



UNSW Canberra City campus Master Plan

Community and Stakeholder Engagement
Consultation Report

26 June 2020



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1. Introduction

1.1 Background

UNSW Canberra has been partnering with the Australian Defence Force Academy (ADFA) for over 50 years. To allow the University to expand on its current delivery of programs and continue to advance the University's relationship with Defence, a new Canberra City campus is being developed.

The UNSW Canberra City campus will be located on Constitution Avenue in the suburbs of Reid and Parkes.

The new campus will host undergraduate and postgraduate professional students; new and existing UNSW, industry and Defence staff; and new and existing research partners.

The site will include:

- international education
- executive education
- a defence and security innovation precinct
- student accommodation
- residential teaching facilities.

The concept for the new education, research and innovation precinct is closely aligned with the ACT Government's vision and ambition for Canberra which includes giving strategic priority to international education, defence industry, business development and urban renewal.

The new UNSW Canberra City campus will be built in four stages to accommodate growth as it occurs. It is anticipated that phase one of the project will be completed and the campus ready to take students by 2022.

To inform the development of the Canberra City campus Master Plan, UNSW engaged Communication Link to undertake a community and stakeholder engagement program to gather feedback that could be incorporated into the Master Plan process. The engagement program was launched on 5 March and concluded on 18 May 2020.

The objectives of the community and stakeholder engagement program were to:

- capture views/feedback from identified key stakeholders and the general community to inform the development of a Master Plan for the UNSW Canberra City campus
- ensure all stakeholders are given the opportunity to participate in a meaningful way
- seek opportunities, where possible, to understand stakeholder priorities for the site
- ensure stakeholders understand the early nature of this conversation and that feedback being sought is strictly about the physical aspects of the campus and not curriculum or overarching purpose
- to inform stakeholders of the planning, development and construction approach and timing for creating the new UNSW Canberra City campus.



The questions we asked the community

To achieve the engagement objectives, the community and stakeholders were asked four key questions:

- What is important to appropriately connect the UNSW Canberra City campus with the surrounding area and broader city?
- What amenities do you think are important for a teaching and research environment in this area?
- How can the natural environment be enhanced in this planned urban development?
- What do you value in larger-scale developments in this area of Canberra?

The four questions were developed to reflect the 'blank slate' nature of the consultation, given the UNSW Canberra City campus development was only in its planning infancy as the engagement program commenced. The four questions encouraged innovative and big picture ideas whilst also accommodating feedback on more detailed, operational aspects of designing the new campus. The questions are described in greater detail in section 2.2.

COVID-19

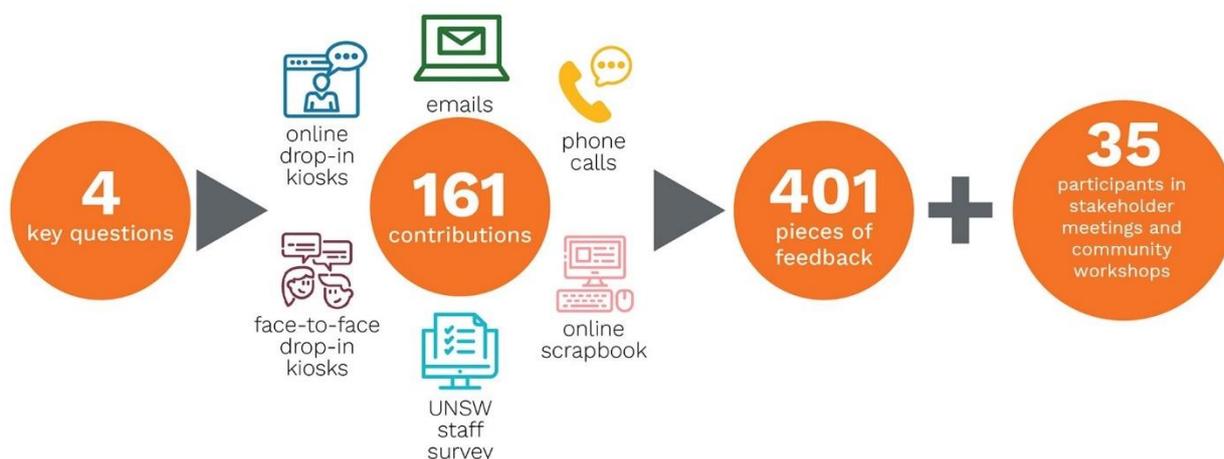
As a result of the emerging COVID-19 pandemic, on 26 March UNSW Canberra and Communication Link agreed to extend the consultation period to 18 May from the original date of 2 May and refocus the engagement activities from face-to-face to online and remote engagement methods to ensure the safety of the community and staff. To accommodate this shift in engagement approach, a revised stakeholder and community engagement plan was developed to ensure a robust strategy was in place to provide sufficient and accessible opportunities for the community to contribute their ideas in much the same way they would in a face-to-face engagement environment.

Purpose of this report

This report will be used to inform the development of the Master Plan, outlining:

- the consultation approach used to obtain feedback from the community and stakeholders
- an analysis of the feedback received, identifying key themes raised in the broader public participation channels, the community workshops and key stakeholder meetings.

1.2 What we heard





Approximately 160 individual responses were received via the broader engagement activities including the online and face-to-face drop in kiosks, emails, phone calls, staff surveys and the online scrapbook. In addition to participation via the public feedback channels, 35 participants provided feedback via stakeholder meetings and community workshops.

In summary there was strong support for the proposed campus, with the majority of respondents wishing to see a development that embraces the natural environment, pays homage and connects with the site's surroundings and is designed to a high standard.

Figure 1. UNSW Canberra City campus location in Canberra city





2. The engagement approach

Communication link developed a bespoke community and stakeholder engagement program designed to target identified key stakeholders as well as encourage contributions from the broader community. This was supported by a range of promotional activities used to promote the engagement program. This section details the engagement methods, principles, activities and promotional channels used to garner feedback to inform the Master Plan.

2.1 Engagement principals

The engagement principles outlined in table 1 below were carefully adhered to in the delivery of all engagement activities throughout the engagement period.

Table 1. Engagement principals that guided the engagement approach

Principle	Implementation	Outcome
 Two-way	Listen to the stakeholders as well as provide information. Use effective facilitation and listening activities to ensure meaningful feedback is received from stakeholders.	Better understanding of stakeholder views and ideas making it easier to reflect and respond to feedback in designing future plans.
 Genuine	Provide clear feedback to stakeholders on what was heard during consultation and how this will influence the master plan (or why it won't if that is the case).	Community will have greater support for client's initiatives if they can see where their feedback has been reflected.
 Clear and accurate information	Non-technical, simple language. Use of maps, diagrams and pictures to increase clarity. Work closely with subject matter experts to ensure accuracy. Include timeframe clarity.	Increases community engagement. Builds trust in the outputs. Minimises potential for confusion or rumour.
 Accessible and inclusive	Digitally and physically accessible. Weekend and evening engagements as required. Meeting the stakeholders when it suits them.	Fosters increased participation. Supports the broad delivery of information and strengthens understanding by all stakeholders.
 Sustainable	Continue engagement as project continues. Provide additional opportunities to acknowledge input and how it has been used. Be consistent and regular in delivery.	Facilitates delivery of final project outcomes and contributes to activities that are more reflective of the values of the broader community.
 Build ownership	Create a sense of ownership among stakeholders as long-term partners in the project.	A long-term partnership that lasts beyond the master planning stage will help build strong lasting relationships with Canberra's community.



2.2 Consultation questions for community and stakeholders

Four overarching themes or ‘questions’ were developed as the central focus for all engagement activities. They were designed to elicit feedback that could be utilised to inform the UNSW Canberra City campus Master Plan and frame the consultation in a way that enables engagement to gather as much meaningful and actionable feedback as possible.

The questions were:

What is important to appropriately connect the UNSW Canberra City campus with the surrounding area and broader city?

This question sought to encourage community feedback on how the campus could connect physically with Canberra and the local surrounds and how it could be integrated into the local community. This question generated feedback about potential traffic and parking concerns, active travel and public transport connections etc.

What amenities do you think are important for a teaching and research environment in this area?

The aim of this question was to understand what desirable and useful features or facilities could be provided for both the general community and residents, staff and students of UNSW. For example, are there gaps in the provision of public-use facilities in the area such as a community spaces, retail or play spaces?

How can the natural environment be enhanced in this proposed urban development?

This question allowed for people to provide input into how the new campus could develop an urban space whilst being sympathetic to the natural environment. This question also provided an opportunity for people to discuss general environmental impact concerns.

What do you value in larger-scale developments in this area of Canberra?

This was a broad question that was expected to garner a vast array of responses. However, there were opportunities here for people to discuss architectural ideas, discuss previous developments that have raised concerns for them or provide examples of buildings and urban environments that they like and dislike including the reasons why.

2.3 Engagement activities

Engaging identified stakeholders

Three consultation channels were developed to garner feedback from identified and targeted key stakeholders that have significant vested interest in the proposal or were important stakeholders to UNSW. These targeted activities included:

- seeking email responses from relevant resident, community and business groups
- arranging and facilitating meetings and workshops
- follow up phone calls and emails

Broader community consultation activities



The following consultation channels were used to encourage the general community, interested residents or organisations and UNSW Staff to provide feedback.

- Online scrapbook
- Drop-in kiosks at public locations and via the UNSW Canberra online chat function
- Encouraging email and phone feedback
- Dedicated staff survey for UNSW staff

Table 2 describes the purpose of each of the activities prescribed for the project.

Table 2. Engagement methods

Engagement activity	Purpose
Identified stakeholder meetings and workshops	Stakeholder meetings <p>Key identified stakeholders were offered opportunities to meet with representatives from UNSW Canberra and Communication Link, to discuss the Master Plan in more depth. The meetings provided an opportunity to record initial feedback and explore specific matters to those stakeholders. Section 4.3 outlines the meetings that took place.</p>
Community workshops	Workshops <p>Two workshops were held via video technology:</p> <ul style="list-style-type: none">• Workshop 1 - Saturday 18 April, 9.30am–11.30am• Workshop 2 - Wednesday 29 April, 5.30pm–7.30pm <p>The workshops, which were open to the general community, provided an opportunity for the participants to contribute their ideas in a closed group setting, encouraging people to explore and unpack ideas and concepts further and bouncing them off one another. The workshops were facilitated by Communication Link over a two-hour period and asked participants to explore their ideas and feedback about the campus based on the four key consultation questions which are identified in section 2. Workshop 2 saw the 11 participants separated into two groups which encouraged feedback to be extracted in greater detail. Workshops were scheduled at alternate times and days of the week to increase accessibility for those with limited available time.</p>
Online scrapbook	<p>The online scrapbook, which was hosted on the UNSW Canberra City website, allowed the community to provide feedback at any stage of the engagement program and make their voices heard anonymously without having to take part in face-to-face or other ‘real-time’ digital engagement activities. It asked the respondent to provide feedback based on the four key questions and also encouraged them to upload a file such as an inspirational picture or document that supported their feedback (Attachments received are shown in Appendix B).</p>
Drop-in kiosks	<p>During the 10-week consultation period, five drop-in kiosks were held at various times and days of the week, including weekends. They were designed to provide a channel for the community to connect with project representatives in person and provide their feedback in an informal manner.</p>



	<p>Originally there were three scheduled drop-in kiosks to take place at three public Canberra locations in March and April 2020. An additional ‘full-time’ drop-in kiosk which was also established at the UNSW Canberra <i>Launch on Northbourne</i> office, which remained open, Monday to Friday, throughout the engagement period.</p> <p>Due to COVID-19 restrictions, only two face-to-face drop-in kiosks went ahead - Thursday 12 March, at the Tertiary to Work graduate job fair and the <i>Launch on Northbourne</i> office. In lieu of the cancelled remaining two face-to-face drop-in kiosks, three on-line drop kiosks were held in April and May.</p> <p>The online drop-in kiosks operated in much the same way as public face-to-face drop-in sessions with subject matter experts assisting with answering community concerns and recording feedback. Questions and feedback submitted by visitors to the online drop-in kiosks were received and responded to in real-time via a chat dialogue box.</p> <p>The complete list of drop-in kiosks that did go ahead is below</p> <ul style="list-style-type: none"> • Thursday 5 March – Monday 18 May – UNSW Canberra <i>Launch on Northbourne</i> • Thursday 12 March, 10am – 3pm – Tertiary to Work, Graduate Job Fair • Friday 3 April, 11am – 2pm – Online • Sunday 19 April, 10am – 1pm – Online • Wednesday 13 May, 2pm – 4pm – Online
Email	Members of the community and key stakeholders were invited to email their feedback to a dedicated UNSW Canberra email account. Email feedback was also facilitated more detailed and comprehensive feedback or follow up with additional feedback after having engaged through other channels.
Phone	A dedicated phone number was promoted to the community to call so they could find out more about the Master Plan and, if they wished, provide feedback. Feedback was also taken during follow up phone calls to identified key stakeholders.
UNSW Canberra staff survey	An online staff survey was published through UNSW Canberra’s staff intranet platform. The survey included modified versions of the key questions and two additional questions specific to University staff.

2.4 Engagement promotion

To encourage community and stakeholder feedback, a communication campaign supported the community and stakeholder engagement program throughout the engagement period as outline in the table below.

Table 3 outlines the communication activities and tools undertaken:

Table 3. Promotional activities

Engagement tool	Description
UNSW Canberra City website	The UNSW Canberra City website provided a key landing point for the community and stakeholders to find out more about the UNSW Canberra City campus project and find information on ways to contribute to the discussion. The website included a dedicated Have Your Say webpage and also hosted for the online drop-in kiosks.

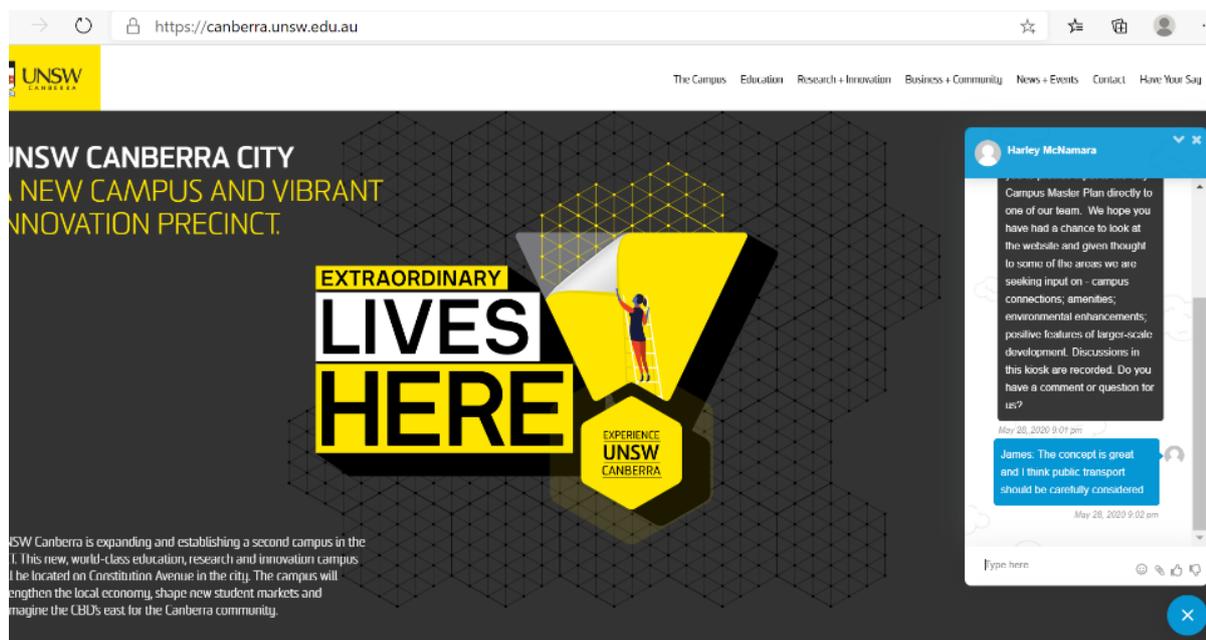


Signage	An A-frame sandwich board sign (appendix E) was placed out the front of the UNSW Canberra <i>Launch on Northbourne</i> site to attract the attention of passers-by. The sign promoted dates and times of all public engagement activities.
UNSW Canberra post cards	Promotional post cards were delivered at the launch of the UNSW Canberra City campus to promote the project and inform the community that community engagement opportunities were available. The post card was delivered to residents in Reid, Campbell and parts of Braddon.
Factsheets	Double-sided A4 factsheets (appendix E) were provided at drop-in kiosks and via a letterbox drop on 17-18 April residents of Reid and Braddon to provide information about the modified and extended engagement program. The factsheets provided information about the Canberra City campus Master Plan, planning time frames, dates, times and locations of engagement activities and contact details.
Social media	<p>The engagement program was advertised on the UNSW Canberra Facebook, LinkedIn and Instagram pages on seven occasions. Promotional posts were strategically timed to encourage participation in upcoming engagement events. To increase awareness about the engagement program's switch to online and remote engagement opportunities and reassure the community that engagement was still continuing despite COVID-19 restrictions, a Facebook post was 'boosted' on 3 April.</p> <p>Facebook Posts:</p> <p>5 March 11 March 3 April 16 April 30 April 13 May</p> <p>LinkedIn Posts:</p> <p>March May</p> <p>Instagram Post</p> <p>30 April</p>
Print and digital advertising	Print and digital advertising was undertaken with key Canberra-based news outlets, <i>The RiotACT</i> and the <i>Canberra Times</i> in April and May 2020 to inform the community of the online engagement opportunities and promote the project's continuation despite COVID-19 restrictions. A Saturday print advertisement was published on 4 April in the <i>Canberra Times</i> . Banner advertisements on the RiotAct website were published on Thursday 16 and Monday 27 April with the engagement events also published on this website from 13 April. The advertisements are displayed in Appendix D.
Emails and phone calls to stakeholders	Emails to identified key stakeholder organisations were sent to promote the engagement program at the commencement of the program and again in May to follow up from those stakeholders we had yet to hear from. The emails also encouraged the organisations to distribute the

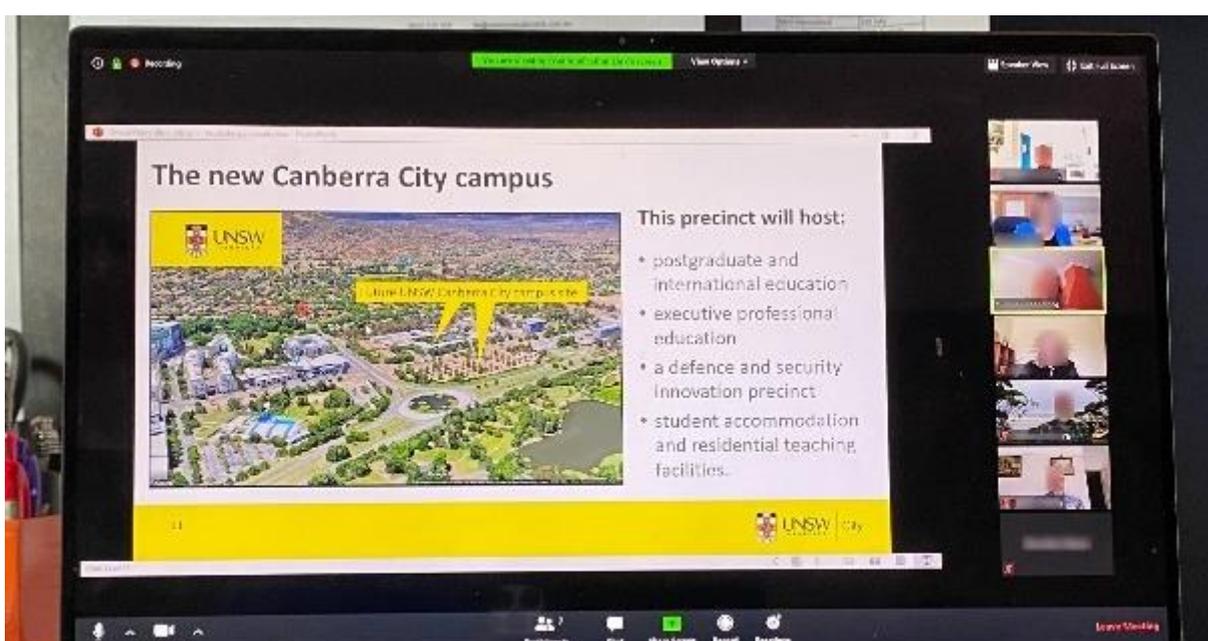


information to members and residents. An example of an email to key stakeholders is shown in Appendix E. Follow-up phone calls were also made to a number of stakeholders.

UNSW Canberra City newsletter	The first UNSW Canberra City newsletter was distributed to approximately 60 subscribers on 6 May 2020 and promoted the community and stakeholder engagement program. A copy of the newsletter is attached in Appendix F.
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Online drop-in kiosks successfully substituted face-to-face kiosks by using the UNSW Canberra City website's live chat function.



All stakeholder meetings and community workshops, held after 26 March, took place via the popular online video platform, Zoom.



3. Consultation participation

3.1 Contributions via public participation channels

161 contributions were received across all public participation channels, including face-to-face and online drop-in kiosks, emails, phone calls, the online scrapbook UNSW staff survey. From those 161 contributions, 401 individual pieces of feedback were recorded with the vast majority of contributions providing multiple responses to the four key questions. A further 35 participants engaged directly with the project via stakeholder meetings and community workshops. This section provides an analysis of the participation for each of the engagement activities.

Table 4 provides a breakdown of the contributions received across different public participation channels. This table does not include feedback responses received at stakeholder meetings and workshops. This is explored in section 4.3

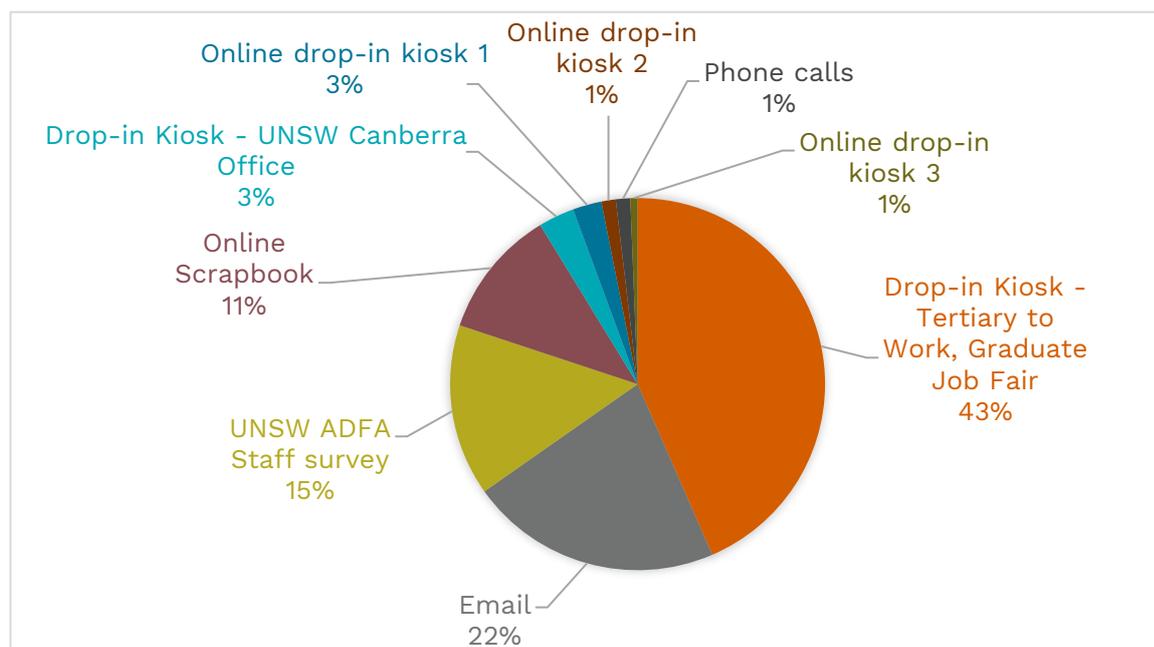
Table 4. How feedback contributions were received via public feedback channels

Activity	Date	Number of feedback responses
Drop-in Kiosk - UNSW Canberra Office	5 March - 26 March	5
Drop-in Kiosk - Tertiary to Work, Graduate Job Fair	12 March 2020	70
Online drop-in kiosk 1	3 April	4
Online drop-in kiosk 2	19 April	2
Online drop-in kiosk 3	13 May	1
Email	5 March – 18 May	35
Phone calls	5 May	2
Online scrapbook	5 March – 18 May	18
UNSW Canberra staff survey	9 April – 11 May	24
Total		161

As demonstrated in Figure 2 below, the Tertiary to Work, Graduate Job Fair drop-in kiosk received the greatest number of contributions. The demographic of respondents at this event was predominantly younger university graduates. Email responses was the next most popular feedback channel, accounting for 22 per cent of feedback responses received. As expected, email responses predominantly contained more detailed and lengthy responses. Emails were often used as a follow up by people that had participated in other activities.



Figure 2. How feedback was received via public participation channels



3.2 Number of contributions via workshops and stakeholder meetings

The three stakeholder meetings and two community workshops attracted 35 participants. Table 5 outlines the number of participants at each activity. It should be noted that three people did attend more than one event.

Table 5. Stakeholder meetings and workshops

Activity	Date	Number of participants
Meeting with Reid Early Childhood Centre	20 March	2
Meeting with the Reid Residents' Association	6 April	7
Community workshop 1	18 April	4
Community workshop 2	29 April	11
Meeting with St John's Canberra	27 May	11
TOTAL		35



The Tertiary to Work, Graduate Job Fair drop-in kiosk proved to be an effective source for attracting feedback, given the nature of hosting the event with a ‘captured audience’.

3.3 Who participated?

Where possible, the community and stakeholder engagement program activities encouraged respondents to identify their geographic location or relationship to the project. However, for some activities such as the online drop-in kiosks and online scrapbook, this was not possible. Broadly speaking, contributions were received from five groups:

- **Key stakeholder organisation representative**

This category includes representatives from organisations with a stake or interest in the project, but excludes the residential representative groups

- Walter Burley Griffin Society (Canberra Chapter)
- Reid Early Childhood Centre
- National Trust ACT
- Russell Reservists
- Campbell Community Association

- **Residents of Reid**

The category includes all respondents/participants who identified their place of residence as the suburb of Reid. This group also includes those who represented the Reid Residents Association

- **Residents of Campbell**



The category includes all respondents/participants who identified their place of residence as the suburb of Campbell. This group also includes those who represented the Campbell Residents Association

- **UNSW staff members**
Includes UNSW staff who participated through their own online survey and one contribution was received through a drop-in kiosk.
- **Unknown**
Includes respondents who did not identify their location or relationship to the project. The bulk of unknown respondents came from the online scrapbook and the Tertiary to Work graduate careers fair drop-in kiosk.

Figure 3 below provides a breakdown of the percentage of feedback by stakeholder category. The chart shows that of those respondents that were identifiable, the largest category were the residents of Reid. This is both welcome and unsurprising, given the local residential community has a vested interest in the project to which they will be future near-neighbours.

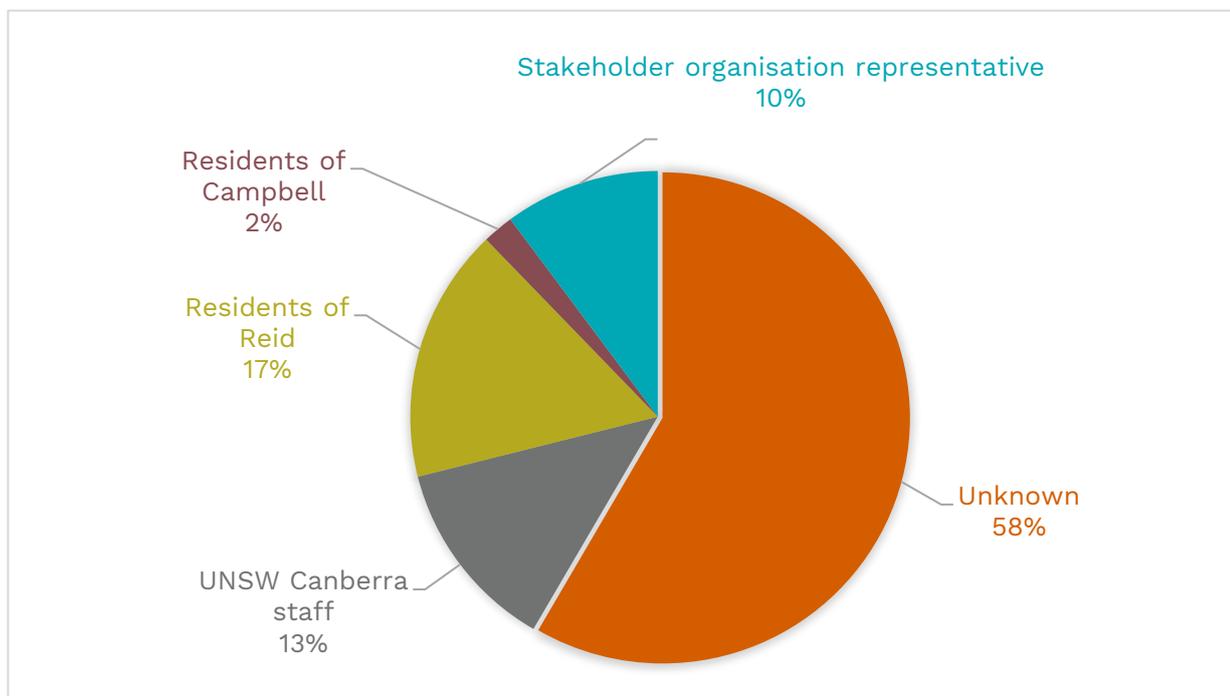


Figure 3. Percentage of categories of respondents in public participation channels by relationship to project



4. What we heard

4.1 Support for the project

Of the feedback provided, only two contributions indicated they were not supportive of the project. All other feedback, either expressly supported the idea, or provided feedback without any indication they were not supportive. Feedback received varied across a number of themes and encapsulated everything from the inclusion of power points and device charging facilities, through to suggestions of including innovative, bold and striking campus designs of high architectural merit.

This section outlines the most common themes identified in the feedback separated between provided via the public feedback channels, stakeholder organisations and meetings and workshops.

4.2 Feedback from public participation channels

This section outlines the feedback themes identified through the public participation channels and examines the 10 most common themes raised in order of frequency. Table 6 describes these themes which account for 66 per cent of the feedback received. Table 7 lists all 30 identified themes.

Table 6. An analysis of the top 10 themes raised by respondents

Theme	Analysis
 Trees, green and open spaces, natural and native landscaping	<p>There was an overwhelming fondness for trees, plants and natural and native landscaping to be incorporated into the Master Plan of the campus. The following key points were raised:</p> <ul style="list-style-type: none">• Existing trees, both within the existing CIT campus and surrounding it, were considered community assets that needed to be maintained and where possible more trees planted.• Open green spaces were overwhelmingly supported over concrete or hard landscaped environments.• Many felt that natural environments could be incorporated into outdoor study and collaborative spaces.• Introducing roof top gardens and plants and shrubs adjacent to or on the buildings themselves was also a popular suggestion.
 Suggested design ideas or design principles for the campus	<p>Whilst broad in nature, this theme encompasses commentary that identified a number of design ideas or design principles and concepts that could be incorporated in the Master Plan. Some of the reoccurring items of feedback included:</p> <ul style="list-style-type: none">• Reflective of and sympathetic to the surrounding built and natural environment• Use modern design principles and materials• Incorporate personal safety into the design, ie lighting and help points• Include art• Accessible and flexible workspaces• Accommodate open and free flowing spaces



Theme	Analysis
 <p data-bbox="165 734 683 797">Incorporating a sustainable campus with a high-level of architectural merit</p>	<ul data-bbox="710 257 925 286" style="list-style-type: none">• Use of colours <p data-bbox="710 320 1428 633">There are two predominant themes within this theme; build, but in the vast majority of comments that mentioned the need for a sustainable and environmentally focused campus and one that is designed to a high standard. This feedback suggests that people want to feel proud of the campus and the buildings within and as a university facility greater attention should be paid to the level of design, style and layout.</p> <p data-bbox="710 667 1268 696">The reoccurring items of feedback included:</p> <ul data-bbox="710 730 1420 1122" style="list-style-type: none">• Design the campus to be bold and iconic• Use highly regarded architects• A university building should have a much greater level of architectural innovations and designs than typical high rise residential and accommodation complexes• Should be designed with engineering excellence in mind• Build sustainable buildings• Incorporate solar power• Avoid single-use materials• Utilise solar-passive design• Build an energy self-sufficient campus
 <p data-bbox="178 1312 655 1375">Include publicly available cafes/bars/restaurants/eateries/retail</p>	<p data-bbox="710 1128 1380 1335">Feedback from all categories of participants strongly encouraged the inclusion of cafes, restaurants, bars, eateries and retail stores for use by those working, studying and living on campus as well as those living around it. Many felt that it would help the campus enhance the sense of community.</p>
 <p data-bbox="252 1615 582 1644">Provide additional parking</p>	<p data-bbox="710 1417 1428 1585">The provision of on-campus parking was regarded as essential by a significant proportion of participants in this engagement program. Key areas of interest included implementing underground parking and providing free or 'affordable' parking.</p> <p data-bbox="710 1619 1369 1720">A number of local residents felt on-site parking was important to avoid people parking in the adjacent residential streets.</p>
 <p data-bbox="173 1951 678 1980">Accommodate public transport options</p>	<p data-bbox="710 1758 1407 1888">Responses in this category pointed to public transport being critical to reducing the need for cars parking on campus and mitigating anticipated traffic congestion in the area.</p> <p data-bbox="710 1921 1109 1951">Common suggestions included:</p> <ul data-bbox="710 1962 1385 2076" style="list-style-type: none">• Implementing a shuttle service between the Department of Defence buildings, the new campus and UNSW Canberra at ADFA.• Accommodating light rail



Theme	Analysis
	<ul style="list-style-type: none">• Including bus routes• Taxi and Uber layovers
 <p>Facilitate access and connection to surrounding areas and public places</p>	<p>Many respondents felt it was important the Master Plan accommodate connectivity with surrounding public places and facilities. Key examples included:</p> <ul style="list-style-type: none">• Connecting with and developing a relationship with Civic pool and a possible future sporting stadium• Creating direct cycle and pedestrian links to Lake Burley Griffin and Commonwealth Park.• Create a seamless access to and from Canberra City.• Pedestrian bridges over Coranderrk Street and Constitution Avenue.
 <p>Ideas for teaching and research facilities</p>	<p>There was notable feedback relating to inclusions for a teaching and research environment. Feedback in this theme was prominent amongst UNSW staff survey responses. Key areas of interest identified in responses included:</p> <ul style="list-style-type: none">• Provide a modern library• Future proof the campus for technological developments• Adequate space for administrative staff• Create modern laboratories
 <p>Reid heritage railway easement</p>	<p>Residents of Reid who contributed to the engagement program strongly objected to any possible impacts to the heritage listed railway easement. It was noted that the easement plays an important role in the history of the development of Canberra, provides a natural barrier between the existing CIT campus and the suburb of Reid and plays an important ecological role for the local area.</p>
 <p>Pedestrian access</p>	<p>Pedestrian access through and around the campus and helping maintain connectivity with surrounding public areas was a popular area of feedback for participants. Notable items of feedback included:</p> <ul style="list-style-type: none">• Create pedestrian bridges between the campus over Constitution Avenue and between Lake Burley Griffin and Canberra City



Table 7. All identified feedback themes by percentage

 <p>Trees, green and open spaces, natural and native landscaping 11%</p>	 <p>Specific design ideas or design principles 8%</p>	 <p>Include sustainable design and apply high-level design standard 7%</p>	 <p>Include publicly available cafes/bars/restaurants/eateries/retail 7%</p>	 <p>Provide adequate parking 7%</p>
 <p>Accommodate public transport options 6%</p>	 <p>Facilitate access and connection to surrounding areas and public places 6%</p>	 <p>Ideas for teaching and research facilities 6%</p>	 <p>Maintain heritage railway easement protection 4%</p>	 <p>Pedestrian access in and around the campus 4%</p>
 <p>Other 21 4%</p>	 <p>Bicycle paths and facilities 3%</p>	 <p>Recreational facilities 3%</p>	 <p>Collaborative and communal spaces 3%</p>	 <p>Student services and facilities (including accommodation) 3%</p>
 <p>Feedback on the engagement process and future engagement 2%</p>	 <p>Concern about building height 2%</p>	 <p>Concern about traffic impacts 2%</p>	 <p>Study/quiet areas 2%</p>	 <p>International/business/policy/tech/arts/science courses 2%</p>
 <p>Teaching styles/methods feedback 1%</p>	 <p>Lecture and tutorial spaces 1%</p>	 <p>Childcare 1%</p>	 <p>General support 1%</p>	 <p>Defence related teaching and resources 1%</p>
 <p>Curriculum courses on offer 1%</p>	 <p>Will support the local and national economy 1%</p>	 <p>Post grad services and facilities 1%</p>	 <p>Maintain relationship with CIT/ADFA 1%</p>	 <p>Online/remote teaching facilities < 1%</p>



4.3 Feedback from key stakeholders

Feedback was sought from identified key stakeholder organisations who were recognised as having an interest in the Canberra City campus or would be particularly impacted by its development. Below is the complete list of stakeholder organisations that were directly encouraged to provide feedback.

- Ainslie School Reid Preschool
- Australia-China Business Council (ACT)
- Australia-India Business Council
- Campbell High School
- Campbell Residents Association
- Canberra Business Chamber
- Canberra Grammar (Campbell)
- Canberra Multicultural Forum
- Centre for the Ageing ACT
- Civic Pool
- Conservation Council
- Convention Centre
- Dickson College
- Inner South Canberra Community Council
- Merici College
- North Canberra Community Council
- Office for Aboriginal and Torres Strait Islander Affairs
- Pedal Power
- People with Disabilities ACT
- Reid Residents Association
- Russell Reservists
- St John's Canberra
- Staff of UNSW Canberra at ADFA
- University of the Third Age
- Australian War Memorial

Below is a summary of the engagement outcomes with those organisations that provided feedback.

Campbell Community Association

A representative of the Campbell Community Association emailed feedback on behalf of the Association highlighting the following concerns:

Reserved parcel of land for ACT Government

Concerns about the two-hectare site within the campus boundaries about what plans the ACT Government have for it.

Removal of trees

Would not want to see the removal of trees which play a vital role providing amenity to the district and are vital wildlife corridors.

Surrounded by many other developments

The suburb of Campbell is already home to a number of new and large commercial and residential developments and whilst they welcome the Canberra City campus they would like to remain engaged with the project as it progresses as they have had both positive and negative experiences with other developments nearby. They also have concerns about building heights and the provision of parking.

North Canberra Community Council

The Secretary of the North Canberra Community Council expressed an interest in arranging a meeting with the UNSW Canberra project team. Unfortunately, the Council was unable to arrange for that meeting to take place. The Council did however share the information with their members via their traditional digital communication channels. Members of the Council may have provided feedback personally to the anonymous online channels, but this cannot be confirmed.



Reid Early Childhood Centre

A meeting on 22 March was held between UNSW Canberra representatives and members of the Reid Early Childhood Centre committee. A formal written submission by the Centre Committee was also received on 22 May (see attachment I).

At the meeting, UNSW Canberra discussed general information about UNSW Canberra history, campus objectives and precinct deed. As well as providing information on the master plan process, development staging and indicative timeframes. The Centre Committee representatives discussed history of the Centre, current status of lease arrangement with CIT and expressed a desire for the Centre to continue to operate. They noted the current premises require upgrading.

UNSW advised the Centre Committee that community consultation for the Master Plan had commenced and encouraged them to provide feedback through the various channels.

“There is no appetite for a 'porous border' on this northern side of the proposed campus.”

Reid Residents Association

Reid Residents' Association

The Reid Residents' Association was engaged on a number of occasions throughout the community and stakeholder engagement program. Feedback was formally received and recorded via an online video meeting with the Association's Committee members on Monday 6 April. A formal written submission was also received on 18 May (see Appendix H). Key areas of feedback raised at this meeting included:

Campus design

The campus design should be cohesive and in keeping with the heritage value of Reid, with a high-level of architectural merit and minimal light pollution. Building design should also give consideration to the impacts of climate change. The connection between St John's Canberra and the University campus should be a considered.

Traffic and parking

There was notable apprehension about the potential impacts of increased vehicle traffic, parking problems and pedestrian traffic within the suburb. The Association recommended that the campus design would benefit from discouraging people and vehicles travelling through and using the adjacent residential streets. Ample and affordable parking should be included on-site to mitigate this.

Heritage listed railway easement

The heritage listed railway easement which forms part of and is intimately linked with Walter Burley Griffin Plan is warmly regarded amongst the Association members with feedback requesting that the area be carefully considered, trees retained and maintained to a high standard. The Association also sees the easement as a natural barrier to help separate the campus and Reid residents.

A formal submission was also received via email on behalf of the Association. It reiterated points raised in the meeting and raised additional points including:

'Porous borders'

Limiting the use of porous borders on the northern boundary between UNSW and Reid. This was reaffirmed by additional individual submissions by residents of Reid.



St John's Canberra

Incorporate architectural elements that complement the historical church site and avoid obscuring the view of the Church spire.

ANZAC Parade

Consider mitigating pedestrian traffic coming from ANZAC Parade and walking through the St John's site to access the University campus.

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At the meeting, UNSW Canberra discussed general information about UNSW Canberra history, campus objectives and precinct deed. As well as providing information on the master plan process, development staging and indicative timeframes. The Centre Committee representatives discussed history of the Centre, current status of lease arrangement with CIT and expressed a desire of for the Centre to continuing to operate. They noted the current premises require upgrading.

UNSW advised the Centre committee that community consultation for the Master Plan had commenced and encouraged them to provide feedback through the various channels.

Russell Reservists

The Russell Reservists provided feedback during a follow up phone call on 5 May. The Russell Reservists have a long history maintaining the bush between Russell and Canberra and are looking to expand their scope. They would consider partnering with UNSW to provide support in bush upkeep. They recently received a grant for further works to be undertaken by their group.

St John's Canberra

A meeting was held with the St John's Canberra Parish Council on Wednesday 27 May. St John's Canberra will be the campus' closest neighbour and is therefore regarded as a key stakeholder to seek input from. At the meeting, the Council raised feedback surrounding the two-hectare site reserved for ACT Government uses that is proposed to sit within the campus boundaries. The following key points were raised that the meeting:

- The St John's community is positive about UNSW Canberra being situated next door.
- As the church would like to create seamless and porous boundaries between the two organisations, there are concerns that the ACT Government parcel of land may prohibit this connectivity.
- The Church, and by association, St John's Care, would welcome the opportunity to be a supporting neighbour to the campus by providing emotional support to staff and students of the new campus by providing them with a simple 'listening ear', counseling and other support services and collaborating on community activities.
- the Church wishes for site lines to the Church spire be maintained and that the history and prominence of the Church site be maintained by avoiding it being 'crowded out' by larger developments.



“This is an incredible opportunity to build something intelligent and iconic, which will enhance, enliven and vitalise this prime area on the eastern fringe of the CBD.”

UNSW Canberra staff member

UNSW Canberra staff

UNSW Canberra staff contributed a number of ideas and thoughts in the staff survey which was hosted via the University’s intranet platform. The key themes identified included:

- Provision of study, quiet and collaborative areas
- Strong support for integrated public transport
- Focus on reliable future proof ICT technology
- Include plenty of trees
- Inclusion of cafes and other eateries

4.4 Feedback from community workshops

Two workshops were held via online video platforms with the majority of participants representing near-neighbour residents. A number of feedback themes were discussed and explored in detail. These feedback themes are listed below.

Design

Design considerations centered around the desire for an environmentally sustainable campus, specifically noting sustainable building, high energy rating, rainwater tanks, solar, living buildings, biodiversity, with recycling fundamental to design. Design should reduce minimise noise and light pollution impacts on local residents and be hail tolerant.

Two community workshops were held via online video platforms, with the vast majority of participants representing near-neighbour communities.

Design should have architectural merit and be of a high quality, with a focus on the human experience. Design should visually connect to the heritage of Reid and be limited to two stories on Amaroo Street. A buffer should be created between UNSW, St John’s Church, and Jamison apartments. Access across Constitution Ave and to the lake, and connection to the light rail are important factors for design. A buffer should be maintained between the residential suburb and the campus, with privacy considerations for residents.

Greenery and natural spaces

There was desire for environmental amenity including attractive and relaxed park environments encouraging broader public use of the space and consideration for water courses. Green space should be included between Constitution Ave and Parkes Way. Plantings should be drought tolerant, and transition between the European plantings in Reid and natives on campus. Mature trees should be retained and dead or dying trees replaced.

Reid heritage railway easement

Consideration should be made for the heritage rail easement, with boundaries surrounding it formalised, fencing on the southern side, and the area regularly maintained and cleared of litter. Developers should be cautious of and protect the Gang gang cockatoo which nests in the area.

Amenities



Amenities such as coffee shops, underground parking, sporting facilities, an indoor swimming facility, eateries, libraries, convenience store, meeting facilities, bike paths, childcare, shops, and health services. Noise generating amenities should be avoided or positioned away from the residential area.

Traffic/pedestrian impacts

Participants were concerned that residential streets would fill with cars, or students moving between the campus and the city. Residents would like to see the prevention of foot traffic onto Amaroo Street, Reid, and the prevention of on-street parking, for non-locals. Multi-storey/under-ground parking should be considered.

Buffers surrounding C5 in Campbell were seen as a positive idea to look to, as well as the ANU Kambri development.



5. Conclusion

The 10-week community and stakeholder engagement program highlighted that the UNSW Canberra City campus project has broad support within the local community. While feedback was predominantly received from near neighbours and with little evidence of outright dissatisfaction with the project, there is a strong indication that this broad support is very likely to be reflected across Canberra.

The broader public feedback reflected a community that wishes to see a development that embraces the natural environment, pays homage to the site's surroundings and is designed to a high standard that the community can be proud of. The broader public feedback reflected a community that wishes to see a development that embraces the natural environment, pays homage to the site's surroundings and is designed to a high standard.

Locally, feedback received from residents and community groups demonstrates that the railway heritage easement plays an integral role in the local landscape and should be protected and enhanced as the campus is developed. The local community, like many communities facing significant changes to their local districts, are apprehensive about traffic, pedestrian and parking impacts, building heights and reduction in green and natural spaces. These factors should also be carefully considered as planning progresses.

5.1 Recommendations

Communication Link encourages UNSW Canberra to reflect upon the 10 themes raised in the feedback through the broader public participation channels as planning for the campus continues.

We also recommend maintaining regular engagement with key stakeholders including the Reid Residents Association, Campbell Community Association, St John's Canberra, CIT Canberra, Reid Early Childhood Centre and the ACT branch of the National Trust throughout the Canberra City campus journey.



6. Appendices

- **Appendix B**
Community submission attachments
- **Appendix C**
Project factsheet and signage to promote the community and stakeholder engagement opportunities
- **Appendix D**
Print and digital advertising used to promote the community and stakeholder engagement program's revised COVID-19 response engagement approach
- **Appendix E**
Example of email sent to key stakeholder groups to encourage feedback submissions and promotion of the stakeholder and community engagement program
- **Appendix F**
UNSW e-newsletter sent on 6 May promoting the community and stakeholder engagement program.
- **Appendix G**
Submission from St John's Canberra
- **Appendix H**
Submission from the Reid Residents' Association
- **Appendix I**
Submission from Reid Early Childhood Centre