting improvements and video surveillance.

Footpath and cycle connections

10. The community considered improving footpaths and connections to be important.
11. Feedback received suggested the playground could be better connected to the shops and improvements could be made to the bike paths to include ramps for access.

WHAT'S NEXT?

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

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

- accessible paths and pavement improvements
- parking improvements, including fresh line marking, formalising parking in the rear carpark, relocated accessible parking and changes to parking timeframes
- improved landscaping including more plants and native trees
- better seating, shade and lighting
- improved connection of the public spaces outside the shops with the playground area behind the shops.

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

855

We reached 855 people via the YourSay page

176

176 people completed the YourSay survey

136

We received 136 pieces of written feedback through YourSay

1,580+

We distributed over 1,580 letters to local residents and businesses

4,000+

We reached 4,554 people on social media with a 4% engagement rate

25

We spoke to 25 community members at the pop-up

1

We presented to the Campbell Community Association

12

We received 12 pieces of written feedback through email