

Telopea draft Master Plan and Stage One

Community Engagement Outcomes Report

Client: Frasers Property Australia

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1 Background

Telopea was rezoned in 2018 to facilitate the urban renewal of the area. The rezoning allows for a range of uses such as new homes, parks, roads, shops and community facilities to be created close to the new Parramatta Light Rail.

The NSW Government has chosen Frasers Property Australia and Hume Community Housing as partners to renew areas in Telopea owned by the NSW Land and Housing Corporation over the next 15 years

Frasers Property Australia has lodged a Concept Proposal and a Stage 1 Proposal for first stage of development of Telopea with the Department of Planning, Industry and Environment.

The masterplan seeks to renew the precinct through redeveloping social housing to provide more homes and a greater housing mix along with an upgraded public domain and community facilities. Stage 1 is the application for the first tranche of the master plan to be redeveloped.

These applications are on public exhibition until 09 November 2021.

To support the exhibition process Frasers Property held a drop-in information session where members of the local community were able to meet members of the project team and ask questions.

The drop in session was promoted by a letterbox drop to the local community.



2 Engagement framework

A large body of literature notes the importance of genuine and meaningful engagement as the foundation of enduring and effective urban renewal. At Telopea practical and collaborative engagement will underpin the success of the redevelopment. This will need to be focused on and address the needs of:

- Existing tenants
- Surrounding residents
- Agencies and authorities including the City of Parramatta; and
- Local community-based organisations and service providers.

Proactive and early consultation will work to:

- meet statutory engagement requirements along with those of the NSW Government and also fulfil Frasers commitment to consulting on all their projects.
- increase awareness of:
 - the existing approved LEP within the project will be delivered
 - the objectives of Communities Plus and the importance of delivering more social and affordable housing in the context of mixed housing communities
 - making the most of significant government investment in the light rail by appropriately placed housing in proximity to new public transport infrastructure
- identify community issues and potential solutions prior to plans being finalised.
- assist the community to constructively navigate the renewal process and build a sense of confidence and excitement about Telopea's future.
- create the community partnerships to support the renewal effort and the various social programs that will be developed to support social housing residents and promote integration of existing and new communities.
- develop relationships with returning and incoming social housing residents well before occupation.
- A range of engagement tools and techniques will be used to ensure the community and stakeholders can be informed about the project as it progresses and have an opportunity to provide input at the appropriate times as Telopea is created over a 15–20-year time horizon. Initially engagement will focus on:
 - refining the project vision and supporting high level planning applications
 - involving the community in discussions about public domain and proposed community facilities
 - establishing a framework for collaborating with local businesses, schools, service providers and peak bodies to deliver the social outcomes that are desired for Telopea.

Over time, this focus will turn to:

- community building
- ongoing detailed development applications
- communication to assist in managing construction activities
- services, programs and activities to nurture a cohesive, supportive and healthy community.

3 What we heard



The 3-hour drop-in session was held at the Dundas Community Centre on Wednesday November 2, 2021. It was attended by approximately 25 people. Attendees were mostly local residents, however the City of Parramatta's Deputy Lord Mayor, Michelle Garrard, was also in attendance.

During the 3-hour session staff listened to feedback and answered attendees' questions.

A thematic analysis has been undertaken of the feedback captured, and is outlined below. Themes are listed in order of frequency.

Existing Traffic issues

The most commonly heard theme was the existing traffic congestion on the immediate streets surrounding the site, and concern this will be exacerbated by the proposed increase in population. This theme was raised by a majority of attendees and was a topic of discussion for most of the three-hour session.

Winter Street

There were two elements of concern about Winter Street

- Its narrow design and impact on safety for both pedestrians and drivers, and
- Parking

Narrow design

Concern was heightened by the stage one proposal that Winter street be the only vehicular access to the residential buildings.

- *"It isn't wide enough to cope with all the extra cars going into the apartment blocks."*
- *"It is a tiny cul-de-sac.... it already can't cope with the existing traffic."*
- *"It is too narrow to cope with any more traffic."*
- *"I am genuinely scared about people's safety with an increase in traffic like what you are proposing."*
- *"Visibility is already an issue – it is so narrow that there is only a meter or so between cars when they are turning left into winter street and a car is turning left onto Adderton Road."*
- *"Winter street isn't wide enough for a footpath."*
- *"There is no footpath...it's too narrow and the rest is all open. It's not safe."*
- *A small number of residents, and the Deputy Lord Mayor also discussed removing the primary access to the residential buildings and instead extending the private road for vehicle access to the buildings from the front*
- *"Why haven't you considered extending the private road to provide access rather than Winter street? Pedestrian visibility at the end of the street is not good."*
- *"Winter street should have no through traffic."*
- *"Why cant you move the entrance to those buildings away from winter street?"*
- **On street Parking**

Residents were also concerned about the pressure the proposed buildings would create on the existing on street parking.

- *"This will make on street parking worse"*

- *“The street only has parking on one side – maybe it needs to go too as it really is too narrow”*

The density will mean there is too many cars and the overflow into winter street will be dangerous

Intersection of Winter Street and Adderton Road

The existing congestion and safety of the intersection was also a major concern for residents. As a result, this feedback has been separated from the concerns raised about Winter Street and access to stage one residences. These concerns again revolved around safety, but also congestion and driver behaviour.

- *“I already don’t feel safe.”*
- *“It is a blindspot.”*
- *“It can take 10 minutes to get through the intersection.”*
- *“The traffic is banked up for a couple of blocks.”*
- *“I am really concerned that this intersection just wont cope with the added traffic.”*
- *Residents also suggested interventions to ease the traffic*
- *“There should be a roundabout or traffic lights to help manage the traffic.”*
- *“I’d prefer lights not a roundabout.”*
- *“There should be traffic lights at the intersection.”*
- *“Why are you upgrading the intersection of Adderton and Mansion, and not this intersection when it is closer? “*

Adderton Road & Mansion Street signalised intersection

Residents were generally very favourable with the proposed upgrades to the surrounding roads that is included in the Voluntary Planning Agreement (VPA) but were confused that there was no inclusion of Winter Street considering its proximity to the site and proposed use for stage one.

- *“I think that upgrade will help.”*
- *“That’s a good idea.”*
- *“I don’t understand why you are doing this and not Winter Street?”*
- *“That should help alleviate some of the traffic.”*

Railway Bridge

Residents were also concerned about the traffic that banks up along the railway bridge

- *“It’s a steep slope to the train station and you cant see oncoming traffic – bringing in more cars will make this even more dangerous,”*
- *“The traffic going over the railway bridge is a black spot.”*

Density

Many attendees were concerned about the density of the site

- *“I just can’t see how the area will cope.”*
- *“There will be too many people.”*
- *“You’re changing our neighbourhood.”*

Car parking on site

Many attendees were curious as to how many car parking spaces would be provided for the residential buildings, retail and community spaces. Their concern stemmed around overflow of cars parking on surrounding residential streets

- *“How many car parks will you be providing for each residential building?”*

- *“Don’t you think that each person will have a car?”*
- *“How many parking spaces will you be providing for the supermarket?”*
- *“Will there be car parking spaces for the neighbourhood centre?”*

Neighbourhood centre

Residents seemed generally very supportive of the proposed neighbourhood centre and its facilities. A handful were curious to understand how they could provide feedback into its design, and how it would be run and made available to the local community.

- *“It’s good that it will be an improvement to what we have.”*
- *“I like that it will have different uses.”*
- *“How can I provide input into its design?”*

School Upgrades

Residents were interested to hear that there would be a financial contribution made to Schools Infrastructure NSW to accommodate the additional enrolments the proposed development would bring to the school.

- *“what work will you do to accommodate the extra students?”*
- *“That’s good you need to provide money to improve the school’s infrastructure.”*
- *“When will schools infrastructure let you know about what you will be funding?”*

Aged Care

A handful of attendees were interested in understanding how aged care places would be determined

- *“Will current residents get offered places?”*
- *“How would you get onto the priority list?”*

Existing shopping centre (outside the master plan)

Many attendees asked about the future of the existing shopping centre and the proposed road through its centre. They were informed that it was outside the development application and a matter for its owners and Council

- *“What about the existing shopping centre what are your plans for that?”*
- *“How will your development impact the existing row of shops?”*

Proposed retail & childcare centre

A couple of attendees asked questions about the size and location of the retail and the childcare centre

- *“How many shops will there be?”*
- *“Who will manage the retail centre?”*
- *“You would be surprised by how many people access the existing retail in Telopea that live outside the area.”*
- *“I have a shop in the strip and I reckon 95% of my customers live outside of Telopea – there is a lot of passing trade.”*

Accessibility

One of the attendees was in a wheelchair and was very curious to understand how such a sloping site will be wheelchair accessible. A handful of other older attendees also expressed an interest.

- *“That’s a steep site how can I get from the bottom to the top?”*
- *“You need to make sure that there are enough disabled spaces not just for residents but also in the retail and neighbourhood centre. And the spaces need to be wide.”*

General support for the proposal

A handful of attendees provided explicit support for the proposal.

- *"I'm not anti it happening, I just want to make sure there is enough community involvement."*
- *"I am looking forward to getting fresh facilities."*
- *"It will be good to get a makeover for the area."*
- *"It's not too extra of a change."*
- *"It will be more lively but not crowded."*
- *"I like how there will be more convenience."*
- *"I like that it will be more modern."*
- *"I suppose we can also expect good architecture?"*



