



# KIPPAX PUBLIC SPACE IMPROVEMENTS

## REPORT ON WHAT WE HEARD

**The community was invited to provide feedback on the preliminary design for public space improvements at the Kippax Group Centre along Hardwick Crescent from 16 August 2022 to 28 September 2022.**

The Kippax Group Centre plays an important role for the Belconnen and broader community as a meeting place, a shopping hub and centre for local services. The preliminary design for improvements along Hardwick Crescent was developed in response to the Kippax Group Centre Master Plan 2019 and following extensive site investigations and targeted engagement with local businesses and community groups.

Through this process, a portion of Hardwick Crescent between Luke Street and the service station was identified as the best opportunity currently available for creating a more accessible, useable, and welcoming community space, noting there are constraints to public space improvements at other locations in the Kippax Group Centre.

## THE CONVERSATION

### Online survey

An online survey was open during the engagement period on the YourSay website for the community to provide feedback on the preliminary design. A total of 83 surveys were completed. The community was also invited to provide feedback via social media and email.

### Community pop-ups

Two pop-up sessions were held at Kippax Library on Thursday 15 September 2022 and Saturday 17 September 2022 to promote the engagement and provide an opportunity for the local community to ask questions and share their thoughts in person.

## WHO WE ENGAGED

**The consultation targeted Kippax shop owners and tenants, the local community, families, resident groups, visitors to the Kippax Group Centre and Canberrans with specific mobility needs.**

With a strong focus on local communities and stakeholders, comprehensive letterbox drops were completed for business owners and tenants in and around Hardwick Crescent and the Kippax Group Centre. Flyers and posters with QR codes were also provided to businesses and tenants for further information or to provide a response via the online survey.

A letterbox drop was completed for residents living in the local area, this also included the QR code directly linking to the Kippax public space improvements YourSay page. The QR code proved to be a successful engagement method with almost half of the page visitors (41.5%) directly accessing the YourSay page via the QR code.

A boosted social media post also reached over 20,000 Canberrans and drew almost half (46%) of visitors to the YourSay page. Over 20 community stakeholders and organisations were invited to provide feedback including the Belconnen Community Council and local resident groups. Targeted emails were a successful engagement method with almost half of the respondents (47%) finding the community engagement via an ACT Government email.



The key insights below represent the most common themes raised across all feedback channels.

## Key insights from the community

### How the community uses the Kippax Group Centre

1. The majority of respondents (77%) told us their primary reason for visiting the Kippax Group Centre was for grocery or other shopping. Other popular reasons to visit include eating at cafes and restaurants and accessing medical or health services.
2. Over 80% of respondents visit shops and services located on Hardwick Crescent between Luke Street and the service station which is the identified area for improvements.

### Priorities for public space improvements along Hardwick Crescent

3. Overall 78% of respondents said the proposed improvements would make them more likely to visit and spend time in this section of Hardwick Crescent.
4. Opportunities for outdoor dining is the most popular element of the preliminary design. Written feedback also indicated outdoor furniture for public use (not attached to any restaurants or cafés) would be a valued addition.
5. Improved access and ease of movement for pedestrians and increased plantings were the next most popular elements of the preliminary design. Almost one quarter of respondents indicated they would like to see more native plants included in the preliminary design.

### Landscaping and general improvements for the preliminary design

6. Almost one third of respondents had other ideas they would like to see included in the design, such as a diversity of plantings and safety additions such as speedhumps as well as easy access to takeaway and café shops.
7. There is support to increase the overall look and feel of the space, giving it a 'village' feel. Suggestions included installing public art and decorative screens to cover bins to add interest to the area.
8. A number of comments were made about increasing lighting along Hardwick Crescent which could help increase safety. Specifically, for those collecting takeaway at night, or workers leaving shops after dark.

### Pedestrian safety and parking

9. Surveys, written feedback and comments (which formed the majority of feedback on social media) indicated additional parking spaces and disabled parking spaces are important to the community.
10. There was strong feedback regarding safety improvements along Hardwick Crescent for pedestrians and road users. Feedback indicated bollards were not a popular part of the design as they form obstacles to accessible paths of travel.
11. You told us access and ease of movement is important. Written feedback indicated short stay parking and more timed parking spaces could make it easier to get takeaway, duck in to run quick errands, drop off family and friends and make it simpler for older Canberrans to reach services and shops.

## WHAT'S NEXT?

Feedback received during this engagement will help shape the final design ahead of construction procurement, with construction planned to begin in 2023.

To learn more about the Kippax public space improvements, visit [www.yoursayconversations.act.gov.au](http://www.yoursayconversations.act.gov.au).

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



## Key timings

**16 August 2022:** Community consultation on the public space improvements

**15 and 17 September 2022:** Pop-ups at the Kippax Library

**28 September 2022:** Community consultation closes

**15 November 2022:** What We Heard report released [**we are here**]

**Early 2023:** Final designs released

**2023:** Construction commences

## THANK YOU FOR YOUR FEEDBACK

**160+**

we received 161 pieces of feedback in total via the survey, social media and email

**83**

a total of 83 surveys were completed via the YourSay page

**20,000+**

we reached 20,812 people via Facebook and received 54 comments

**1,000+**

a total of 1,080 people visited the YourSay page

**20+**

we sent emails to over 20 community stakeholders and organisations

**2**

we held two community pop-ups at the Kippax Library to promote the engagement

**8**

we received 8 submissions in total via email

**78%**

the majority of respondents (78%) said the proposed improvements would make them spend more time there