



Communication Link

Taylor and Moncrieff commercial sites community and stakeholder consultation

Consultation report

3 September 2021

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1. Introduction

1.1 Background

The Suburban Land Agency (SLA) is releasing two blocks of land in Moncrieff and one in Taylor for commercial sale. These three blocks are significant as they will form the Taylor Local Centre and Moncrieff Group Centre. They will play an important role for both suburbs and the broader Gungahlin community. Recognising the vital role shopping centres play in the community, particularly new and emerging communities like Moncrieff and Taylor, the SLA sought to gather community input into how these key sites will take shape.

The sites that were considered (see figure 1 and 2):

- A. Block 1, Section 22, Moncrieff
- B. Block 2, Section 22, Moncrieff
- C. Block 2, Block 1, Section 60, Taylor



Figure 1. Sites A and B



Figure 2. Site C



Table 1 describes the three sites.

Table 1. Site descriptions

Site	Zoning	Details
Site A	CZ1	Site A, located on the corner of Horse Park Drive and Mirrabei Avenue, is a 15,476m ² block zoned predominantly for commercial use with an aim to encourage a range of conveniently located retail and service outlets. Site A is specifically zoned as a 'group centre'.
Site B	CZ5	Site B, located on Horse Park Drive, next to Site A, is a 9,264m ² mixed-use site that can accommodate commercial premises and up to 90 residential dwellings. This zoning allows for high-density dwellings as it is located near highly-accessible facilities, in this case Horse Park Drive. Site B is also zoned as a 'mixed use'.
Notes about sites A&B		<ul style="list-style-type: none"> Initial planning for Sites A and B indicates suitability for a full-line supermarket amongst other convenience retail for sites A and B. Sites A and B may be offered together and may be developed as a single larger site.
Site C	CZ4	Site C is a 5,121m ² mixed-use commercial and residential site, located on the corner of Langmead Street and Trevor Gibson Way. The site could accommodate up to 43 dwellings. It is zoned specifically as a 'local centre', meaning it will fulfill the role of the Taylor local shops.

In May 2021, the SLA engaged Communication Link to undertake an eight-week community and stakeholder engagement program to seek and record feedback from the community and identified stakeholders on these three sites.

The engagement program involved seven activities to gather this feedback:

- Meeting with the Gungahlin Community Council executive committee on Wednesday 5 May to discuss the consultation approach.
- Community and stakeholder online survey - Friday 4 June to Friday 30 July
- Community pop-up held at the Moncrieff Hindu Mandir temple first ground-breaking ceremony on Saturday 5 June.
- Attend the Gungahlin Community Council's public meeting on Wednesday 9 June to promote the engagement channels.
- Doorknocks to near-neighbours on Thursday 17 June.
- Community workshop 1 on Saturday 17 July
- Community workshop 2 on Thursday 29 July.

To support the engagement program, the SLA also promoted the engagement opportunities through a range of channels in the lead up to and throughout the engagement period these are detailed in section 3 of this report.

1.2 Objective of the community and stakeholder consultation

Feedback will be used by SLA to inform any guidelines or assessment criteria associated with the sale of the three sites. As the community feedback was being sought, the SLA was also seeking expressions of interest from potential buyers for the sites.



1.3 Purpose of this report

This report outlines the approach to the community consultation process and analyses the feedback that was received through the community workshops, pop-up, email submissions and stakeholder meetings. This report then identifies the key findings of the feedback received.



Figure 3. Community workshop participants discussing preferences for the SLA's Moncrieff and Taylor commercial sites.



Figure 4. Community workshop participants writing down and discussing ideas on worksheets.



2. Engagement approach

Communication Link focussed on seeking feedback that would be representative of the communities most likely to visit the three commercial sites once they have been developed. To do this, a bespoke and targeted engagement approach was used.

The engagement focused on the three sites individually as well as asking participants to consider sites A and B as a potential single site should they be purchased and developed together as one site.

With regards to the type of feedback being sought, the community and stakeholders were encouraged to consider:

- site layouts
- site designs
- car parking configurations
- attributes and inclusions for the public areas of the three sites
- types of shops and services people would like to see in these.

Communication Link focussed on seeking feedback that would be representative of the communities most likely to visit the three commercial sites once they are developed

Sections 2.1 – 2.5 of this report outline the purpose and outcomes of each of the community engagement activities undertaken.

Throughout the engagement program, participants were reminded that the specific types of shops and services established on these sites once they are sold will be influenced by market demand and other factors outside the control of the SLA. Noting that community feedback would be passed on to potential developers of the site as an indication of potential demand.

2.1 Meeting with Gungahlin Community Council committee

Communication Link and the SLA met with the Gungahlin Community Council executive committee on Wednesday 5 May with a particular focus on determining the most appropriate way to engage the community. Feedback from the meeting helped shaped the engagement program.

2.2 Community pop-up

On Saturday 5 June, members of Communication Link and the SLA hosted a pop-up at the official ground-breaking ceremony for the soon-to-be built Hindu Mandir temple on O'Keefe Avenue, Moncrieff. The ceremony was a well attended event, with 22 people visiting the pop-up, resulting in 128 pieces of feedback received.

It should be noted that two pop-ups were scheduled, however unfavourable weather meant the second workshop, scheduled for Saturday 24 July at Moncrieff Park, was unable to proceed.

2.3 Doorknocks to near neighbours

On 17 June, Communication Link visited all occupied homes situated next to the three sites. This included homes on the following streets:

- **Taylor** - Langmead Street and Grenfell Crescent
- **Moncrieff**- Mirraabei Drive and Bon Scott Crescent



2.4 Presentation to Gungahlin Community Council public meeting

On Wednesday 9 July, members of the SLA and Communication Link presented at a Gungahlin Community Council public meeting to promote the engagement program and take any feedback provided on the night. Attendees at the meeting welcomed the opportunity to provide feedback.

2.5 Community workshops

2.5.1 purpose

The purpose of the workshops was to provide an opportunity for the interested members of the community to contribute their ideas in a group setting, exploring and challenging individual contributions which resulted in a more intricate level of feedback about community preferences for the three sites. Two identical workshops were held on different times and days of the week to make them more accessible for interested community members. The two workshops were held on Saturday 17 July, 9:00am – 11:00am and Thursday 29 July, 5:30pm – 7:30pm.

2.5.2 Participation

From the 25 workshop participant registrations that were taken, in total, 12 people attended with four attending on 17 July and eight people attending on 29 July.

2.5.3 Workshop proceedings

The activities for each workshop are outlined below:

1. Introductions and welcome
2. Background presentation by the SLA
3. **Activity 1:** In two separate groups, on large worksheets, participants provided thoughts and ideas for layouts and configurations of Sites A and B and preferences for inclusions and attributes for the public areas of the sites.
4. **Activity 2:** In two separate groups, working on a large worksheet, participants again provided thoughts and ideas for layouts and configurations, this time for Site C and preferences for inclusions and attributes for the public areas of the site.
5. **Activity 3:** As a larger group, participants were asked to select their preferred shops and services by placing sticky dots against a list of potential shops services and ideas.

2.6 Email and phone feedback

Throughout the engagement program, the community was also invited to provide feedback directly to Communication Link via email. One person, unable to attend a workshop, also provided his thoughts over the phone.

2.7 Online survey

To seek the views of the community and stakeholder organisations with an interest in the suburbs of Taylor and Moncrieff, an eight-week online survey was held via the ACT Government's [YourSay website](#). The survey invited respondents to select preferences from existing lists as well as provide free-form responses via open ended questions.

The survey asked participants to identify:



- what type of facilities, services and shops they would like included on Sites A, B and C
- their preferred layouts, for green space and car parking
- their preferred layout as chosen from a selection of common shopping layouts
- their preferred configuration of the residential dwellings which are anticipated to be included in the future development of all three sites.
- their five preferred inclusions or attributes for the public areas of the sites
- challenges or opportunities in the surrounding physical environment that should be considered when planning for the development of the three sites.
- their preferred existing local shopping centre, based on layout and configuration, as chosen from a list of nine local Gungahlin group and local centres.
- General feedback about the development of the three sites in 200 words or less.

The survey also asked respondents to identify their background and some basic demographics (age, sex, location) A breakdown of respondent demographics is outlined in section 4.

The survey received 261 responses from 247 contributors. Nine people also provided attachments to support their feedback.

Figure 5. Promotional flyer (front and back) delivered to 2,700 homes in Taylor and Moncrieff on Monday 7 June.



3. Promotion of engagement opportunities

A number of tools and channels were used to promote the survey, pop-ups and workshops. The table below lists the tools and channels used.

Table 2. Promotional tools and channels utilised to promote the community feedback opportunities.

Event	Date	Reach
YourSay website page published	Friday 4 June to Friday 30 July	1,404 individual visits
Flyers distributed at Margaret Hendry School	Friday 4 June to Friday 30 July	N/A
Contact with online-based stakeholder groups: <ul style="list-style-type: none"> • Taylor resident page – Facebook share • Moncrieff resident page - Facebook share • Northside Community Service • English Conversation Group (held at community hub at Margaret Hendry School with residents from Moncrieff, Taylor and Casey). 	Friday 4 June to Friday 30 July	N/A
Promotional flyers provided at the SLA Taylor block selection sales event at EPIC	Saturday 5 to Tuesday 8 June	N/A
Letterbox drop of flyer to all homes in Taylor and Moncrieff.	Monday 7 June	Approximately 2,700 homes received flyers
Flyers provided at Fix N Ride Cycle Jam held at Margaret Hendry School	18 June	N/A
Taylor/Moncrieff Mingle Facebook posts see examples in figure 6.	<ul style="list-style-type: none"> • 28 June 2021 • 22, 26, 31 July 	3,597 impressions from all Facebook posts



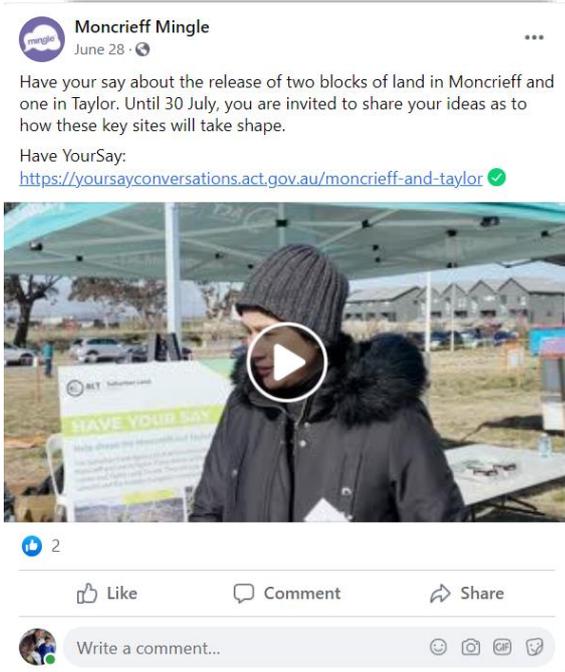


Figure 6. Social media posts used to promote the community engagement opportunities



Figure 7. The pop-up at the Hindu Mandir ground-breaking ceremony doubled as a way to promote the survey and workshops



4. Participation

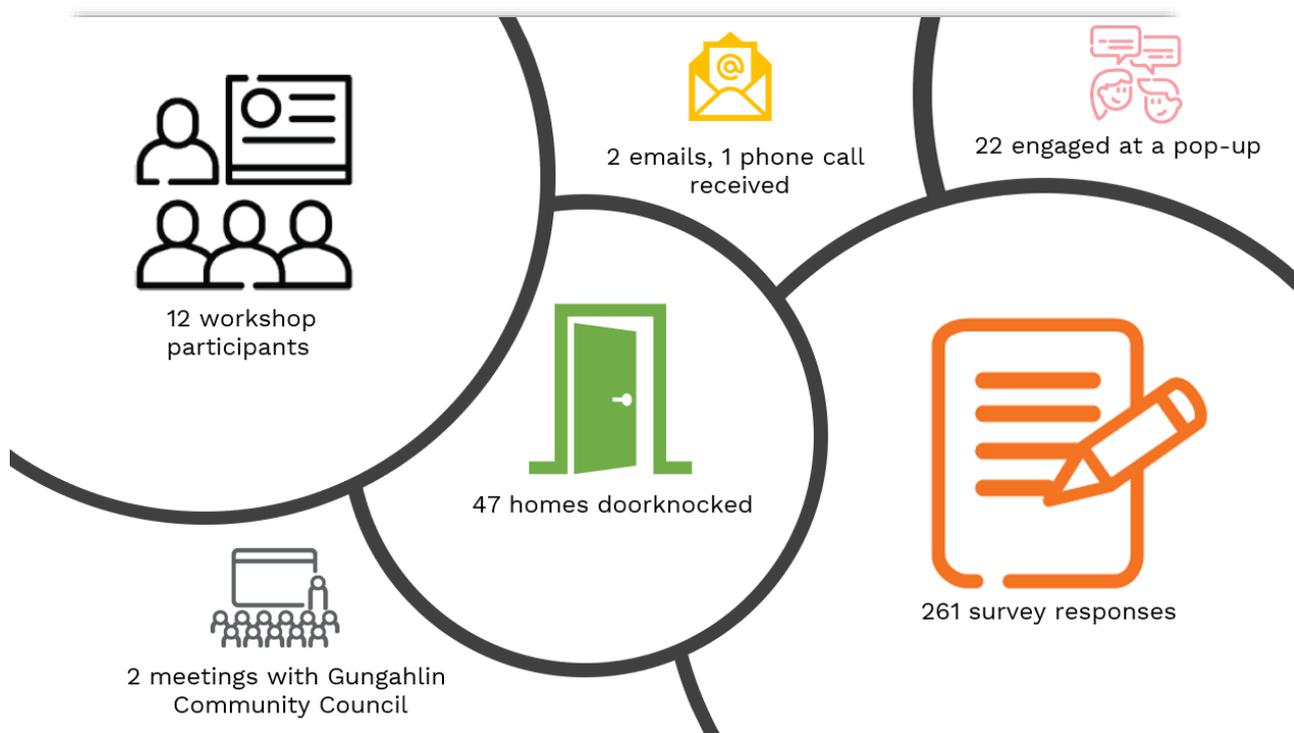


Figure 8. How people were engaged to provide feedback

4.1 Community survey participants

Figure 9 below provides a breakdown of the more notable demographic information captured about the survey respondents. For more information about the demographics of survey respondents refer to Appendix A.

Where people live	Ages of respondents	Household type	Gender
			
Residents of Moncrieff made up 68 per cent of respondents, Taylor residents made up 24 per cent of respondents.	In total, 75 per cent of survey respondents were between 25 – 44 years of age.	Almost 46 per cent of respondents were living with children under 12.	Female respondents made up nearly 57 per cent of responses.

Figure 9. Notable demographic information of survey respondents

4.2 Community workshop participants

Whilst demographics were not formally recorded, anecdotally it was observed that there was a reasonably equal spread of male and females from both Taylor and Moncrieff, with participants' ages



ranging from early 20s through to people in their 50s. Two people declared an interest in the sites as representatives of potential developers. The second workshop included casual contributions by two children under 13.

4.3 Other feedback channel participation

- Residential locations were noted at the Hindu Mandir ground-breaking ceremony pop-up. Of the 22 people, most were not from Taylor and Moncrieff.
- Doorknock demographics were not recorded.
- Two Taylor residents and one stakeholder organisation provided feedback via phone/email.

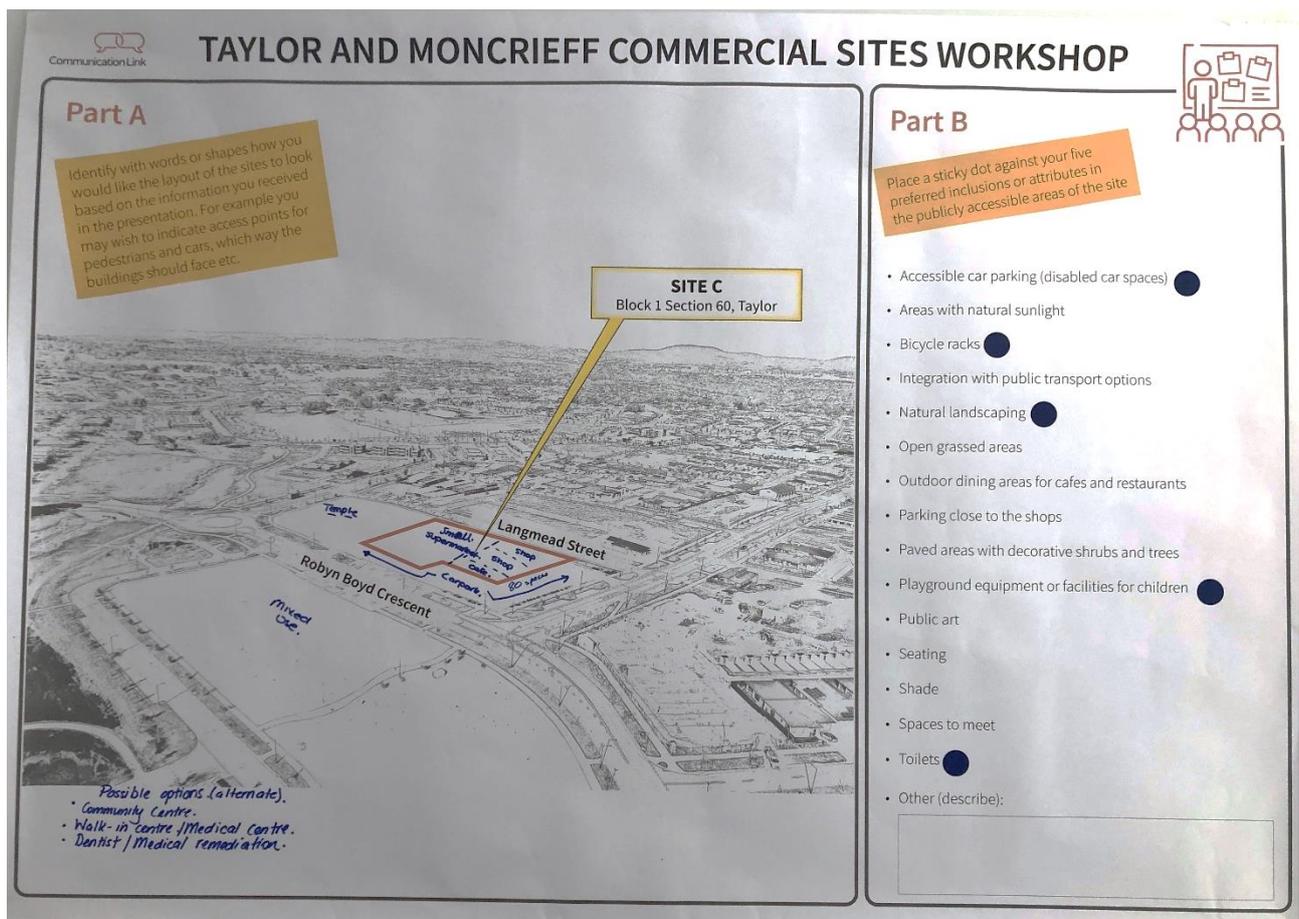


Figure 10. Large worksheets encouraged collaboration during the two workshops.



5. What we heard

Feedback received across all aspects of the engagement program was diverse, and all feedback warrants careful consideration.

This section of the report identifies trends and feedback associated with each type of engagement. Section 6 outlines the overarching feedback.

5.1 Community survey feedback

This section of the report will outline key feedback trends for each of the survey questions regarding the three commercial sites as outlined in Section 1.1. The survey asked the same or similar questions for sites A and B together and for Site C. Analysis shows considerable commonality of responses across all three sites and therefore the results have been grouped into their subject matter in the discussion below.

The survey data can be found in Appendix A.

Table 3. Summary of survey questions

Question number in survey	Question
Q1 – Q6	These questions relate to demographics Which can be seen in Appendix A.
Q7 and Q13	Select up to five hypothetical inclusions that would entice you to visit Sites A, B and C. (multiple choice)
Q8 and 14	In terms of the car park and green space layout of the sites, which would you prefer? (multiple choice)
Q9 and 15	Select your preference from the list of common shopping centre layouts that could be accommodated on these sites. (multiple choice)
Q10 and 16	In terms of the residential dwellings that may be included on the two sites please select your preferred layout (multiple choice).
Q11 and 17	Please select up to five of your most preferred inclusions or attributes in the publicly accessible areas of the three sites: (multiple choice)
Q12, 18 and 19	Are there any challenges or opportunities in the surrounding physical environment that should be considered when planning for the development of the three sites?
Q20	When only considering layout and configuration, select one shopping centre from the list of nearby shopping centres that you prefer and give your reasons. (multiple choice).
Q21	General feedback (free form)

5.1.1 Preferred facilities, services and shops

Table 4 identifies the most common themes when participants were asked to identify their preferred facilities, services and shops for the three sites based on a list of 15 hypothetical options including 'other'. (These results relate to questions 7 and 13.)



Table 4. Preferred facilities across the three sites

 <p>Cafes</p>	<p>Cafes were the most commonly preferred shop/service/facility for all sites. For sites A and B, this option was selected 80 per cent of the time and 75 per cent for Site C.</p>
 <p>Supermarkets</p>	<p>The second most popular preference for all three sites was the inclusion of a supermarket (full line for Sites A and B and limited line for Site C). For Sites A and B the option of a supermarket was chosen nearly 80 per cent of the time and 58 per cent of the time for site C.</p>
 <p>No hardware store</p>	<p>Of the included hypothetical options provided for these questions, the least selected option was a hardware store. This was consistent for all three sites.</p>

The remaining hypothetical options were chosen between 20 and 50 per cent of the time. There was a number of participants that also selected ‘other’ responses, with the suggestions of a licenced venue (pub/club) and post office being raised.

5.1.2 Layout of car park and green open space

When asked to select their preference for green space and car layout, survey respondents were given two options (these results relate to questions 8 and 14):

- A. Easy-access ground-level, open-air car park, but with less room for green space.
- B. Increased green space but with car parking underneath the commercial and/or residential buildings.

For Sites A and B, option B was overwhelmingly preferred with more than 80 per cent of respondents preferring increased green space with underground carparking.

For Site C, respondents were more evenly split with 52.5 per cent preferring option A.

5.1.3 Preferred site layout

For questions 9 and 15 respondents were asked to select their preferred shopping centre layout from a list of typical or common shopping centre layouts as can be seen throughout Canberra. These layouts were:

- A. All shops facing towards the surrounding streets with open-air car parking behind the shops.
- B. All shops facing inwards surrounding an open-air car park.
- C. Enclosed shopping centre with two or three entry points and car parking underneath.
- D. A mix of shopfronts facing the streets and shops inside a larger shopping centre.
- E. All shops facing towards the surrounding streets with car parking underneath (Option for Site C only)

For Sites A and B, half of all respondents chose option D - a mix of shopfronts facing the streets and shops inside a larger shopping centre. Option C was chosen by approximately 30 per cent of respondents for Sites A and B.

For Site C, option D with a mix of shopfronts facing the streets and shops inside a large shopping centre was the most selected option (29.9 per cent). Option A was the next most commonly selected option (23.4 per cent).



Option B, with all shops facing inwards surrounding an open-air car park ranked low for all three sites.

5.1.4 Preferred residential dwelling layout

For questions 10 and 16, survey respondents were asked to select from two potential residential dwelling layouts or configurations common among mixed use local shopping centre locations in Canberra. These two options were:

- A. Apartments built above the shops
- B. Townhouses or apartments sitting adjacent to the main shopping centre.

Apartments above the shops (option A) was the most popular choice for all sites (54 per cent for Sites A and B and 60 per cent for Site C).

5.1.5 Preferred inclusions and attributes for publicly accessible areas of the three sites.

Survey respondents were invited to select up to five potential inclusions or attributes for the publicly accessible areas of the three sites such as bike racks, shade, paved areas and toilets (questions 11 and 17). Table 5 outlines the key themes identified for respondents' preferences for Sites A, B and C.

Table 5. Five notable themes for inclusions and attributes for the three sites.

 Outdoor dining	Provision for outdoor dining areas was the most popular choice for all sites. It was chosen 71.6 per cent of the time for Sites A and B and 49 per cent for Site C.
 Toilets	The inclusion of toilets was the second most popular suggested inclusion for Sites A and B and the third most popular inclusion for Site C. (51.3 per cent and 41.4 per cent respectively).
 Parking	Parking close-by was the second most popular choice for Site C (44.4 per cent) and the third most popular choice for Sites A and B (46 per cent).
 Public transport	The fourth most frequent suggestion for Sites A and B (43.7 per cent) and the fifth for Site C (37.9 per cent) was integrating public transport with the sites.
 Little interest in public art	The suggested option of including public art was, after the option of 'other', the most unpopular choice for Sites A and B and second most unpopular choice for Site C. For all sites, this option was chosen less than 14 per cent of the time.

The majority of the remaining 10 suggested publicly accessible inclusions or attributes, not mentioned above, were selected between 20 and 40 per cent of the time.

5.1.6 Challenges or opportunities in the surrounding physical environment

Questions 12, 18 and 19 asked survey respondents to identify and list any challenges and/or opportunities that they see may impact the development of the sites. Question 12 asked the



respondents about challenges or opportunities for Sites A and B; Question 18 asked respondents to identify opportunities for Site C; and question 19 asked about challenges in developing the sites more generally. Below is a summary of the free-form feedback provided.

Table 6. Common themes about challenges and opportunities associated with the surrounding sites.

 <p>Local traffic</p>	<p>Managing local traffic was the most commonly raised theme in terms of the challenges that exist for the three sites. Of note, were concerns that Horse Park Drive was already very busy and may need to be addressed with changed speed limits or additional traffic measures.</p>
 <p>Open, green and recreational spaces</p>	<p>Many respondents to these questions saw opportunities to include more, or take advantage of, existing open, green, natural and recreational spaces for all three sites. The following notable themes are listed below:</p> <ul style="list-style-type: none"> • Additional tree and native plantings were requested for Sites A and B. • Developments should take advantage of views of the nearby nature reserve and One Tree Hill. • Playgrounds and sporting facilities would be welcomed by many.
 <p>Interaction with Margaret Hendry School</p>	<p>Sites A and B were noted for being situated across the road from Margaret Hendry School and many commented that this should be carefully considered. Some of the common responses noted the following:</p> <ul style="list-style-type: none"> • The local shops should cater for children but avoid fast food outlets. • Consider traffic impacts of a busy local shopping centre and busy school. • Sites A and B should be ‘family friendly’.
 <p>Nearby Hindu temples</p>	<p>Sites A, B and C were noted for being close to future Hindu temple locations and that this should be considered for parking and traffic.</p>

Other notable challenges and opportunities raised by those who completed the survey included the following:

- Anxiety about limited car parking capacity.
- Concerns about building heights.
- Noise concerns both from a new local shopping centre and the noise generated on Horse Park Drive.
- The number of shops in the Gungahlin area that should be considered – for example limit duplication and provide variety.

5.1.7 Preferred existing Gungahlin shopping centres



Question 20 asked survey respondents to select their preferred shopping centre, based on layout and configuration, from a list of 10 local shopping centres in Gungahlin. The shopping centres in the list included:

- Amaroo shops
- Bonner shops
- Casey shops
- Federation square
- Nicholls shops
- Forde Shopping Centre
- Harrison shops
- Ngunnawal shops
- Nicholls shops
- Palmerston shops

‘The view facing Horse Park Drive could be well utilised, especially for apartments. Having balconies facing the nature reserve above a shopping centre could be really nice for future residents.’

Community survey response

More than half of all respondents chose Casey shops (52.5 per cent). Approximately 40 per cent of respondents also chose Amaroo shops. However, 40.2 per cent chose ‘other’. There was no option to provide a specific example when selecting ‘other’.

Table 7 outlines the notable themes in the reasons respondents provided about their chosen shopping centre.

Table 7. Popular reasons for selecting a preferred shopping centre

 <p>Convenient parking</p>	<p>The most common reason for liking a local shopping centre was its abundance and location of car parking.</p>
 <p>Variety of shops</p>	<p>The second most popular reason for selecting a shopping centre was the variety of shops and services on offer.</p>
 <p>Convenience</p>	<p>Many survey respondents simply said that the shopping centre they selected was because it was convenient in terms of location and ease of use/access.</p>
 <p>Notable layout preferences</p>	<p>Some reoccurring comments about shopping centre layout preferences respondents enjoyed in their selected shopping centres are listed below:</p> <ul style="list-style-type: none"> • A preference for underground parking (protected cars/made better use of space) • A preference for shops inside a single building but also facing the street. • The inclusion of green and recreational spaces, such as a children’s playground. • Good vehicle access.

5.1.8 General responses

Question 21 invited survey respondents to provide general comments in 200 words or less and upload a document or image if they wished.

Table 8 below illustrates the notable themes identified in the free-form commentary for question 21 of the survey.



Table 8. Notable themes from the general feedback provided

 Types of shops, services or facilities	<p>The most common general feedback was for people to reinforce the types of shops, services and facilities. Answers varied greatly, however some of the notable shops, services and facilities listed included:</p> <ul style="list-style-type: none"> • Inclusion of a variety of shops and services • bakeries and butchers • post office with parcel lockers • medical facilities • takeaway shops
 General support eager to have shops soon	<p>There was a strong theme of respondents simply showing general support for, or eagerness to have, shops in their suburb built as soon as possible.</p>
 Cafes	<p>Many survey respondents simply said they would like to see cafes at their local shopping centre.</p>
 Supermarkets	<p>The inclusion of supermarkets was reinforced by a number of respondents.</p>
 Open/green space and recreational areas	<p>There was a strong preference for the inclusion of open and green spaces or recreational spaces that many felt were lacking in the Gungahlin area. Some suggestions included:</p> <ul style="list-style-type: none"> • a pool • children’s playground • sporting facilities • more trees. • taking advantage of the surrounding natural environment.
 Parking	<p>This section of the survey was also used to reinforce people’s preference for the adequate provision of parking.</p>
 Places to meet	<p>A reoccurring theme was that the Moncrieff and Taylor shopping centres should include places for people to meet. Broadly speaking it was suggested this could be part of a commercial venue such as a café or bar. However, a number of people also felt that a community room, recreational space or sports club would also assist in this area.</p>

Other key areas of note raised in this section of the survey included:

- accommodating pedestrian and cycle access
- ensuring the three sites complement and do not compete with each other and the other existing shopping centres around them
- addressing traffic management on Horse Park Drive



- limiting the number of residential dwellings.

5.1.9 YourSay survey attachments supplied

Nine people provided attachments to support their feedback. This came in the form of written submissions and images. The images show a strong desire for greenery and modern architecture / building design. A written submission was supplied by Badminton ACT who would like to establish badminton facilities in Gungahlin. A written submission was also received from a general member of the public who provided a range of ideas for Sites A and B, including lighting, traffic management and accessibility suggestions.

5.2 Community workshop feedback

5.2.1 Activity 1:

In two separate groups, on large worksheets participants provided thoughts and ideas for layouts and configurations of Sites A and B and preferences for inclusions and attributes for the public areas.

For activity 1 the following suggestions were raised as illustrated on the worksheets

- Slip lane access into Sites A and B from Horse Park Drive
- Above and underground parking provided with timed on-street parking in the surrounding streets
- Include bicycle racks near Site A, on the easement side
- Hide commercial bins
- Water bubblers to be included on Site A
- Include a forecourt with trees in Site A
- Include meeting places
- Create a vehicle access point at the intersection of Hoffman Street and O'Keefe Avenue
- Create active frontage on the Mirrabei Drive side of Site A
- Place townhouses on Site B at O'Keefe Avenue
- Place restaurant/café/bar on the easement facing side of Site B
- Some concerns to consider include:
 - Considering ongoing growth of the nearby Taqwa School
 - light pollution
 - pedestrian connectivity to the sites
 - rubbish generated by users
 - limited car parking on surrounding streets, particularly during school drop off and pick up times.
 - O'Keefe Street is already very narrow
- Full-line supermarket surrounded by shops in Site B
- Carparking could be placed off Mirrabei Drive and Horse Park Drive with shops on Site A connecting with Site B. The carparks and shops on Site A could be connected via a paved area with playground
- Shops and post office facing Horse Park Drive
- Underground parking access from O'Keefe Avenue
- Laundry, toilets and takeaway stores could be situated on O'Keefe Avenue

Some popular choices for publicly accessible inclusions and attributes for Sites A and B include:

- toilets
- seating
- outdoor dining
- natural landscaping



5.2.2 Activity 2:

In two separate groups, working on a large worksheet, participants again provided thoughts and ideas for layouts and configurations, this time for Site C and preferences for inclusions and attributes for the public areas of the site.

Some notable feedback for Site C included:

- Not much space for parking – so suggest it should be where indicated
- Not a major centre, as a minor area – perhaps a smaller store
- Stores facing out onto the street
- Toilets and seating
- Create a pedestrian crossing across Robyn Boyd Crescent
- Include a performance area in the centre of Site C
- Include residential dwellings to help activate Site C
- Designated Act Gov car parking area should have 80 car spaces
- Parking and connectivity should be provided between Site C and the future Hindu temple

Some popular choices for publicly accessible inclusions and attributes for Site C include:

- toilets
- seating
- bicycle racks
- natural landscaping
- playground

5.2.3 Activity 3:

As the whole group, participants were asked to select their preferred shops and services by placing sticky dots against a list of potential shops services and ideas.

For Sites A and B popular choices were:

- cafes
- fast food outlets
- full-line supermarket
- library
- multicultural and fine dining venues
- health legal and other professional services
- community facilities.

For Site C popular choices were:

- cafes
- fast food outlets
- convenience store
- health and medical facilities
- personal services such as a hairdresser, beautician nail and skin therapy.



5.3 Feedback received via other channels

5.3.1 Emails and phone calls

Two emails were received with feedback - one from the Australian Council of Social Service (ACTCOSS) and one from an individual community member.

The email from ACTCOSS referred to ACTCOSS' February 2021 submission to the ACT Government's Planning Review and Reform project as its formal submission about the three sites. ACTCOSS' submission refers to the importance of providing affordable, accessible and modern housing; increasing housing supply; and ensuring there is housing for the ACT's most vulnerable populations.

The email from the local community member included a large attachment which provides an audit of the existing children's play facilities in Gungahlin. The submission is designed to provide the SLA with a better understanding of what children's facilities are currently available in the area, so as to inform any decisions made about incorporating children's play facilities within the three sites.

A phone call was taken by a person who was unable to attend a workshop but was very motivated to ensure his thoughts were recorded. In summary a number of suggestions for shops and services were provided, including a supermarket and health services. It was also reinforced that the sites should be accessible.

5.3.2 Community pop-up

Feedback received from the 22 people engaged at the Hindu Mandir ground-breaking ceremony was again varied. Key insights garnered from the pop are listed below:

- Supermarkets and cafes were commonly suggested inclusion ideas.
- Underground parking was preferred with many requesting that the entry and exit points be easily accessible.
- Visitors to the pop-up did not want to see 'high-rise' residential.
- Open spaces and children's play areas were favoured.
- A number of people were concerned about traffic on Horse Park Drive and Mirrabai Drive.
- A number of people indicated they preferred for the Moncrieff shopping centre to not have bottle shops and other licenced liquor outlets as this may be culturally insensitive, given the proximity to the soon-to-be-built Hindu temple.



Figure 11. Casey shops were very popular among survey respondents (photo caseymarkettown.com.au)



6. Conclusion

6.1 Considerations for Sites A and B

Feedback received for Sites A and B demonstrated:

- a strong desire for a supermarket and cafés for Sites A and B.
- parking was a priority with both underground and open-air parking welcomed
- people are concerned about local traffic impacts from nearby schools and the future Hindu temple
- Green, open and recreational space should be prioritised.

6.2 Feedback for site C

Feedback received for Site C demonstrated:

- cafes would be a welcome inclusion
- parking should be prioritised
- green, open and recreational space should be given close consideration.

6.3 General considerations

Feedback across the engagement program was diverse, but the following messages were particularly clear:

- Many are simply eagerly anticipating local shops for Taylor and Moncrieff as they are seen as crucial community links that will bring people together and provide more options for people to shop and do business.
- People value ease-of-access, convenience, and ample parking.
- Many see a need to incorporate recreational, green and open spaces into development of the sites.

6.4 Keeping the conversation going

Communication Link recommends that SLA maintain the conversation with the community about these three sites and should consider the following in terms of keeping the community engaged:

- Inform the community about the outcome of this process, in terms of the proposed concept outcomes and development intentions.
- Provide information to the community about timeframes for the development of the three sites.
- Promote the opportunities for community input to the Development Applications for the various sites as they arise through the planning approval process.



7. Appendices

Appendix A: Survey results

