



hear every voice, know where you stand

**STRAIGHTTALK**

# EPPING TOWN CENTRE REVIEW

## Phase One - Community Consultation

Report

June 2017



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## **Document**

Epping Town Centre Review  
- Phase One Community  
Consultation

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City of Parramatta Council

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# 1. EXECUTIVE SUMMARY

City of Parramatta (Council) acquired the suburb of Epping when the local government amalgamations were decided in 2016. While some of the Epping Town Centre had already been under Council's control, the northern and eastern sides of the railway line had been part of Hornsby Shire Council. As a consequence, Council needs to review and revise current planning provisions for the Epping Town Centre so they are consistent and effective.

A number of technical studies have been commissioned to inform this review, and Straight Talk was commissioned by Council to design and facilitate engagement activities to both support these studies and provide Council with community and stakeholder views and aspirations for the Epping Town Centre. All technical studies, and this consultation report, will then be considered by Council who will draft a Discussion Paper which identifies the objectives and potential strategies for achieving these, for Epping Town Centre. The Discussion Paper will be placed on exhibition, and comments and feedback sought, from mid-2017.

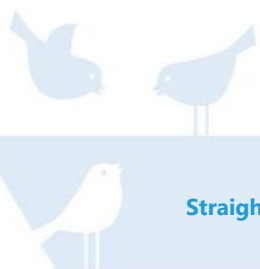
Consultation is therefore being held in two phases – Phase one, which this report provides details of, and Phase two, during exhibition of the Discussion Paper. Three studies were the basis of consultation for this first phase of engagement: The Heritage study, the Social Infrastructure Study and the Commercial Floorspace Study.

This report provides details of the feedback from 304 community members who participated in workshops in this first phase of consultation. This program of community and stakeholder engagement identified the following themes:

## Key findings

- **All workshops attracted high numbers of interest and participation.** Community members are highly engaged with news and developments in the local area and are keen to be involved in accessing information and providing feedback on the technical studies which are being undertaken by Council
- **There is a unique aesthetic and character to Epping which the community is focused on preserving.** A large part of this is the amount of greenery, vegetation and wildlife which feature in Epping. It also refers to the local history and heritage buildings which shape the visual culture of the area. These elements together create a particular look and feel that makes the suburb so attractive for residents and visitors
- **There is contention around the rules for heritage conservation area (HCA) planning and development.** Landowners and those with HCA notations attached to their property seem more inclined to want HCA restrictions extended or removed than those from the general public. Landowners see the value in being able to develop their property to contend with new multi-storey developments being built on adjacent blocks whereas members of the general public focus more strongly on protecting buildings of historical significance in the area
- **Consistent and transparent HCA guidelines were key preferences.** This was a common request across all heritage workshop participants. There was frequently confusion around what the guidelines were and what stage of the process Council was in currently

- **Community members have a good working knowledge of the services and facilities available to them.** There was a lot of feedback given for many different parks, public spaces and facilities in Epping. These are clearly well-used and valued
- **Regularly maintaining and updating facilities was frequently mentioned.** Community members repeatedly voiced a need for parks and facilities to be well-maintained
- **Mixed-use and multi-function spaces were seen as a solution to service the growing population.** This could address an overlap from a diverse range of recreational activities and ensure there was enough space for everyone to participate in their projects of interest
- **Preserving the village feel and creating a heart of Epping was seen as important.** The number of facilities available and the way different community groups converged into shared spaces was seen as a significant contribution to maintaining a sense of community
- **Enabling a liveable town centre was seen as a top priority. This was a common goal** when community members were asked to identify which guiding principles were most important to the improvement and expansion of social infrastructure in Epping
- **The Epping community is already centred around the hub of Epping Town Centre.** There are many different services and activities which residents take part in and are happy to make part of their regular routine in Epping. The most frequently mentioned reason for conducting activity outside of the town centre is because the services do not exist locally
- **Residents are enthusiastic about the idea of making the Epping Town Centre an employment hub.** They identified a wide range of industries and companies which could be suitably located in the local area. The main suggestions focused on white collar/office jobs for small, medium or large organisations and the extension of service offerings from small business owners and locally owned retail shops
- **The future vision for the Epping Town Centre was a local hub with a well-connected, liveable community.** Participants frequently mentioned wanting to preserve the family-friendly atmosphere, while having a vibrant, local hub which could maintain a green and functional town structure.



## 2. INTRODUCTION

Straight Talk was engaged by the City of Parramatta Council ('Council') to design and implement a consultation program to engage with the Epping community over a number of technical studies being conducted as part of the Epping Town Centre Review. The program was split into two phases. This Interim report details the outcomes from the first phase of consultation.

### 2.1. Background to the consultation

In May 2016, Epping became the City of Parramatta entity, making the Epping Town Centre and the suburb fall within the jurisdiction of a single council. As part of the handover process, the Administrator held a town meeting to allow Epping residents an opportunity to discuss what was important, particularly regarding future planning for their area. The outcome of that meeting was a number of issues raised by community members which called for further investigation and consultation, which the Administrator promised to undertake.

Since that meeting, Council initiated four technical studies to address four key areas of future development for Epping: Heritage, social infrastructure, commercial floorspace and traffic and transport. Council commissioned specialist consultants to undertake an evaluation of each subject with each study contributing to the development of a discussion paper to be released by Council. This discussion paper needed input from the community and a clear understanding of community views in addition to the technical analysis of the Epping Town Centre.

Epping residents have been highly engaged with the situation in the local area, articulating their views on both the things they value and the things they desire to change in future development. Rhetoric around Heritage Conservation Area (HCA) retention and removal have been contentious and emotionally charged. Similarly, some aspects of conversation around social infrastructure assets such as Epping Pool or residents wanting to cultivate opportunities for local employment also reinforced the community's passion. An engagement approach was required which would create a platform for residents and stakeholders to clearly voice their concerns and suggestions in a constructive way. The community consultation outcomes will form an important part of the discussion paper to be released by Council addressing all four technical studies in the Epping Town Centre Review.

### 2.2. Scope of work

Council requested the services of a suitably qualified consultant to design, implement, facilitate and report on community engagement activities in support of each technical study being undertaken. The consultation will provide an independent mechanism for receiving and addressing community views.

A community engagement plan was designed by Straight Talk which encompassed a range of methodologies in order to provide face to face and online opportunities to gather feedback from the Epping community. The whole plan was split into two phases of engagement; the first phase was to capture the community's initial views during May and before the draft discussion paper went on public exhibition. The second phase is to capture views during and in response to the public exhibition period.

The activities which took place in Phase One of the consultation are as follows:

Activity	Number	Duration (hrs)	Invitations open to...
<b>The Heritage Study</b>			
Community workshop	1	2	Landowners and those with a HCA notation on their property
Community workshop	1	2	Any local resident and those with a general interest in the heritage study
<b>The Social Infrastructure Study</b>			
Public forum	1	2.5	Any local resident or community member
<b>The Commercial Floorspace Study</b>			
Community workshop	1	2	Any local resident, stakeholder representative or local business owner

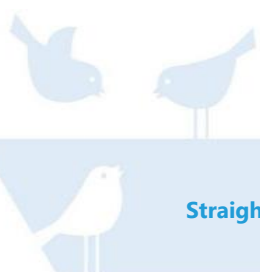
The broad objectives of the consultation were to:

- Introduce the intention and project plan of Council regarding the Epping Town Centre Review
- Present the context and methodology for each technical study
- Create a platform for community members to have discussions around the content which was presented to them regarding each technical study
- Provide a discussion structure which allowed the documentation of wider concerns, suggestions and considered comments from the Epping community
- Capture quantitative data around the overall support or opposition towards certain aspects of the technical studies

## 2.3. Report structure

This report contains the following key sections:

- 👉 **Executive Summary** – A snapshot of key points from the Phase One consultation
- 👉 **Background to the consultation** – An outline of the strategic context and project purpose
- 👉 **Methodology** – A look at each consultation method and relevant details
- 👉 **Outcomes** – Key findings across the engagement activities for three of the technical studies: Heritage, Social Infrastructure and Commercial Floorspace
- 👉 **Next steps** – Final comments on Phase One and the upcoming Phase Two activities



# 3. METHODOLOGY

The first phase of the consultation commenced in May 2017, with engagement activities being conducted within Epping across the month. There were three community workshops and one public forum which were designed to address specific content relating to the Heritage Study, Social Infrastructure and Commercial Floorspace studies.

The following section outlines the engagement methods used for each study, in further detail.

## 3.1. The Heritage Study

Date	Time	Location	Attendees
Monday, 1 May 2017	6pm-8pm	The Epping Creative Centre	101
Wednesday, 3 May 2017	6pm-8pm	The Epping Creative Centre	71

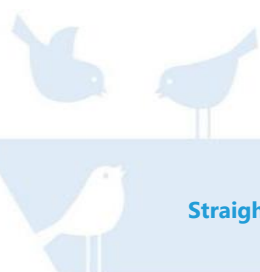
Straight Talk designed and facilitated two two-hour workshops addressing community views regarding the Heritage Study being commissioned by Council. Both workshops were held at the Epping Creative Centre and supported by a number of student and council volunteers who acted as table scribes for the group work activities.

The first workshop was held on Monday, 1 May. Invitations were sent to local landowners with a Heritage Conservation notation on their property. 101 participants attended this workshop. The workshop was facilitated by Lucy Cole-Edelstein.

The second workshop was held on Wednesday, 3 May. Participation was open to all residents and community members in Epping. The workshop was advertised on Facebook and in the Northern District Times as well as sent to 350 people on the Epping Review mailing list. In addition, an email invitation was sent to Paramatta Heritage Committee. 71 people attended this workshop and included local residents and developers. The workshop was facilitated by Nicola Wass.

Both workshops presented context for the technical study and engagement process to date from Council's perspective. Two representatives from City Plan Services' Heritage department presented technical information and further detail of the study on the local Heritage Conservation Areas (HCAs).

The purpose of the workshops was to introduce the Heritage Study to the participants, create a platform for the participants to discuss potential land use scenarios and their associated impacts and collect feedback from the participants on what they think Council should take into account when reviewing the existing planning controls.



## 3.2. The Social Infrastructure Study

Date	Time	Location	Attendees
Monday, 15 May 2017	6pm-8.30pm	The Epping Creative Centre	91

Straight Talk designed and facilitated a two-and-a-half-hour public forum to gather community feedback on the Social Infrastructure study. The forum was held on Monday, 15 May at the Epping Creative Centre and participation was open to all members of the Epping community. The forum was advertised on Facebook and in the Northern District Times as well as sent to 350 people on the Epping Review mailing list. In addition, email invitations were sent to local groups; Epping Civic Trust, Save Our Epping Pool and Save Forest Park. 91 local residents attended the session, some of them active members of beforementioned groups.

The forum was facilitated by Lucy Cole-Edelstein and supported by a number of council staff volunteering as table scribes for the group work activities.

The forum presented context for the technical study and engagement process to date from Council's perspective. A representative from Council presented the Social Infrastructure Study.

The purpose of the forum was to create a platform for discussion around what residents think should be considered in the planning of open space and community facilities in the Epping Town Centre.

## 3.3. The Commercial Floorspace Study

Date	Time	Location	Attendees
Monday, 22 May 2017	6pm-8pm	The Epping Creative Centre	41

Straight Talk designed and facilitated a two-hour workshop addressing community views regarding the Commercial Floorspace Study. The workshop was held on Monday, 22 May at the Epping Creative Centre. The workshop was advertised on Facebook and in the Northern District Times as well as sent to 350 people on the Epping Review mailing list. In addition, an email invitation was sent to the Chamber of Commerce. 41 people attended the session and included local residents and business owners in the Epping area.

The workshop was facilitated by Lucy Cole-Edelstein and supported by a number of council staff volunteering as table scribes for the group work activities.

The workshop presented context for the technical study and engagement process to date from Council's perspective. Two representatives from SGS Economics & Planning presented the Commercial Floorspace Study.

The purpose of the workshop was to introduce the context behind the Commercial Floorspace Study and gather feedback around what Epping locals believe should be considered in the future planning on retail, business and office spaces for the Town Centre.



# 4. OUTCOMES

## 4.1. The Heritage Study

### 4.1.1. The heritage workshops at a glance

- 👉 Feedback from the two workshops uncovered similar experiences and concerns
- 👉 The elements that are most highly valued about living in Epping include the unique aesthetic, the convenient location and the sense of community
- 👉 Maintaining a family-friendly atmosphere is seen as important
- 👉 Maintaining low or manageable traffic levels and easy access to public transport is seen as important
- 👉 The perception that the area is being overdeveloped is a primary concern for both landowners and the community at large
- 👉 Landowners are more inclined to suggest that HCAs be removed in order to maintain or increase their property values in the face of local developments taking place on adjacent blocks
- 👉 The view of the general public is that HCAs should be preserved and in some instances, expanded so that the heritage character of the suburb be maintained.

There were two workshops held, with invitations sent to two different segments of the community. The structure of each workshop was the same, so the questions which were asked of participants were consistent across both nights the sessions were run.

The first workshop was attended by landowners with a HCA notation attached to their property. Participants were placed at tables with others who lived in the same street or area and completed their group discussions together for the remainder of the evening.



**Picture 1: Landowners workshop participants on 1 May 2017**



- **Epping is viewed as being very safe.** Epping is described as being street-safe with no crime and very family friendly. There were comments that there was a general feeling of consistency, having space to breathe and a being great place to raise children. The idea of safety appears tied to the perception that low-density housing contributes to a smaller and more manageable population

*"I value the leafy areas associated with houses that are well established"*

*"The character of the area is unique. The look and feel is inspiring"*

*"Safe. Enables children to play more safely"*

*"I like the sense of community and knowing your neighbours"*

There were also a number of concerns which community members brought up during this discussion. Many were suspicious that future plans for development would directly threaten the things they valued about their suburb. There was a feeling that changes in the area were happening quickly and there were few, evident avenues for providing feedback around these growing issues.

The main issues which were raised by participants included:

- **Overdevelopment.** The perception that there are too many high-rise or high-density apartment buildings being built and being planned. Having these buildings next to low-density houses will impact heritage valuations and the overall character of the suburb and create a shadowing effect when new developments are too tall for their surrounding dwellings
- **Inconsistent development guidelines.** Obvious contrary rulings on how different buildings are treated in terms of rezoning. No discernible standard rule which affects the overall look and feel of the suburb
- **Inferior visual integrity.** There is a high level of concern around new developments all looking the same, making no meaningful visual or aesthetic contribution. A key point here is that the effects these developments will have on the area are irreversible
- **Privacy.** Some residents are concerned about the way in which apartment blocks overlook single home dwellings, saying this has privacy implications as apartment dwellers will be able to look into the adjoining home and property
- **Changing values.** Some feel that there is an increased focus on development which is creating a slum-feel with a diminishing sense of community and safety, the destruction of quality housing and the possibility that population growth will result in inadequate facilities for the number of residents in the area
- **Noise.** Increasing noise from increasing levels of traffic, lack of parking, more people and construction works
- **Traffic.** Increased numbers of private cars from commuter parking, trucks from construction and the poor maintenance of the streetscape during building work.

*"The mix of houses of different eras make the streetscape messy and inconsistent"*

*"There is no coherence AT ALL for the whole area"*

*"We have been undermined by development – no longer a community or a quiet, friendly neighbourhood"*

*"We have lost our privacy. We don't feel safe"*

The second workshop was open to all members of the public, all residents and community members within the Epping community who had a general interest in the Heritage Study. Participants were invited to sit randomly at tables.



Picture 2 and 3: General public workshop participants on Monday 3 May 2017

Figure 2: General public Wordle – Which words represent what you value most about the heritage conservation areas in Epping?



The feedback from the second workshop on what was most valued was almost identical to the first workshop. The primary point of value was around heritage and history, followed closely by the same aesthetic principles that were previously mentioned by landowners.

Coinciding values:

- **Heritage and history.** Local heritage in a wider heritage context
- **Green, gardens and open spaces.** A feeling of connection with the natural environment
- **A sense of community.** Safe, peaceful and connected to your neighbours
- **Close to public transport and facilities.** Convenient and established links.

The concerns brought up in this discussion were polarised around whether to preserve or remove the Heritage Conservation Areas. There was a number of perceived flow-on effects from this decision which highlighted a number of issues:

- **Losing character.** That relaxing or removing the HCAs will result in a loss of overall heritage preservation, ruining the present atmosphere and sense of place
- **Losing wildlife.** The creation of mass apartment blocks will result in existing trees and nature being destroyed. Once this is lost, the natural landscape will vanish
- **Declining property values.** The mix of homes and large-scale apartment blocks create a disparate look and feel, affecting property values for those who own single-storey dwellings.

### 4.1.3. Workshop activity 2 – Experiences around development

The second discussion in both workshops focused on key concerns around development which was happening in the local area. We asked participants to comment on what their experience had been so far around development.

There were a number of similar topics raised across both the landowner and general public workshops. There were three crucial and identical concerns:

1. **Traffic and parking** – Participants in both workshops are concerned about the increase in traffic and the congestion this is causing. There is the perception that Epping does not have the infrastructure capable of supporting a significant increase in the number of residents. And there appears to be a direct causal relationship between the number of new apartment blocks, number of new residents and the amount of traffic in the area. Road safety also becomes a concern here as new developments require more construction vehicles which take up space, take up parking and also make the streets more dangerous and confusing for children
2. **Building heights and poorly managed density guidelines** – This largely related to the effect on the visual character of Epping. Frequently mentioned was the lack of appropriate separation of graduation between low and high-density housing, which creates a severely disproportionate streetscape. New buildings are observed to block sunlight and invade the privacy of residents in single storey houses

3. **Destroying the natural environment** – Participants noted many negative environmental impacts in the wake of increased development in the area: the loss of trees and vegetation resulting in the loss of natural habitat for wildlife and significant noise and air pollution from dust and construction. Participants also mentioned construction workers leaving rubbish on the street and in private gardens and the possibility that the local sewerage system not being sufficient for critical increases in the number of residents.

*“Transportation now means traffic and congestion”*

*“The developments are too high, too large and have decreased the tree canopy in Epping”*

*“Need to maintain suitable surrounding streetscapes”*

Landowners then prioritised the following issues as being important:

- **Privacy.** Acknowledging and addressing the loss of privacy from poorly placed high-rise apartment blocks
- **Maintaining green, open spaces.** This refers to ensuring that there are enough public parks with open spaces and facilities
- **Confusion around HCA guidelines.** There was confusion around the elements which made up the heritage conservation guidelines with many perceiving them to be inconsistent. This inconsistency influenced many to question whether HCA restrictions should be removed and what real benefits existed for landowners by having them in place.

The general public raised these issues as taking next priority:

- **Preserving HCAs.** Participants commented that the HCAs need to be better planned so that they can consistently offer heritage protection both in and around the property in question
- **Inconsistent density guidelines.** There should be standard transition regulations for developments surrounding properties within the HCAs as well as guidelines, for addressing a seemingly random mix of low-density heritage houses and high density non-heritage developments
- **Loss of heritage and identity.** Increasing volumes of developments are perceived to be the result of a lack of respect, understanding or appreciation for local history and heritage.

Other concerns which had not been mentioned previously include:

- There is a perception that planning and building controls are not being properly followed by developers
- Participants felt that there is a general lack of transparency and consultation around how State and Local planning controls are being managed
- Residents attribute increasing numbers of people in the area to having a direct influence on increasing crime and a deteriorating level of safety on the streets

- Noticeable changes in the area are also associated with an overall reduction in quality of life, mental health and contributes to a degradation to the existing sense of community
- There should be more street lights to accommodate increasing numbers of pedestrians at night to increase street safety

*“Lack of transparent process”*

*“Feelings of anger, feelings of desperation, negative impact on mental health”*

#### 4.1.4. Workshop activity 3 – Suggestions for Council

The final exercise asked participants to put forward suggestions to highlight the things Council needs to take into consideration when reviewing the planning controls for HCAs. There were four key areas that the overall feedback related to:

##### **HCAs and zoning**

- Landowners were more inclined to suggest that HCA restrictions be removed. Some pointed out that the HCAs had been compromised due to the new developments that were taking place and expressed a personal desire to be able to develop their properties to maintain or increase their value
- Some landowners proposed that Council should protect existing heritage items and areas, with a suggested compromise being that perhaps zoning around the train station should be medium to high-density
- Opinions from the general public indicated a broad opinion that HCAs should be preserved and expanded to include an increased area of Epping. Items which could be included might be the Epping United Church and other green spaces in the neighbourhood. There was concern that the character and quality of life in Epping would be compromised if the heritage housing was not preserved
- Both landowners and the general public believe there needs to be more clarity and consistency with the HCA guidelines

##### **Local planning and development**

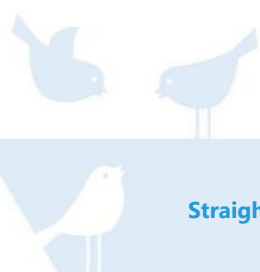
- Landowners expressed a desire for new developments which were more sensitive to the existing landscape. This specifically relates to more sympathetic transitions between low and high-density buildings and addressing things like shadowing, landscape views being blocked and privacy issues caused by significantly higher apartment developments being built
- The general public had the broad view that the protection of the current aesthetic of the area should be a top priority. Within this focus, the preservation of heritage was a central, defining matter. Height restrictions would create a consistent and harmonised streetscape and the appearance of new buildings should always complement or enhance existing structures
- The public also expressed a specific desire for more transparency around the pace and plans of developer activity and Council’s role in those plans

## Infrastructure

- Across both workshops, participants called for an improvement in local infrastructure, to be carried out in a timely and sustainable way; not all at once and in consideration of residents, commuters and the presence of construction workers
- Both landowners and the general public flagged issues with increasing traffic congestion, increased commuter related gridlock, limited parking options and flooding issues with storm water drainage

## Green and community spaces

- Cultivating and protecting a sense of liveability was important across the board
- Participants in both workshops expressed a strong desire to preserve the existing greenery, trees and natural spaces. This was seen as a key matter in the preservation of both quality of life and maintaining a sense of community. While this was seen as particularly important for allowing children and families to access nature and wildlife, this also ties in with the understanding that future residents should be able to access the things that make the suburb unique and desirable
- Community space and facilities should be maintained and expanded as required to service growth in resident numbers. This specifically includes having youth facilities, and the upkeep of the pool and local library
- There was some suggestion that new developments should incorporate vertical gardens and include requirements for developers to plant trees.





## 4.2. The Social Infrastructure Study

### 4.2.1. The Social Infrastructure Forum at a glance

- Local facilities are well known and residents are mostly satisfied with the range of services available to them
- Ensuring facilities are well maintained and well-kept with things like reachable administration, good lighting or proper signage is important
- Creating mixed-use spaces such as sports fields with picnic areas, local parks with adult facilities or multipurpose indoor recreation facilities were suggested as these are able to cater to many different types of people
- Epping Pool is a beloved community asset. Developing different types of activities on-site such as improving gym facilities or incorporating a café on the premises may make it more appealing to use, bringing in more money for its maintenance
- Participants believe that future infrastructure planning needs to 'enable liveable town centres' as its driving principle.

The public forum was open to all members of the Epping community and sought to address current opinions of, ideas and suggestions around, how local public facilities could be improved. This was a highly attended session with all tables full of participants.



**Picture 4 and 5: Social Infrastructure Forum participants on Monday 15 May 2017**

During the session, all of the tables were guided through a number of activities which asked them to define their ideas on the following facilities, grouped in six key categories.

### 4.2.2. Forum activity 1 – Community facilities

The below table outlines the strengths, weakness and suggested improvements for the following community facilities. Participants were asked to consider ideas which supported the fact that the Epping community and its overall needs would continue to grow into the future.

Facility	Strengths	Weakness	Improvements
Epping Community Centre (School of Arts)	<ul style="list-style-type: none"> <li>• <b>Centrally located</b> – close to public transport, a 'heart' of Epping</li> <li>• <b>Multi-purpose</b> – versatile, lots of different activities</li> <li>• <b>Well-used</b> – low cost activities, rented to lots of different groups and schools</li> <li>• <b>Heritage building</b> – classic, good character</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Small</b> – unable to accommodate big groups</li> <li>• <b>Needs maintenance</b> – needs new air conditioning, there are parking issues and updates needed to kitchen and toilet</li> <li>• <b>Poorly promoted</b> – Not enough promotion of existing services</li> <li>• <b>Inaccessible</b> – Booking office is hard to reach and frequently not available</li> <li>• <b>Some physical access issues</b> – Rail line blocks access, narrow streets leading into the location, hard to get to, in terms of walkability</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Upgrades</b> – ongoing maintenance and upkeep, install and update art and music equipment</li> <li>• <b>Increase capacity</b> – increase the size of the site, account for larger groups</li> <li>• <b>Adjust costs for the venue</b> – particularly for smaller group use</li> <li>• <b>More promotion</b> – actively advertised to keep people informed about what is on</li> </ul>
Epping Library	<ul style="list-style-type: none"> <li>• <b>Caters to children</b> – Storytime</li> <li>• <b>Caters to different groups</b> - events for teenagers, students, translated materials</li> <li>• <b>Good location</b> – close to the station</li> <li>• <b>Popular</b> – across lots of different people and user groups</li> <li>• <b>A safe place</b> – welcoming, display cases for community groups and events</li> <li>• <b>Good services</b> – computer access, photocopying, help staff</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Too small</b> – needs more meeting rooms, no space for separate or diverse activities</li> <li>• <b>Access</b> - Not enough parking, no pedestrian access for disabled/blind people</li> <li>• <b>Needs updating</b> – dated technology, internet not up to speed</li> <li>• <b>Not enough activities for seniors</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Add more rooms</b> – for study, quiet meeting room or break out spaces other activities</li> <li>• <b>Extended hours</b></li> <li>• <b>Increase library content</b> – for children, adults and senior citizens</li> <li>• <b>Create a mobile service</b></li> <li>• <b>More parking</b></li> </ul>
Epping Creative Centre	<ul style="list-style-type: none"> <li>• <b>Good parking</b> – appropriate amount of parking spaces</li> <li>• <b>Multi-use spaces</b> – flexible, adaptable</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Difficulties booking</b> – inaccessible process, sometimes booked to capacity</li> <li>• <b>Outdated</b> – needs more maintenance, old building</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Better signage</b></li> <li>• <b>Extended hours</b></li> <li>• <b>Potential to expand and develop</b> – bigger size and bigger rooms, wider paths, more gardens, more lights</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Low-cost option</b> – for established community groups</li> <li>• <b>Well-used</b> – very popular</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Location</b> – out of the way, poor transport options for non-drivers</li> <li>• <b>Not adaptable</b> – particularly for outdoor activities</li> </ul>	
West Epping Community Centre	<ul style="list-style-type: none"> <li>• <b>Good parking</b></li> <li>• <b>Good space</b> – appropriate for kids, families and schools</li> <li>• <b>Well-used</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Location</b> – need to drive, congestion while getting there, far away</li> </ul>	<ul style="list-style-type: none"> <li>• <b>More on-going maintenance</b> – modernise it</li> <li>• <b>Better traffic flow</b> for avenues into the venue</li> <li>• <b>Include an all-weather field</b></li> </ul>
B. Parker Memorial Guide Hall	<ul style="list-style-type: none"> <li>• <b>Good parking</b></li> <li>• <b>Good condition</b></li> <li>• <b>Safe for kids</b> – quiet area, good for drop-offs, nice block of land</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Location</b> – isolated, hard to see, not visually prominent</li> <li>• <b>Under-utilised</b> – space maybe too small, not used often</li> <li>• <b>Walking access is difficult</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>General accessibility</b></li> <li>• <b>Bigger more adaptable indoor space</b> – Look into other uses based on community needs</li> </ul>

#### Other comments:

- There is a need for safe and secure storage options for community groups and their regular activities
- The capabilities of each centre are not clearly known within the community
- There need to be improved, more streamlined booking services – possibly using online booking or more contact details available
- Parking is a general issue
- Many buildings could be increased in size to accommodate for more activities. The existing facilities seem to have been built to accommodate for smaller population or resident numbers.

### 4.2.3. Forum activity 2 – Sports fields

Each table was made aware that demand for sport is growing in Epping due to the increase in population and then asked for suggestions around how to increase access to sports fields in the area.

Suggestions were broken down according to each local park to address specific suggestions for each location:

Location	Suggestions
Boronia Park	<ul style="list-style-type: none"> <li>• <b>Maintain the field</b> – consider synthetic running tracks or upgrading the drainage system</li> <li>• <b>Increase parking</b> – which is currently limited and thus difficult</li> <li>• <b>Develop new facilities</b> – better lighting, more netball courts</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Maintain green space</b> – do not get rid of the trees, retain parklands, would be good for tai chi or other outdoor activities or classes</li> <li>• <b>Host Christmas carols</b></li> </ul>
West Epping Park	<ul style="list-style-type: none"> <li>• <b>Poor transport access</b> – increase parking, consider better public transport links, not within walking distance to the train station</li> <li>• <b>Upgrade synthetic</b> – As the field is well-used</li> <li>• <b>Needs more frequent maintenance in general</b></li> <li>• <b>Create more green space</b> – Needs more trees and shade, consider green spaces on top of buildings</li> <li>• <b>Shift focus away from organised sport</b> – and onto informal enjoyment of the space, like dog walking, walking, socialising</li> </ul>
Somerville Park (cricket fields)	<ul style="list-style-type: none"> <li>• <b>Fix drainage issues</b></li> <li>• <b>Integrate with walking tracks</b></li> <li>• <b>Improve entrance access</b> – driveway visibility needs improvement</li> <li>• <b>Create room for other uses</b> – tennis courts, informal sports or activities or multipurpose spaces</li> <li>• <b>Include more facilities</b> – picnic equipment (BBQs or shelters), change rooms, spectator seating, general seating</li> </ul>

## Other comments:

### Access

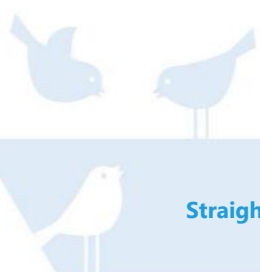
- *'Always ensure there is enough parking or public transport access'*
- *'There should be more awareness of accessibility and usability of these locations for people with disabilities'*
- *'Include more cycleway links'*
- *'There should also be more provision for senior and child-focused pathways for bikes and electric carts'*
- *'Need to consider how parks will be accessed during development or construction work'*

### Multi-use needs

- Consider teen sport areas – skateparks or basketball courts
- Consider opportunities to repurpose existing buildings for indoor sports rooms
- Consider making school facilities available outside of operating hours

### Future engagement

- Create on-going engagement with local sporting organisations to scope their ideas around growth and future needs
- Developers should provide sports fields as part of their obligations within their development contracts.



## 4.2.4. Forum activity 3 – Local parks

In this activity, participants were asked to comment on the strengths and weakness of local parks and provide some suggestions around how Council could support their increased use and access.

Feedback was divided by individual parks.

Park	Strengths	Weaknesses	Opportunities
Boronia Park	<ul style="list-style-type: none"> <li>• <b>Facilities are excellent</b> – good playground facilities and additional equipment</li> <li>• <b>Good carols and candlelight venue</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>The area will be overshadowed by development</b> – causing shadows over park areas</li> <li>• <b>Recent upgrades might limit usage</b> – like capacity for Christmas Carols</li> <li>• <b>New path not wide enough</b></li> <li>• <b>Poor toilet facilities</b></li> <li>• <b>Pedestrian traffic</b> – not easily accessible</li> </ul>	<ul style="list-style-type: none"> <li>• <b>More activation events</b></li> <li>• <b>Add multi-use facilities</b></li> <li>• <b>Create a green and quiet space</b> – at the moment it is just full of families</li> <li>• <b>Change parking access</b> – enable visitor parking, limit car parking from local residents on Sunday</li> </ul>
Croquet Club	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Multi-use for passive exercise</b> - could be used for less active recreation, like tai chi</li> </ul>
Dence Park	<ul style="list-style-type: none"> <li>• <b>Great north walk</b></li> <li>• <b>Nice space</b></li> <li>• <b>Adaptable uses</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Does not have picnic facilities anymore</b></li> <li>• <b>High fences and barriers</b></li> <li>• <b>Under-utilised green space</b></li> <li>• <b>No pedestrian crossing to the pool</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Update the spaces beyond Terrace Creek</b></li> <li>• <b>Upgrade the bridge</b></li> <li>• <b>Include electric BBQs</b></li> <li>• <b>Have more seats</b></li> <li>• <b>Include exercise equipment</b></li> <li>• <b>Update and reopen the picnic area behind Dence park</b></li> </ul>
Edna Hunt Sanctuary	<ul style="list-style-type: none"> <li>• <b>Beautiful and peaceful</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Parking issues</b></li> <li>• <b>Not a dog park</b></li> <li>• <b>Hard to find</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Have picnic facilities</b></li> <li>• <b>Include multi-use, green spaces</b> – Outside of sporting activities</li> </ul>
Forest Park	<ul style="list-style-type: none"> <li>• <b>Well-utilised</b></li> <li>• <b>Central</b></li> <li>• <b>Nice ambience</b> – lovely gardens, beautiful trees, relaxing, passive garden areas</li> <li>• <b>Historical value</b> – heritage park, hosts an</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Difficult pedestrian access</b> – across Epping Road</li> <li>• <b>Poor facilities</b> – toilets, children’s play area needs upgrading, pathways are lacking, poor shade cover, poor parking, needs improved BBQ equipment</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Prioritise pedestrian crossing</b></li> <li>• <b>Expand the park</b> – make it bigger to cater to increased populations</li> <li>• <b>Invest more in the maintenance of the gardens</b> and the greenery</li> </ul>

	ANZAC memorial dawn service	<ul style="list-style-type: none"> <li>• <b>The effect of developments close by</b> – restricts access, lost sun, fencing</li> </ul>	<p>in the park – Keep the flower gardens</p> <ul style="list-style-type: none"> <li>• <b>Host monthly markets</b></li> <li>• <b>Include exercise facilities</b> – for adult exercise</li> <li>• <b>Upgrade play equipment</b> – for kids</li> </ul>
Loftus Square	<ul style="list-style-type: none"> <li>• <b>Has space for more equipment</b></li> <li>• <b>Very popular</b> – particularly the half basketball court</li> <li>• <b>Used by all ages</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Needs fencing</b> – On the south side for kids</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>
North Epping Park	<ul style="list-style-type: none"> <li>• <b>Highly valued</b> – by the whole Epping community</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Not well connected to Epping</b></li> <li>• <b>Dog park fence</b> - needs to be updated</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>
Pembroke Street Reserve	<ul style="list-style-type: none"> <li>• <b>Close to the Town Centre</b></li> <li>• <b>Great for young children</b></li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Redesign - overhaul for maintenance</b></li> <li>• <b>Improve access</b></li> <li>• <b>Upgrade the playground</b></li> <li>• <b>Integrate with the library</b></li> </ul>
Rockleigh Park	<ul style="list-style-type: none"> <li>• <b>Quiet</b></li> <li>• <b>Good shade options</b></li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Consider expanding</b> – making the park bigger</li> </ul>
Somerville Park	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Underutilised</b></li> <li>• <b>Difficult to access</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Facilities need to be upgraded</b></li> </ul>
Terrace Creek Reserve	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Improve pathways</b></li> <li>• <b>Combine management with Ryde</b></li> <li>• <b>Manage the weeds better</b></li> </ul>

#### Other comments:

- *'Not enough trees – also keep more trees'*
- *'Not enough off-leash areas for dog walking'*
- *'Poor pedestrian access across the M2'*
- *'Parks need to be connected through cycleways'*
- *'Not enough adult exercise equipment'*
- *'Not enough creative playground equipment'*



## Suggestions

- 'Stagger apartments around the edges of parks so it doesn't overshadow the green space'
- 'Create natural shade and screens around parks with hedges, vegetation and trees'
- 'Change Epping Road traffic lights to prioritise pedestrians'
- 'Create community gardens'
- 'Have more fairs and stalls in Epping CBD'
- 'Need fenced playgrounds'
- 'Have cafes in parks'

### 4.2.5. Forum activity 4 – Indoor recreation

Participants were asked to list the strengths and weakness of Epping's indoor recreation facilities and how they might be improved. They were provided with the YMCA as one example and asked to fill in other examples they felt were important.

Facility	Strengths	Weaknesses	Opportunities
YMCA	<ul style="list-style-type: none"> <li>• <b>Multi-purpose</b> – kinder-gym, badminton, parties</li> <li>• <b>Well-utilised</b> – used by all ages with a diverse range of programs</li> <li>• <b>Family-focused management</b></li> <li>• <b>Valuable community recreation</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lack of parking</b></li> <li>• <b>Difficult access</b> – on the other side of the rail line, not enough parking</li> <li>• <b>Expensive</b></li> <li>• <b>Not suited to older people</b></li> <li>• <b>Not suited for future capacity</b> – needs more programs, will not be able to cater for population growth, small facilities</li> <li>• <b>Not well promoted</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Need more programs-</b> Recreation is not necessarily or only sport</li> <li>• <b>Better integration</b> – with the West Epping Community Centre, school and oval</li> <li>• <b>Volunteers</b> – To assist current staff</li> </ul>
School of Arts	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Have online bookings</b> – which show availability and other group bookings</li> <li>• <b>Improve communications</b> – about available facilities and small group activities</li> </ul>
Presbyterian Church	<ul style="list-style-type: none"> <li>• <b>Open late</b> – until 11pm</li> <li>• <b>Location</b> – central and easy to access</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Communicate the timetable</b> – in terms of group and small activities</li> </ul>
Baptist Church	<ul style="list-style-type: none"> <li>• <b>Indoor spaces</b></li> <li>• <b>Access to the Council carpark</b></li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>
Epping Creative Centre	<ul style="list-style-type: none"> <li>• <b>Parking</b></li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Needs more storage</b></li> </ul>

## Other comments

- *'The cost to rent facilities is too high'*
- *'Facilities are overcrowded on the weekends'*
- *'There is a general undersupply of indoor recreation spaces'*

## Suggestions

- *'There is an opportunity to use schools as indoor facilities'*
- *'Need more youth activities – Skating rink'*
- *'Council should liaise with NGO sectors to better utilise spaces in churches'*

## 4.2.6. Forum activity 5 – Aquatics

This part of the forum opened up comments about what any of the participants would like to tell the incoming Council about the future of the pool.

### Things that are valued

- *'Ensure this facility is renovated and maintained, not sold'*
- *'This is an everyday pool for the everyday person'*
- *'Important to community health'*
- *'This is a unique resource for the local area'*
- *'Surrounded by natural bushland – a unique element'*
- *'Good lighting'*
- *'Activities for all ages'*

### Current usage

- *'It is important for local residents to have a swimming option – Otherwise there is a long distance to travel to access another pool'*
- *'The pool must stay as many elderly people use it'*

### Upgrade suggestions

- *'Keep the pool open all year – or consider longer opening hours'*
- *'Cover the pool'*
- *'Make this a multi-functional indoor and outdoor area'*
- *'Restaurant or café'*
- *'Gym'*
- *'Baby pool'*
- *'Conference centre'*
- *'Create a leisure centre – a multi-purpose aquatic recreational facility. Can be all-season use'*
- *'Include a picnic area'*





- 'There should be one, covered, indoor heated pool built in a complex – The heated pool would be good for swimming training for all those who live in apartments in Epping and for small toddlers and preschool children'
- 'Make the pool deeper for water polo'
- 'Increase hydrotherapy for older people'
- 'Improve access - create a proper bike path, consider a community bus, better disabled access'
- 'Use solar power, not gas'
- 'Include history and information signage about the heritage and past uses of the pool and the area'

### Development comments

- 'Keep the land for the pool. Don't relocate it for development'

### Other comments

- 'Ku-ring-gai or Lane Cove Aquatic Centres are good examples of community pools'

## 4.2.7. Forum activity 6 – General/Other

In this exercise participants were invited to think of any other ideas they had around the strengths, weaknesses or opportunities of the following infrastructure aspects:

Item	Strengths	Weaknesses	Opportunities
Childcare	<ul style="list-style-type: none"> <li>• <b>Purpose-built</b></li> <li>• <b>Plenty of operators</b></li> <li>• <b>Includes before and after school care</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lack of availability</b> – High wait times, not enough spaces</li> <li>• <b>High cost</b> – currently charged at commercial rates, should be not for profit</li> <li>• <b>Not enough public or Council-operated facilities</b></li> <li>• <b>Lack of regulation</b> – Particularly around backyard operators</li> <li>• <b>High level of administration</b></li> <li>• <b>Increasing demand</b> – from new units and families in the area</li> </ul>	<ul style="list-style-type: none"> <li>• <b>More Council operated places</b></li> <li>• <b>Future growth</b> – Need more operators in general</li> <li>• <b>Attach preschools to primary schools</b></li> <li>• <b>Include more long day care and vacation care</b></li> <li>• <b>Better locations</b> – closer to train stations</li> <li>• <b>Have special needs childcare</b></li> </ul>
Affordable rental housing	<ul style="list-style-type: none"> <li>• <b>Keeps young families in the area</b></li> <li>• <b>Epping's proximity to Macquarie University</b></li> <li>• <b>Ripe for opportunity</b></li> <li>• <b>Needed</b> - an opportunity for equal levels of service</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Not enough supply</b></li> <li>• <b>More traffic congestion</b> – if there is more development</li> <li>• <b>Service access</b> – Are there enough services for the population</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Create partnerships</b> – between Council, developers, church groups and NGOs to provide affordable housing</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Is there a successful model to work off?</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Government responsibility</b> – to support community housing providers</li> <li>• <b>Integrated systems</b> – affordable housing options combined into new developments, or have some social housing requirements in each development</li> <li>• <b>Improve diversity</b> – Allowing for the increased diversity and cultures and avoid creating suburbs of class</li> <li>•</li> </ul>
Youth facilities	<ul style="list-style-type: none"> <li>• <b>The Shack</b></li> <li>• <b>Offering free wifi</b></li> <li>• <b>YMCA</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Libraries used as day care</b></li> <li>• <b>No skate park</b></li> <li>• <b>No youth hub</b></li> <li>• <b>Not enough facilities</b></li> <li>• <b>Poor access</b> – safe, night time access and walkways</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Create BMX tracks</b> – also separate cycleways for kids</li> <li>• <b>Upgrade bike paths in the bush</b></li> <li>• <b>Develop a multi-purpose centre</b></li> <li>• <b>Put a basketball court in Boronia Park</b></li> <li>• <b>Have teen areas</b> – drop in centres or a community centre</li> </ul>
Over 55's facilities	<ul style="list-style-type: none"> <li>• <b>Epping Creative Centre</b></li> <li>• <b>RSL has pilates and the Granny Smith Club</b></li> <li>• <b>Men's workshop at the library</b></li> <li>• <b>Tai chi</b> – and stretching in the park</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lack of promotion</b> – about available services</li> <li>• <b>Broken footpaths</b></li> <li>• <b>No central meeting place</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Create an outdoor library</b></li> <li>• <b>Better access</b> – wide open spaces next to the train station, safer pedestrian and road crossing</li> <li>• <b>Shuttle buses</b> – to Dence Park</li> <li>• <b>Have a centralised information source</b></li> </ul>

### Other comments

- *'The suburb has become disjointed and neglected'* – There should be a sense of place when you walk out of the train station
- *'No defined heart of Epping'* – Have more cafes or more promotion of events
- *'Need to maintain the village feel in the town centre'*

- *'There needs to be rules to prevent normal housing being converted to boarding houses'*

## Suggestions

- *'Create more community hubs and events – fetes, weekend markets, community gardens, pet care or groups'*
- *'More non-slip surfaces'*
- *'Have underground parking'*
- *'Have a tree register similar to Sydney City Council'*

### 4.2.8. Forum activity 7 – Priorities

In the last exercise, each participant was asked to consider what principles should guide decision making to improve and expand social infrastructure.

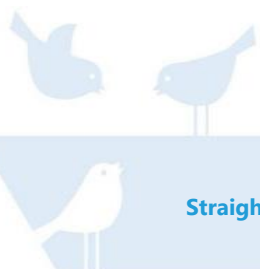
A total of 17 different options were identified with each participant allowed up to three top choices. The following table ranks each principle according to overall preference.

Rank	Principle	Number of votes
1	<b>Enable liveable town centres</b>	<b>47</b>
2	<b>Safe and secure</b>	<b>25</b>
3	<b>Flexible and multi-purpose</b>	<b>24</b>
4	Financially and environmentally sustainable	22
5	Contribute to a sense of place	21
6	Connected to public transport	20
7	Serves identified social needs	17
	Co-ordinated network of facilities	
9	Having size and design enable expansion and adaption	14
10	Near open space	13
11	Inclusive and welcoming	9
12	Accountable	7
13	Central to catchment and equitable access	6
	Visibly prominent and accessible	
15	Avoid conflict with neighbouring uses	5
16	Enable partnerships and collaboration	4
17	Co-located	2

**Total number of votes 235**

Key points from the prioritisation exercise:

- **There was a clear first preference.** 20% of all votes went to prioritising the creation of a liveable town centre. This ties in with comparable feedback received during this session which outlined how important it was for residents to retain and strengthen the 'liveability' of Epping. Liveability commonly referred to elements such as; proper transport access to facilities, well maintained spaces and community assets, measures taken to ensure public safety and developing a sense of community in the area
- **Safety was a key issue.** Many parents spoke of wanting to retain the family-friendly atmosphere within the town centre, ensuring that their children were safe and protected within the community. Other residents also said this was important as this was part of the reason why they had decided to call Epping home in the first place
- **Flexibility and a focus on multi-purpose spaces and assets ties in with being prepared for the future growth and development of the area.** As the resident population grows and other visitors come into the area from surrounding suburbs, it is important that public facilities like sporting groups, halls and events can cater to a wide audience. Epping is felt to be inclusive in culture and this should be properly reflected in the management of its facilities
- **There was a fairly even distribution between the items ranked 4-10.** All of these items were brought up in conversation over the course of the evening as requiring similar levels of attention and having meaningful influence on the quality of life in the Epping Town Centre
- **There were some comments that the last items (11-17) were difficult to interpret.** Some participants said that they did not fully understand the scope and definition of the last items and therefore did not vote for them as their intention was unclear.



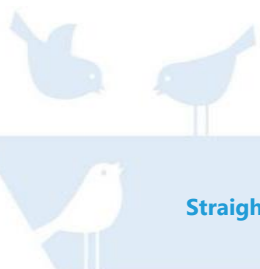
## 4.3. The Commercial Floorspace Workshop

Separate to the workshop which was conducted by Straight Talk with the Epping community, the Epping Chamber of Commerce was engaged by Council's Commercial Floorspace consultants SGS, to provide an official response on the state of business activities in the town centre. Some key points from their submission are provided below:

- 👉 There are a range of different business activities which are currently in operation in the town centre
- 👉 It has been noted that businesses of all sizes are leaving Epping due to the lack of available spaces to lease. They are moving to areas with adequate floorspace to house employee numbers of varying sizes
- 👉 Few businesses are relocating to Epping. Most are moving away
- 👉 There are notable barriers to enabling the Epping Town Centre to being an employment hub, or growing the commercial capacity in general. This mainly relates to a lack of appropriate, usable floorspace

### 4.3.1. The Commercial Floorspace Workshop at a glance

- 👉 Many of the ideas mentioned above, from the Chamber of Commerce, are confirmed in the feedback from workshop participants
- 👉 There is a strong sense of community within Epping and this is centred on having a retail and business hub which can offer a range of services and activities for community members to access
- 👉 There is already a wide range of services available in the town centre which most participants enjoy making use of
- 👉 There were some things that simply did not exist in the town centre like: x-ray services or a hardware store which forced community members to visit other suburbs for these things. Participants were keen to broaden the range of business and services available locally
- 👉 There was little resistance to increasing the amount of space available for new businesses and office spaces. Many participants wanted Epping to grow and wanted to develop a new heart for the town centre
- 👉 There is a noticeable lack of professional job opportunities in Epping at present. As such, there were many and varied suggestions around having flexible office or retail spaces, as well as room for larger companies to make Epping their home (i.e. architectural, engineering or building companies)
- 👉 Participants were enthusiastic about the possible future of Epping. They want their town centre to reflect the vibrant, friendly, community which they are familiar with.



This workshop was attended by a wide mix of Epping residents and local business owners. Participants were asked to sit at tables without assigned seating and complete a number of group tasks. These tasks were designed to allow each group to deliberate and summarise the things that were most important to them regarding the future development of retail and business space allocation in the Epping Town Centre.

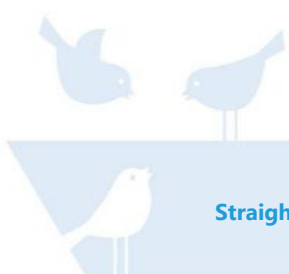


Picture 6: Commercial floorspace workshop participants on Monday 22 May 2017

### 4.3.2. Workshop activity 1 – Broad use of the town centre

Participants were asked to list the activities they completed in the Epping Town Centre on a daily, weekly and monthly basis.

Time period	Activities
Daily	<ul style="list-style-type: none"> <li>• <b>Necessities</b> – Grocery shopping (Coles), childcare, bank, school, newsagency, post office</li> <li>• <b>Work related</b> – Transport interchange, parking, library, trains</li> <li>• <b>Exercise/passing through</b> – Walking, go to the park, sitting in the park, look at green spaces</li> <li>• <b>Socialising</b> – Epping Club, meeting place for families, coffee shops</li> <li>• <b>Food</b> – Pad Thai restaurant, eat lunch</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>• <b>Housekeeping</b> – dry cleaning, chemist</li> <li>• <b>Chores</b> - Newsagent, ATM, petrol</li> <li>• <b>Regular/routines</b> – gym, church, coaching centre, community meetings, music tuition, scripture class</li> <li>• <b>Shopping</b> – op shopping, grocery shopping, bottle shop</li> <li>• <b>Leisure activities</b> – restaurants, coffee shop, pub, meet friends, dog park, community garden</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>• <b>Health</b> – doctor, dentist, eye surgeon, podiatrist, chemist</li> <li>• <b>Professional services</b> – motor vehicle services, hairdresser, solicitor, accountant, tax agent</li> <li>• <b>Miscellaneous</b> – op shop, bottle shop, restaurants</li> </ul>



### 4.3.3. Workshop activity 2 – Current use of services

Participants were asked to look at the services they preferred to, and currently used within the town centre

Community services	Medical services	Personal/Everyday services
<p><b>Personal:</b> Community hall, Creative Arts Centre, car parking, transport hub services</p> <p><b>Kids-related:</b> local school library, day care, Aquatic Centre</p> <p><b>Health-related:</b> counselling</p>	<p>Acupuncturist</p> <p>Chemist</p> <p>Chiropractor</p> <p>Dentist</p> <p>Doctor</p> <p>Eye surgeon</p> <p>Physiotherapist</p> <p>Massage therapist</p> <p>Optometrist</p> <p>Skin specialist</p>	<p><b>Housekeeping:</b> bank, post office, dry cleaner, newsagency</p> <p><b>Shopping:</b> Coles-grocery shopping, bottle shop</p> <p><b>Transport:</b> bus, train, taxi, petrol station</p> <p><b>Personal:</b> Hairdresser, gym, Epping Hotel</p>

### 4.3.4. Workshop activity 3 – Preferences out of Epping

In this exercise participants were asked to outline the activities they regularly conduct outside of the Epping Town Centre

Reasons why	Items
Does not exist in the local area	<p>Car services</p> <p>Medical services (specialist)</p> <p>Shopping (specialist retail)</p> <p>Clothes</p> <p>Large format, big brand shops</p> <p>Computer repairs</p> <p>Bank</p> <p>X-ray services</p> <p>University</p> <p>BBQs in parks</p> <p>Wine bar</p> <p>Theatre</p> <p>Concerts</p> <p>Sporting events</p>
Easier parking and transport options	<p>Shopping (general)</p> <p>Grocery shopping</p>
Better quality elsewhere	<p>Clothes</p> <p>Restaurants</p> <p>Gym</p> <p>Pool (indoor and outdoor)</p>

Reasons why	Items
	Butcher Hardware

Key points from activity 3:

- There were three key reasons why residents went outside of Epping Town Centre for services and the main reason was significant. Not having the services available in the local area means that residents are bound to seek providers in other suburbs.
- Parking and transport was a consistent issue among residents. Not having enough parking spaces or not having easy access to buses and trains was a concern for a broad range of people; those without a car, those with kids and the elderly
- There were some things that residents did prefer to find elsewhere due to product quality. These related to more specialised items where preferences for specific features were important. This included specific gym classes, specific restaurant cuisines or specific clothing brands as some examples.

#### 4.3.5. Workshop activity 4 – Jobs and employment

Participants were asked to consider how important it was that the Epping Town Centre became an employment hub in the future. They were invited to list the types of industries, companies and jobs they thought could be made locally available.

Category	Examples
Industries	<ul style="list-style-type: none"> <li>• <b>Medical</b> – general medical, aged care services, physiotherapists, dentists, doctors</li> <li>• <b>Financial services</b></li> <li>• <b>Education</b> – private tutoring or public services (TAFE)</li> <li>• <b>NGOs</b></li> <li>• <b>Hospitality</b> – more restaurants</li> <li>• <b>Other specialist services</b> – architects, engineers, builders</li> <li>• <b>IT</b></li> <li>• <b>Government departments</b></li> </ul>
Companies	<ul style="list-style-type: none"> <li>• <b>Small, local businesses</b> – jewellers, bootmakers, key cutters</li> <li>• <b>Banks</b></li> <li>• <b>Telcos</b></li> <li>• <b>Accountants</b></li> <li>• <b>Call centres</b></li> <li>• <b>Westpac finance centre</b></li> <li>• <b>JB Hi-Fi</b></li> <li>• <b>Harvey Norman</b></li> </ul>
Jobs	<ul style="list-style-type: none"> <li>• <b>Administration</b></li> <li>• <b>Real Estate agents</b></li> <li>• <b>Office jobs</b></li> </ul>



Category	Examples
	<ul style="list-style-type: none"> <li>• Retail jobs</li> </ul>

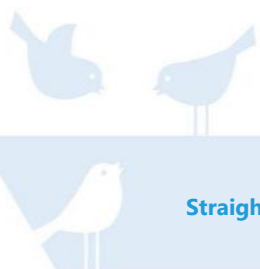
Key points from activity 4:

- Participants were enthusiastic about the idea of providing more jobs locally
- Many participants suggested that any office businesses would suit Epping; there was a wide range of different types of industries or businesses which could be suitable
- Some noted that there was not enough commercial space available at present to accommodate for future growth; in respect of new businesses having space to come or create any sizeable employment base
- Participants commented that they wanted the area to be attractive for professional services businesses and employees in order to create a flow on effect of use of the area within the town centre. i.e. office workers buying lunch at cafes and new restaurants
- Some comments within the session also addressed the need to try and house new offices in existing buildings, if there were unused indoor areas or creating flexible spaces for different business uses
- Some commented that they wanted to ensure that new commercial spaces did not infringe on existing bushland or conservation areas
- There was one suggestion that Council should provide bonuses for non-residential building use and on-going business activity

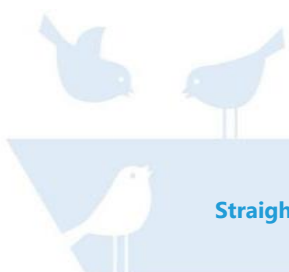
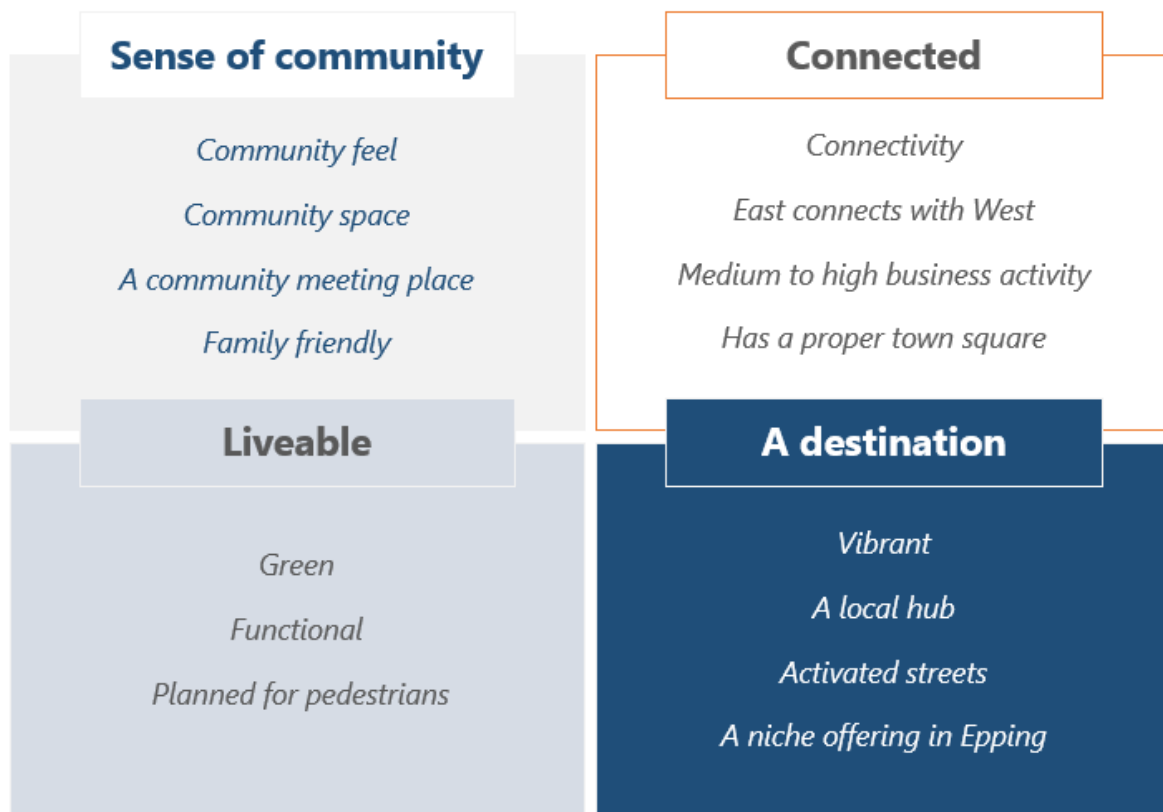
#### 4.3.6. Workshop activity 5 – Visioning

In the final exercise, each group was asked to brainstorm around their future vision for the Epping Town Centre in 15 years. They were asked to map out any services or activities they felt should be available to the local community as well as describe their vision in a few short words or phrases.

Suggested services	Suggested activities
<ul style="list-style-type: none"> <li>• More publicly available carparks</li> <li>• Extend Epping Library</li> <li>• More fresh food</li> <li>• Fish shop</li> <li>• Deli</li> </ul>	<ul style="list-style-type: none"> <li>• Plant/retain trees for clean air and a cleaner world for grand children</li> <li>• Create more open space and maintain parks</li> <li>• Develop retail and food shops over the rail line</li> <li>• Develop two to three storey retail and commercial spaces above community spaces</li> </ul>



How residents describe their future vision of Epping:

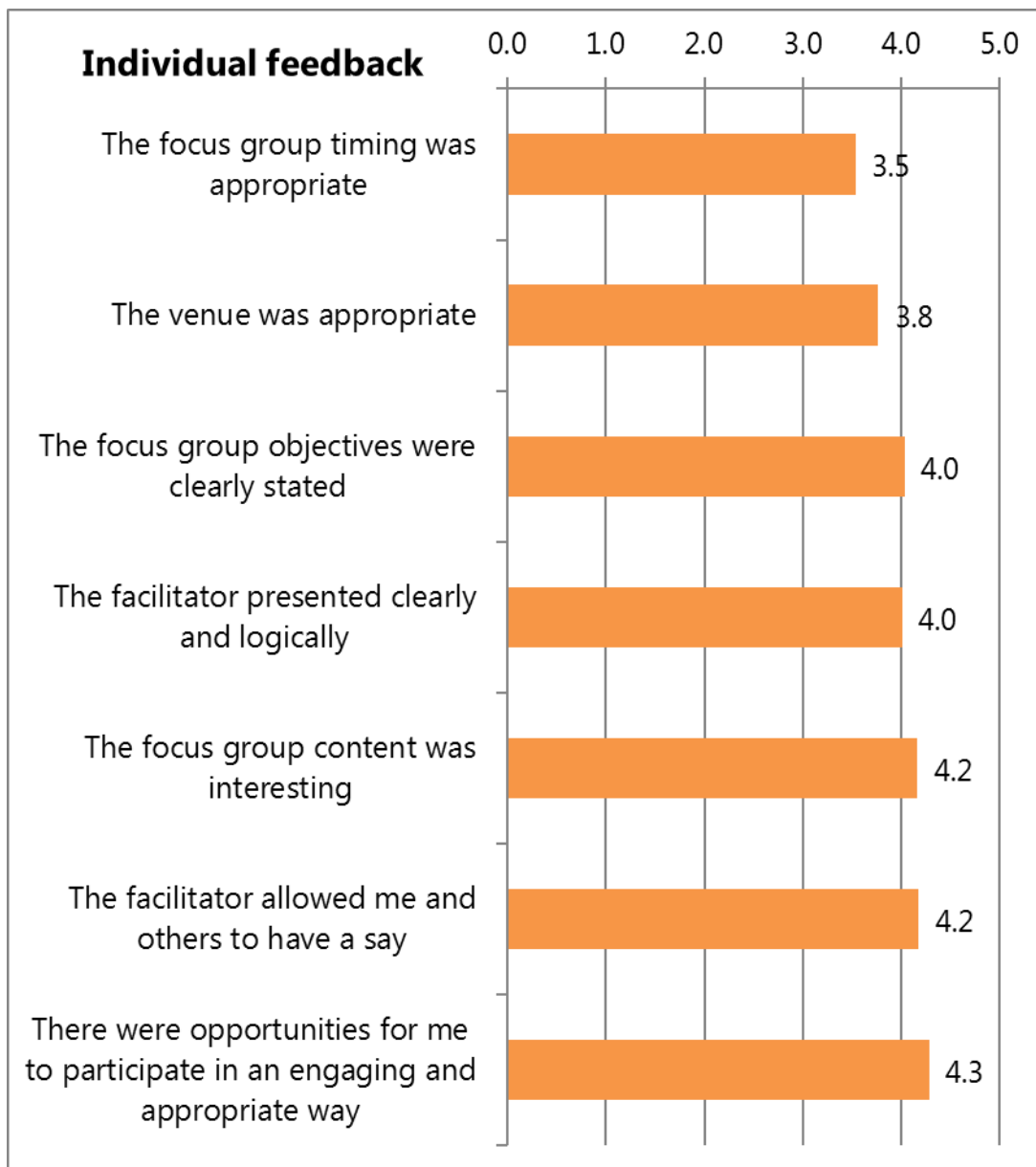


# APPENDIX A WORKSHOP FEEDBACK - HERITAGE (HCA)

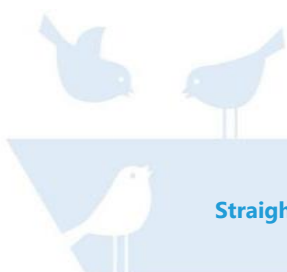


At the end of the workshop, individual feedback was obtained using a feedback form to explore participant satisfaction with the focus groups including suggestions about how the session might be improved.

Overall there was a high level of satisfaction with the workshop process. This is demonstrated by the graph below.



Participants were complimentary about having opportunities to participate in an engaging and appropriate way. The average rating for all of the statements was 4 in a 5-point scale where 5 equalled 'strongly agree' and 1 'strongly disagree'.



## Individual comments

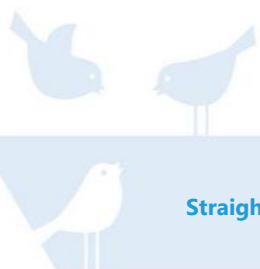
### Heritage workshop (HCA), Monday, 1 May

#### Do you have any suggestions about how the workshop could have been improved?

- *'A larger room, was very cramped, more chairs'*
- *'Smaller numbers and more focussed discussion perhaps one HCA at a time '*
- *'Unclear what HLA means to people'*
- *'Should have been earlier before development commenced'*
- *'The workshop should have occurred before the development went ahead'*
- *'Bigger space for meeting'*
- *'Bit small for the group'*
- *'Half hour later would have been better'*
- *'More information prior to workshop'*
- *'Background provided prior to meeting so we could come along with more thoughtful answers'*
- *'No, I think the exercise was well organised and hopefully something may be achieved but the state government seems to be the relevant controlling authority'*
- *'Bigger facility'*
- *'If it had been run prior to the developments'*
- *'Need more time to prepare'*
- *'More honesty about the public relations aspect of the seminar as opposed to what council really intends'*
- *'Use of pens instead of textas'*
- *'Enough space for all the street to sit at'*
- *'Larger venue with better acoustics'*
- *'A much more appropriate venue with space'*
- *'The workshop should have been held in 2013'*
- *'Need to do more sessions'*
- *'Larger venue'*
- *'Need a bigger venue'*
- *'Good venue plenty of parking'*
- *'Larger place'*
- *'Try the community hall on oxford St near post office'*
- *'Hard to hear others on table listen more and consider take action'*
- *'Perhaps more information could have been given beforehand'*
- *'The venue was too small for the number of tables'*

#### What did you value most about tonight's workshop?

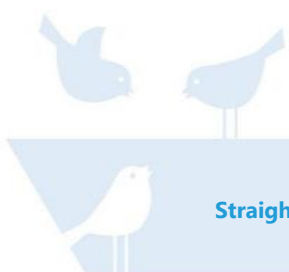
- *'Having a voice'*
- *'Residents allowing input'*



- *'Town planners not politicians'*
- *'Hearing and engaging with others in the area'*
- *'Progress of HCA'*
- *'An opportunity to be listened to'*
- *'The facilitator was familiar with the area'*
- *'The opportunity to hear others views'*
- *'People were encouraged to voice their opinions'*
- *'Good way to discuss the issue'*
- *'The intention to collect resident's views is appreciated'*
- *'Informative'*
- *'Opportunity to contribute'*
- *'Listening to all opinions'*
- *'The opportunity to have our say'*
- *'Opportunity to participate'*
- *'Clarified community issues the ability to express candid opinions'*
- *'Information'*
- *'Ability to raise' Issues of concern'*
- *'Feeling like I was valued and listened to'*
- *'Hearing others views'*
- *'Having a chance to have a say'*
- *'Opportunity to voice opinion and experiences'*
- *'That most residents felt the same'*
- *'That it provided an opportunity to hear from other owners'*
- *'Understanding what's going on'*
- *'Opportunity to share ideas and listen to other ideas'*
- *'Listening'*
- *'Discussion opportunity was valuable'*
- *'The opportunity to be listened to'*
- *'Good feel as to how the community feel about the development in Epping'*
- *'Value other people's suggestions'*
- *'That our views are being taken down for consideration'*
- *'Hearing other views from impacted residents'*
- *'The opportunity to have my say'*

**Do you have any other comments about heritage planning and development in Epping?**

- *'Ongoing residential impact'*
- *'I just pray council will do the right thing i.e. listen to us'*



- *'Sensible usage of valuable land'*
- *'Hornsby council should be held accountable for total lack of planning'*
- *'Hope you understand how much suffering the residents are going through'*
- *'It is all too late the damage has been done'*
- *'Consult plus act on recommendations'*
- *'Unlike the previous planning changes in 2014 which resulted in the compromising of the values in Epping please show that our feedback is genuinely taken on board and acted upon'*
- *'How much input do residents really have'*
- *'How much input do residents really have'*
- *'Lack of any prior consultation HCA concept should be abandoned'*
- *'As result of intense development'*
- *'Heritage listing should be abandoned as too much high rise is destroying Epping'*
- *'Don't water down the heritage planning'*
- *'Protect heritage houses'*
- *'Don't have 5 story units backing on a looking into my 125 years old'*
- *'Please ensure feedback is shared with us'*
- *'Please don't lift the HCA in any area there is enough high rise already'*
- *'Maintaining the heritage area and the village atmosphere to Epping'*
- *'Respect heritage and slow down development'*
- *'Some consideration need to be given to age of home owners'*
- *'Online information needs to be presented'*
- *'What was this seminar softening us up for? Is there any reason to think that council will take any notice of issues raised?'*
- *'Heritage of Epping has been drastically compromised already – no transition zones were included in current planning and heritage items have marooned in seas of high rise development'*
- *'Please do not do any more development in Epping'*
- *'It's too late to do anything as most proposals for high rise are already under construction'*
- *'Disagree with any more high-rise development in Epping, only sorry so much has already been allowed especially around H.C. streets'*
- *'Boundary of heritage planning area shouldn't be residents house backyard; natural boundary should be street'*
- *'Fix the traffic is Essex St and provide alternate access'*
- *'Need to slow down development'*
- *'Hope state government can hear our voice'*
- *'Development needs to be slowed down'*
- *'Separation between high-rise plus HCA'*
- *'It can't be done without attention to parking'*
- *'It stinks'*
- *'Communicating with people via the internet would be useful'*
- *'The damage is done unless you are prepared to actually listen plus stand up for what the residents want'*
- *'An overall plan is needed'*
- *'Council has really not taken into account the resident's opinions before I wonder whether they will in the future'*
- *'Believe this is only a process to make council look good'*

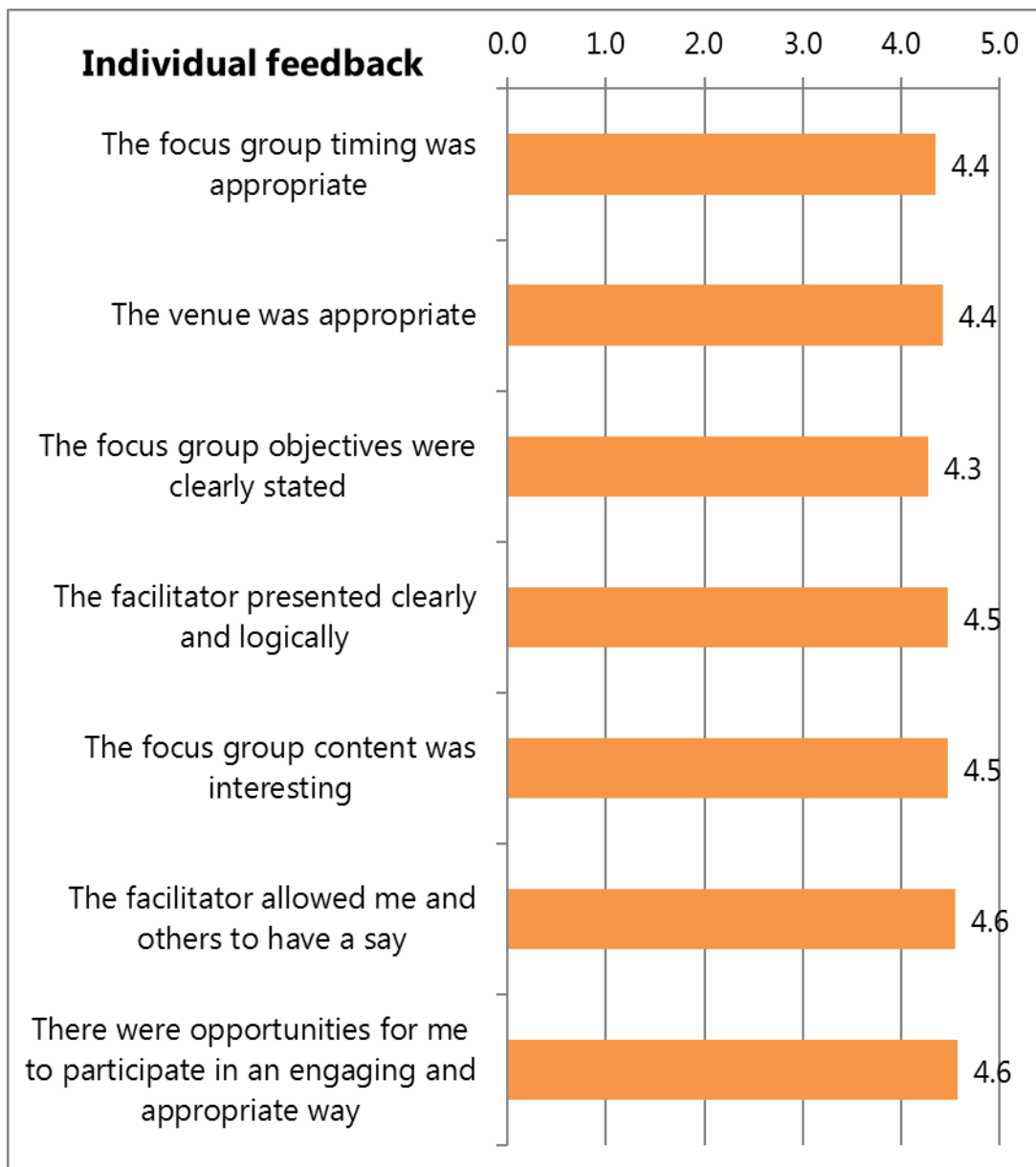
# APPENDIX B WORKSHOP FEEDBACK - HERITAGE (GENERAL)



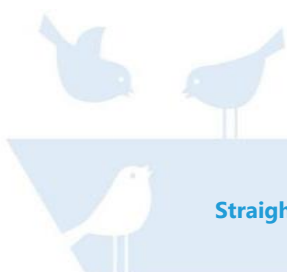


At the end of the workshop, individual feedback was obtained using a feedback form to explore participant satisfaction with the focus groups including suggestions about how the session might be improved.

Overall there was a very high level of satisfaction with the workshop process. This is demonstrated by the graph below.



Participants were complimentary about the facilitator allowing me and others to have a say and having opportunities to participate in an engaging and appropriate way. The average rating for all of the statements was 4.4 in a 5-point scale where 5 equalled 'strongly agree' and 1 'strongly disagree'.



## Individual comments

### Heritage workshop (General public), Wednesday, 3 May

#### Do you have any suggestions about how the workshop could have been improved?

- *'Additional information prior on what was going to be asked and discussed'*
- *'Additional time to discuss issues'*
- *'Before the workshop make it clear what the workshop is about so we don't have residents complaining about subjects inappropriate to the subject matter intended'*
- *'Food supplied so I don't have to bring dinner next time'*
- *'Ways for us to send additional materials to councils, project team and consultants'*
- *'Give out the agenda in advance'*
- *'Closer to station'*
- *'Invite state government representative'*
- *'Table sizes maximum of 6-8 people'*
- *'Too many people/too much noise'*
- *'Some hand-outs about the agenda prior to the workshop'*
- *'No questions should be allowed during the presentation stage of the evening'*
- *'Lack of public transport to Stanley St'*
- *'A little noisy'*
- *'Smaller rooms would have been good'*
- *'6:30pm start'*
- *'Conduct over a longer period of time to allow more cross table interactions'*
- *'Can't see the power points from my seat'*
- *'Heritage consultant was difficult to understand'*
- *'Venue with greater parking capacity'*

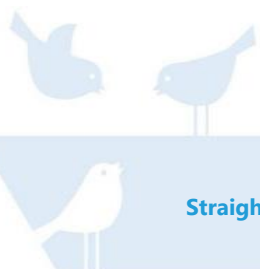
#### What did you value most about tonight's workshop?

- *'Staff member at each table to scribe was very helpful'*
- *'Getting a chance to voice my opinion and gain an informed response'*
- *'The chance to speak and be heard'*
- *'General management and structure'*
- *'Recognition of strongly held local values'*
- *'The facilitator recorded our comments the opportunity to discuss heritage concerns, hear the council's planning process and to have a voice everyone has had their say in Epping area'*
- *'Commonality of expectations'*
- *'Sharing our ideas about heritage'*
- *'The interest in the subject'*
- *'Informative'*
- *'Exchange of community ideas'*
- *'Knowing that other people care like I do - it gives me hope'*

- *'Small group style was great idea'*
- *'Good facilities'*
- *'Ben Gresham did an excellent job of facilitating discussion and recording comments'*
- *'Ben was an excellent facilitator'*
- *'Council staff present and involved'*
- *'Positive theme, well structured'*
- *'Opportunity to put forward my ideas in a small group'*
- *'Input from administrator'*
- *'The feeling that Ms Chadwick will take our views on board'*
- *'Opportunity to provide opinions and concerns'*

**Do you have any other comments about heritage planning and development in Epping?**

- *'It needs to be an open and transparent process that dual considers all community members views'*
- *'Some of it up to date has been inappropriate/a repeat of Keeler St'*
- *'Have previously made a written submission with detailed comments'*
- *'Please retain it. It is so important to do what we can in an ever growing and changing world'*
- *'Yes, the priority precinct is underway now'*
- *'The understanding of the planning process in the community is very poor'*
- *'Improve council planning controls-developers are getting away with poorly designed buildings in and near conservation areas'*
- *'Green space in all areas of Epping'*
- *'I believe most residents recognise that Epping as a transport hub will have development, but I think we would like it to occur without destroying the nature and character to the suburb'*
- *'The school of arts hall in Epping would be better for the workshop'*
- *'Keep them'*
- *'Stop reviewing it leave it as it is'*
- *'Thankyou'*

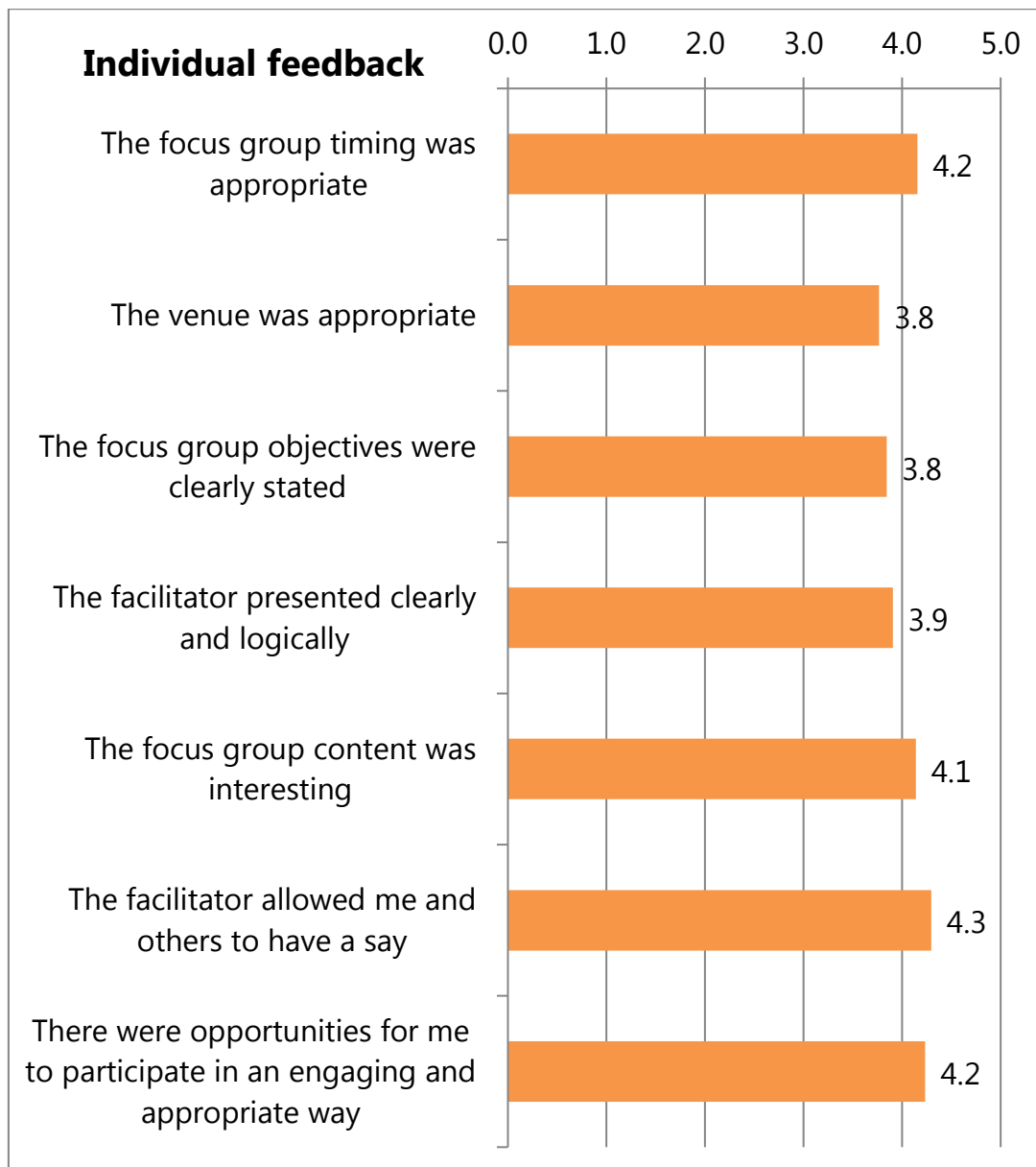


# APPENDIX C WORKSHOP FEEDBACK - SOCIAL INFRASTRUCTURE

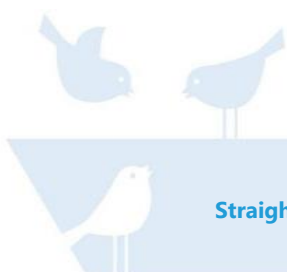


At the end of the workshop, individual feedback was obtained using a feedback form to explore participant satisfaction with the focus groups including suggestions about how the session might be improved.

Overall, there was a high level of satisfaction with the workshop process. This is demonstrated by the graph below.



Participants were complimentary about the facilitator allowing me and others to have a say. The average rating for all of the statements was 4 in a 5-point scale where 5 equalled 'strongly agree' and 1 'strongly disagree'.



## Individual feedback

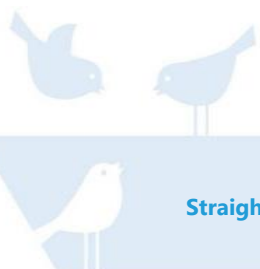
### Social Infrastructure workshop, Monday, 15 May

#### Do you have any suggestions about how the workshop could have been improved?

- *'Needs a bigger age group represented or different timed workshops for different age groups'*
- *'Slides: some text could have been larger'*
- *'Need more time for discussion'*
- *'No, it worked well'*
- *'Slightly smaller groups'*
- *'Needs participation from a wider group representing the demographics of Epping not the workshop per se but make sure more representatives opinions are collected-workshop attendees not highly representative of overall demographic'*
- *'Need a movement break'*
- *'More space would be appreciated'*
- *'Additional workshops to access a wider section of the community'*
- *'There was a lot of interest and therefore a lot of noise. This made communication difficult. Smaller tables would have helped'*
- *'Publicise it better'*
- *'Bigger venue is needed'*
- *'More space'*
- *'To small an area for table conversations, could not hear other people on my table'*
- *'Co-ordination not domination and manipulation'*
- *'Quieter room'*
- *'Bigger space'*
- *'Needed a bigger space'*
- *'To have during the Saturday (day time)'*
- *'6pm is a difficult time to make if you are a working parent plus difficult traffic conditions'*
- *'More space'*
- *'Pre-reading information'*
- *'Slides easier to read'*
- *'There should have been a set time for questions'*
- *'More public notice before'*
- *'Please ensure that the size of the font on the slide presentation are easy to read'*
- *'Better organisation'*

#### What did you value most about tonight's workshop?

- *'Opportunity to be engaged'*
- *'Opportunity to be part of the decision-making process'*

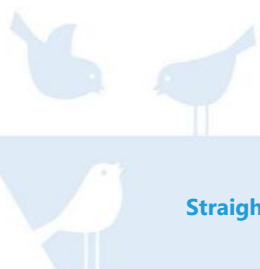


- *'Feedback'*
- *'Co-operation at the table'*
- *'Opportunity to put forward our thoughts'*
- *'The many ideas that should be considered'*
- *'Listening to others ideas and opinions'*
- *'Opportunity to voice my opinion'*
- *'The fact that paramatta council is considering the public'*
- *'The discussion at our table was excellent'*
- *'I felt as though we were being heard'*
- *'The sandwiches and coffee. The workshop was excellent'*
- *'Range of subjects addressed'*
- *'Opportunity to be heard'*
- *'Listening to different views'*
- *'Open space/community facility'*
- *'Seeing that there were older age groups, concerned about the youth orientated future development'*
- *'Appreciate the opportunity to be heard'*
- *'Outline of process. Structure worked well'*
- *'Hearing people's different views'*
- *'The opportunity to have my say and have some influence in the future development of Epping'*
- *'Views listened to, great facilitator and having council staff walking around'*
- *'Discussion and worksheets'*
- *'How councils deal with issues'*
- *'Ability to contribute-hear broader views'*
- *'Everyone works hard for one single goal'*
- *'Chance to have a say'*
- *'I appreciate being asked for my opinion. It is sometimes disappointing when no action results'*
- *'Opportunity to have input'*
- *'Good discussion'*
- *'Opportunity to contribute'*
- *'The opportunity to speak'*
- *'Opportunity to participate'*
- *'Open discussion'*
- *'Chance to participate'*
- *'How community think so much on the same grounds'*
- *'Meeting like-minded people that actually live in the area'*



## **Do you have any other comments about social infrastructure needs here in Epping?**

- *'Having more apartments actually makes us more disconnected as a community-there needs to be more accessible social meeting places'*
- *'Parks need to be connected by bike paths'*
- *'Kindly celebrate Epping's heritage, history and love of nature, and build a liveable, valuable, bike able and sustainable'*
- *'Developers need to contribute more funding'*
- *'Yes, the trees need to be looked after'*
- *'More facilities for adult learning which is affordable such as computer classes'*
- *'Please keep our green spaces'*
- *'Save the pool'*
- *'Population growth of Epping- is it aligned with DPE figures'*
- *'We need affordable housing in Epping for people of all ages and on low wages'*
- *'Yes. The big one is to get planning going for a town square/plaza/community Hub underway in terms of the UAP requirement in the public domain strategy for Epping town centre'*
- *'Plans for a town square'*
- *'Stop privatising the ecosystems and the valued natural world'*
- *'Need to address traffic congestion and public transport'*
- *'Very controlled topics, conversations so we could not get agendas out'*
- *'Even if we achieved half of the things we have suggested it would be vast improvement for the community'*
- *'Safe bike paths'*
- *'We need a strong vibrant commercial sector (business park) to hold the social and community sectors together'*
- *'Consider social infrastructure prior to any further high-density growth approval'*
- *'It has been thought out carefully. As it is going to service our needs for many years to come'*
- *'More green spaces to improve community feel by encouraging community vibe'*
- *'Open space'*
- *'Keep looking after the locals'*
- *'Needs to have strong liveable centre'*
- *'Epping needs more plazas in the Epping CBD'*
- *'Traffic congestion and parking still a problem and is likely to get worse when high rise completed'*
- *'Approach NSW Government to ensure that there is at least 1 car space per bedroom and additional storage space'*
- *'Parking'*
- *'Transport'*
- *'Police/ambulance/ hospital'*
- *'Keep us informed'*



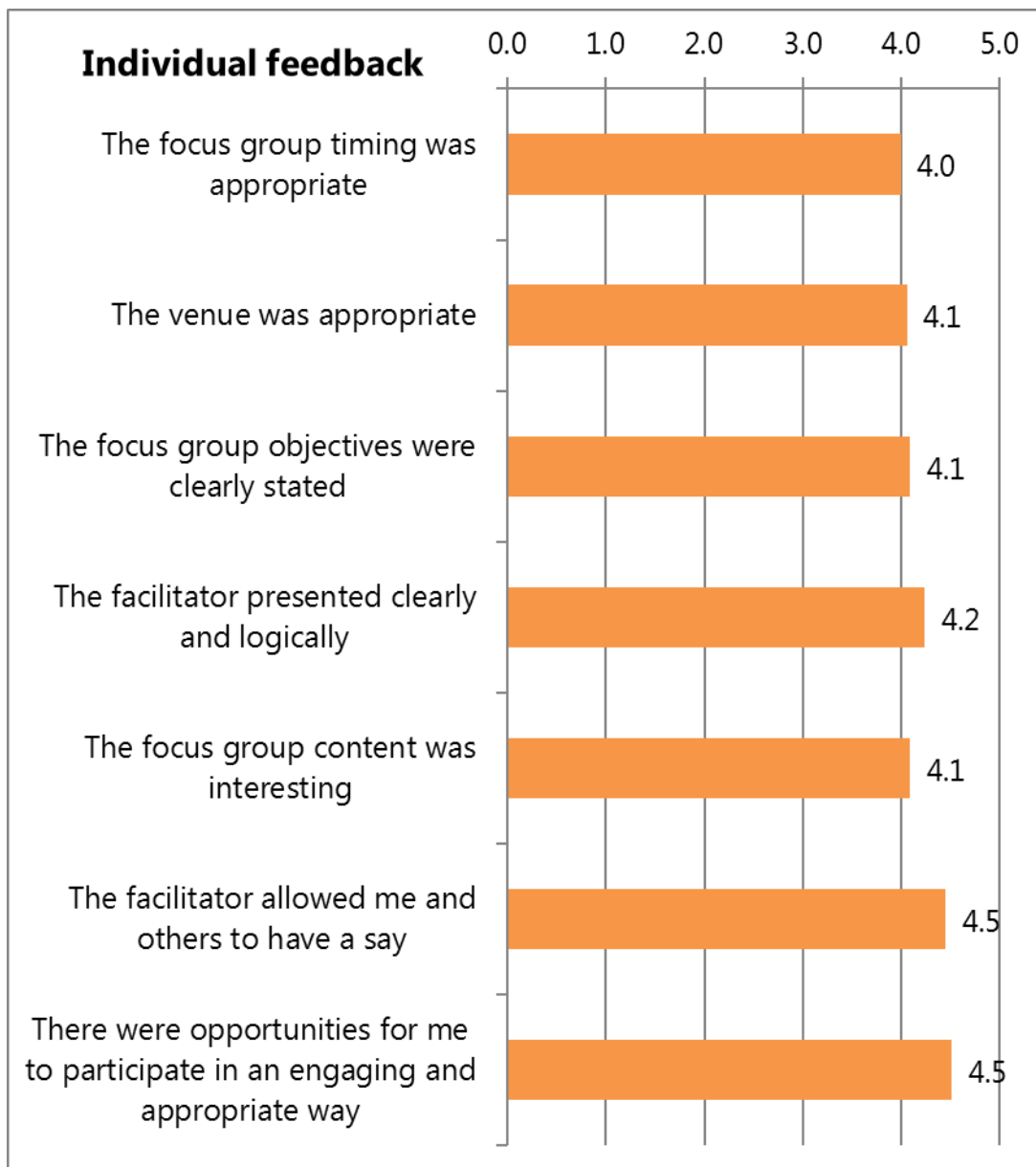


# APPENDIX D WORKSHOP FEEDBACK - COMMERCIAL FLOORSPACE

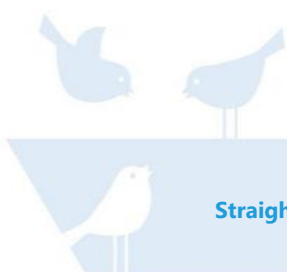


At the end of the workshop, individual feedback was obtained using a feedback form to explore participant satisfaction with the focus groups including suggestions about how the session might be improved.

Overall there was a high level of satisfaction with the workshop process. This is demonstrated by the graph below.



Participants were complimentary about the facilitator allowing me and others to have a say. The average rating for all of the statements was 4.2 in a 5-point scale where 5 equalled 'strongly agree' and 1 'strongly disagree'.



## Individual feedback

### Commercial Floor Space workshop, Monday, 22 May

#### Do you have any suggestions about how the workshop could have been improved?

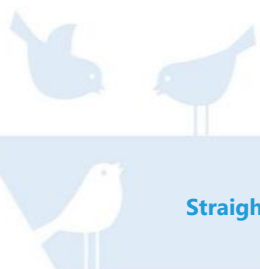
- *'More forum on a Saturday'*
- *'Although the programme is strictly controlled by specific questions-the significance of the cons are not highlighted'*
- *'It should have happened 3 years ago'*
- *'Some of the required information needed previous notice, to allow a thoughtful considered response'*
- *'Venue needs to be closer to station'*
- *'Start at 6:30 or later'*

#### What did you value most about tonight's workshop?

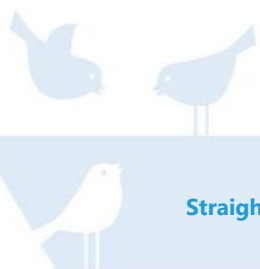
- *'Communication within the group'*
- *'The mix of business people and community'*
- *'Hearing all comments'*
- *'Participation'*
- *'Community consultation'*
- *'Open discussion'*
- *'Ability to provide feedback'*
- *'Ability to have the ear of local government'*
- *'It was interesting'*
- *'Hearing other people's ideas'*
- *'The opportunity'*
- *'Not much – looks a little bit late in the game'*
- *'It covered good issues'*
- *'The interest in Epping'*

#### Do you have any other comments about commercial floor space needs in Epping?

- *'We need more'*
- *'We need more restaurants in this area'*
- *'The commercial floor space must be flexible for multitude of business activities – not restrictive'*
- *'A direct survey of commercial businesses should happen re occupation and expansion plans'*
- *'Clearly more space is needed'*
- *'Keep a mix re 5-100 staff in addition to restaurants'*
- *'Hot at the moment'*



- *'Need substantially more'*
- *'We require lots more'*
- *'Need more'*
- *'Epping desperately needs commercial and retail space to survive the local area particularly'*
- *'A new DCP has stop saying residential over retail. It needs to say over retail and commercial'*
- *'We need a measured amount'*



# APPENDIX E WORKSHOP RUNSHEETS



# WORKSHOP RUNSHEET

<b>Project:</b>	Epping Town Centre				
<b>Workshop:</b>	Epping Heritage Study Workshop 1 – Landowners within HCAs				
<b>Details:</b>					
<b>Date:</b>	Monday 1 May 2017	<b>Time:</b>	6 - 8 pm	<b>Duration:</b>	2 hours
<b>Venue:</b>	Epping Creative Centre 26 Stanley Rd Epping NSW 2121	<b>Team Members:</b>	Lucy Cole-Edelstein, Director, Straight Talk (ST) Asloeg Schytter Andersen, Consultant, Straight Talk (ST) Robert Cologna, Service Manager - Land Use Planning, Parramatta Council (PC) Lily Wang, Place Manager, Parramatta Council (PC) Kerime Danis, Director, City Plan Heritage (CPH) Keira de Rosa, Heritage Consultant, City Plan Heritage (CPH)		

<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• To introduce the Heritage Study to the local landowners and those with an HCA notation on their property</li> <li>• To create a platform for the local landowners and those with an HCA notation on their property to discuss potential land use scenarios and their associated impacts</li> <li>• To collect feedback from the local landowners and those with an HCA notation on their property on what they think Council should take into account when considering how to alter the existing planning controls</li> </ul>
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Time	Session	Activity	Content	Speaker	Equipment
5.00 pm (25 mins)	Bump in	Prepare room and materials	Set up tables, chairs, registration desk, organise catering and equipment Test A/V		Laptop Charger cable Projector (Council) HDMI cable (Council) Screen, speakers, microphone (Epping Creative Centre) Catering Tables and chairs Registration desk and stationery Large map on wall Signs on tables
5.25 pm (20 mins)	Pre-event briefing	Team meeting	Project team run through agenda, activities, roles and responsibilities	Lucy Cole-Edelstein	Run sheets, facilitator/table scribe tip sheets
5.45 pm (15 mins)	Registration	Sign-in and informal welcome	Participants welcomed, signed in, name labels provided, directed to refreshments and tables <i>Explain that people should put a sticker on the large map pointing out where they live and thereafter find the table with the sign with their street name/neighbourhood</i>		Sign in sheets, name labels, pens Catering
6.00 pm (5 mins)	Official welcome	Plenary	Welcome Thank you for coming Acknowledgement of Country	Lucy Cole-Edelstein	Microphone Screen Projector



Time	Session	Activity	Content	Speaker	Equipment
			<p>Introduce the project team and their roles</p> <p>Purpose of workshop - <i>To come together and have an open discussion about people's experience of heritage planning in the area. Tonight, is about creating a conversation and understanding about the things that need to be considered, from the different perspectives of all the participants in the room. There will be opportunities to talk to others and ask questions of both Council and the heritage consultants who are in the process of evaluating the HCA in the Epping Town Centre.</i></p>		
6.05 pm (10 mins)	Welcome and presentation	Plenary	<p>Introduction</p> <p>Council presentation - The Epping Town Centre project and context for the Heritage Study</p> <p><i>Four specialist studies and community engagement key inputs to a Discussion Paper which will be released for public exhibition</i></p> <p><i>While Council is the closest level of government not actually responsible for everything – some decisions out of Council's control, such as the Priority Planning Precinct (increased height and density) and key traffic and transport options (roads and public transport)</i></p> <p><i>Purpose of this work is so Council has all the current facts and can then negotiate with State government. Representing the views of the community is essential and this engagement process is part of that</i></p> <p><i>Need to recognise that there are a range of views and Council is not seeking for people to agree with each other – what we need to understand is what people think and why</i></p> <p><i>Council can then consider this before it makes any recommendations on how to plan for the future of Epping Town Centre</i></p> <p><i>The role of Epping Town Centre – it is already a transport hub, need to understand whether the community want it to become a real local centre, with everything they need available, and if so, how to make that</i></p>	Robert Cologna, Service Manager - Land Use Planning, PC	Microphone Screen Projector





Time	Session	Activity	Content	Speaker	Equipment
			<i>happen while respecting important issues like heritage, open space and community facilities.</i>		
6.15 pm (10 mins)	Presentation of Heritage Study	Plenary	<p>Introduction</p> <p>City Plan presentation - The general approach and methodology for the HCA evaluation</p> <p><i>Industry standard for undertaking studies like this</i></p> <p><i>Clean set of eyes – before looking at existing reports, undertook a fresh assessment of these heritage conservation areas</i></p> <p><i>Then looked at previous studies</i></p> <p><i>In the process of understanding what this means – hearing from the community an important part of the project</i></p>	Kerime Danis, Director, CPH	Microphone Screen Projector
6.25 pm (10 mins)	Introductions	Round table session	Each person introduces themselves to the rest of the table; where they live, why they have come to the workshop.	Table discussions	
6.35 pm (10 mins)	Values	Round table session	<p>What do you currently value the most about your neighbourhood?</p> <p><i>Participants to write on post it notes</i></p> <p><i>Facilitator/scribe groups them if that is appropriate, either locationally (on the map) or in themes/issues</i></p>	Table discussions	Epping maps on tables Post it notes Textas Pens Blu tac
6.45 pm (15 mins)	Experiences	Round table session	<p>What is your experience around development in this area?</p> <p>What do you see as being the key concerns when it comes to development regarding your street/neighbourhood? Discuss and write on post it notes (use maps on tables for reference if needed)</p> <p><i>Post it notes sorted and clumped by table scribes/facilitators</i></p> <p><i>We are seeking to understand impacts broadly and issues specifically if they exist i.e. privacy, parking conflicts</i></p>	Table discussions	Epping maps on tables Post it notes Textas Pens Blu tac



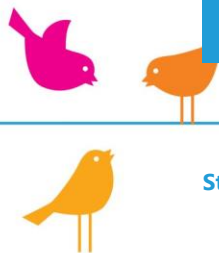
Time	Session	Activity	Content	Speaker	Equipment
7.00 pm (15 mins)	Tea				Catering
7.15 pm (20 mins)	Proposals for Council	Round table session	What do you think Council should take into consideration when approaching the existing planning controls? <i>Participants to list top 3 per table</i>	Table discussions	A4 paper - template provided Blu Tac Textas Pens
7.35 pm (10 mins)	Proposals presented	Plenary	<i>Facilitator/scribe from each table presents the key points discussed and written down during the previous exercise</i>		Butchers paper Post it notes Textas Pens Stickers Blu tac
7.45 pm (10 mins)	Concluding thoughts	Questions	Any final comments or questions for Council or City Plan Services	Open question time	Microphone
7.55 pm (5 mins)	Wrap up and thank you	Plenary	Thank you for participating	Lucy Cole-Edelstein and PC	Microphone Feedback forms



# WORKSHOP RUNSHEET

<b>Project:</b>	Epping Town Centre		
<b>Workshop:</b>	Epping Heritage Study Workshop 2 – General interest		
<b>Details:</b>			
<b>Date:</b>	Wednesday 3 May 2017	<b>Time:</b>	6 - 8 pm
		<b>Duration:</b>	2 hours
<b>Venue:</b>	Epping Creative Centre 26 Stanley Rd Epping NSW 2121	<b>Team Members:</b>	Lucy Cole-Edelstein, Director, Straight Talk (ST) / Nicola Wass, Principal Consultant, Straight Talk (ST) Asloeg Schytter Andersen, Consultant, Straight Talk (ST) Stav Pisk, Graduate Consultant, Straight Talk (ST) (Amanda Chadwick, Administrator, City of Parramatta Council (CoP)) Robert Cologna, Service Manager - Land Use Planning, City of Parramatta Council (CoP) Lily Wang, Place Manager, City of Parramatta Council (CoP) Kerime Danis, Director, City Plan Services – Heritage (CPS) Keira de Rosa, Heritage Consultant, City Plan Services – Heritage (CPS)

<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• To introduce the Heritage Study to the Epping community</li> <li>• To create a platform for community members and local residents to discuss potential land use scenarios and their associated impacts</li> <li>• To collect feedback from the community members and local residents on what they think Council should take into account, when considering how to alter the existing planning controls regarding the Heritage Conservation Areas</li> </ul>
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Time	Session	Activity	Content	Speaker	Equipment
4.40 pm (45 mins)	Bump in	Prepare room and materials	Set up tables, chairs, registration desk, organise catering and equipment Test A/V		Laptop (Council) Charger cable (Council) Projector (Council) HDMI cable (Council) Screen, speakers, microphone (Epping Creative Centre) Catering Tables and chairs Registration desk and stationery Large map on wall Signs on tables
5.25 pm (15 mins)	Pre-event briefing	Team meeting	Project team + facilitators/table scribes run through agenda, activities, roles and responsibilities  Facilitators/table scribes will be handed a plastic envelope with all materials for the workshop	Lucy Cole-Edelstein / Nicola Wass (ST)	Run sheets, facilitator/table scribe tip sheets  All materials for facilitators/scribes
5.40 pm (20 mins)	Registration	Sign-in and informal welcome	Participants welcomed, signed in, name labels provided, directed to refreshments and tables <i>Explain that people should put a sticker on the large map pointing out where they live</i>  <i>People who have not RSVPed will be guided to wait in the back room until we are sure we can accommodate them</i>		Sign in sheets, name labels, pens  Sign in waitlist  Catering



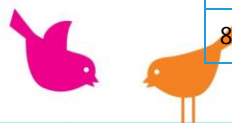
Time	Session	Activity	Content	Speaker	Equipment
6.00 pm (5 mins)	Official welcome	Plenary	<p>Welcome</p> <p>Thank you for coming</p> <p>Acknowledgement of Country</p> <p>Introduce the project team and their roles</p> <p>Purpose of workshop - <i>To come together and have an open discussion about people's experience of heritage planning in the area. Tonight, is about creating a conversation and understanding about the things that need to be considered, from the different perspectives of all the participants in the room. There will be opportunities to talk to others and ask questions of both Council and the heritage consultants who are in the process of evaluating the HCA in the Epping Town Centre.</i></p>	<p>Lucy Cole-Edelstein</p> <p>/</p> <p>Nicola Wass (ST)</p>	<p>Microphone</p> <p>Screen</p> <p>Projector</p>
6.05 pm (10 mins)	Welcome and presentation	Plenary	<p>Introduction</p> <p>Council presentation - The Epping Town Centre project and context for the Heritage Study</p> <p><i>Four specialist studies and community engagement key inputs to a Discussion Paper which will be released for public exhibition</i></p> <p><i>While Council is the closest level of government not actually responsible for everything – some decisions out of Council's control, such as the Priority Planning Precinct (increased height and density) and key traffic and transport options (roads and public transport)</i></p> <p><i>Purpose of this work is so Council has all the current facts and can then negotiate with State government. Representing the views of the community is essential and this engagement process is part of that</i></p> <p><i>Need to recognise that there are a range of views and Council is not seeking for people to agree with each other – what we need to understand is what people think and why</i></p>	<p>Robert Cologna, Service Manager - Land Use Planning, CoP</p> <p>(Amanda Chadwick, Administrator, CoP)</p>	<p>Microphone</p> <p>Screen</p> <p>Projector</p>



Time	Session	Activity	Content	Speaker	Equipment
			<p><i>Council can then consider this before it makes any recommendations on how to plan for the future of Epping Town Centre</i></p> <p><i>The role of Epping Town Centre – it is already a transport hub, need to understand whether the community want it to become a real local centre, with everything they need available, and if so, how to make that happen while respecting important issues like heritage, open space and community facilities.</i></p>		
6.15 pm (10 mins)	Presentation of Heritage Study	Plenary	<p>Introduction</p> <p>City Plan presentation - The general approach and methodology for the HCA evaluation</p> <p><i>Industry standard for undertaking studies like this</i></p> <p><i>Clean set of eyes – before looking at existing reports, undertook a fresh assessment of these HCAs</i></p> <p><i>Then looked at previous studies</i></p> <p><i>In the process of understanding what this means – hearing from the community an important part of the project</i></p>	Kerime Danis, Director, CPS	Microphone Screen Projector
6.25 pm (10 mins)	Introductions	Round table session	Each person introduces themselves to the rest of the table; where they live, why they have come to the workshop	Table discussions	
6.35 pm (10 mins)	Values	Round table session	<p><b>What do you value the most about the Heritage Conservation Areas?</b></p> <p>Discuss and write on post it notes (use maps on tables for reference if needed)</p> <p><i>Facilitator/scribe groups them if that is appropriate, either locationally (on the map) or in themes/issues</i></p> <p><i>Facilitator/scribe puts A3 templates with post it notes back in plastic envelope when the exercise is finished</i></p>	Table discussions	Epping maps on tables Post it notes Textas Pens Blu tac A3 template - "Values"



Time	Session	Activity	Content	Speaker	Equipment
6.45 pm (15 mins)	Experiences	Round table session	<p><b>What is your experience around development in this area?</b></p> <p><b>What do you see as being the key concerns when it comes to development regarding the Heritage Conservation Areas?</b></p> <p>Discuss and write on post it notes (use maps on tables for reference if needed)</p> <p><i>We are seeking to understand impacts broadly and issues specifically if they exist i.e. privacy, parking conflicts</i></p> <p><i>Facilitator/scribe puts A3 templates with post it notes back in plastic envelope when the exercise is finished</i></p>	Table discussions	Epping maps on tables Post it notes Textas Pens Blu tac A3 template - "Experiences"
7.00 pm (15 mins)	Tea		<i>We might skip the break if the discussions around the tables are lively</i>		Catering
7.15 pm (20 mins)	Proposals for Council	Round table session	<p><b>What do you think Council should take into consideration when reviewing the planning controls for the Heritage Conservation Areas?</b></p> <p><i>Participants to list their top 3s per table</i></p>	Table discussions	A3 template - "Proposals" Blu Tac Textas Pens
7.35 pm (10 mins)	Proposals presented	Plenary	<i>Facilitator/scribe from each table presents the key points discussed and written down during the previous exercise</i>		A3 template - "Proposals"
7.45 pm (10 mins)	Concluding thoughts	Questions	Any final comments or questions for Council or City Plan Services	Open question time	Microphone
7.55 pm (5 mins)	Wrap up and thank you	Plenary	Thank you for participating	Lucy Cole-Edelstein / Nicola Wass (ST) and CoP	Microphone Feedback forms
8.00 pm			<i>Facilitators/scribes hand over materials from tables to Straight Talk</i>		



# WORKSHOP RUNSHEET

<b>Project:</b>	Epping Town Centre				
<b>Workshop:</b>	Social Infrastructure Needs Workshop				
<b>Details:</b>					
<b>Date:</b>	Monday 15 May 2017	<b>Time:</b>	6 - 8.30 pm	<b>Duration:</b>	2.5 hours
<b>Venue:</b>	Epping Creative Centre 26 Stanley Rd Epping NSW 2121	<b>Team Members:</b>	Lucy Cole-Edelstein, Director, Straight Talk (ST) Asloeg Schytter Andersen, Consultant, Straight Talk (ST) Damien Tudehope, MP Robert Cologna, Service Manager - Land Use Planning, City of Parramatta Council (CoP) Lily Wang, Place Manager, City of Parramatta Council (CoP) Megan Whittaker, City of Parramatta Council (CoP)		

<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• To introduce the context and methodology behind the Social Infrastructure Study</li> <li>• To create a platform for discussion around what residents think should be considered in the future planning of open space and facilities for the Epping Town Centre</li> <li>• To collect feedback from the community on what they think Council should take into account, when considering how to improve the facilities in Epping on a short term and long term basis</li> </ul>
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Time	Session	Activity	Content	Speaker	Equipment
4.40 pm (45 mins)	Bump in	Prepare room and materials	Set up tables, chairs, registration desk, catering and equipment Test A/V		Laptop (Council) Charger cable (Council) Projector (Council) HDMI cable (Council) Screen, speakers, microphone (Epping Creative Centre) Catering + garbage bags Tables and chairs Registration desk and stationery
5.25 pm (15 mins)	Pre-event briefing	Team meeting	Project team + facilitators/table scribes run through agenda, activities, roles and responsibilities  Facilitators/table scribes will be handed a plastic envelope with all materials for the workshop	Lucy Cole-Edelstein	Run sheets, facilitator/table scribe tip sheets All materials for facilitators/scribes Name tags
5.40 pm (20 mins)	Registration	Sign-in and informal welcome	Participants welcomed, signed in, name labels, directed to refreshments and tables		Sign in sheets, pens Sign in waitlist



Time	Session	Activity	Content	Speaker	Equipment
			<i>People who have not RSVPed will receive a number (waitlist) and will have to wait in the hall (can be guided to wait in the back room as well) until we are sure we can accommodate them</i>		
6.00 pm (5 mins)	Official welcome	Plenary	Welcome Thank you for coming Acknowledgement of Country Introduce the project team and their roles  Purpose of workshop - <i>To come together and have an open discussion about people's vision for the future of the area. Tonight, is about creating a conversation and understanding the things that need to be considered, from the different perspectives of all the participants in the room. There will be opportunities to talk to others and ask questions to Council about the Social Infrastructure Review for the Epping Town Centre.</i>	Lucy Cole-Edelstein	Microphone Screen Projector
6.05 pm (5 mins)	Welcome and presentation	Plenary	Welcome and presentation of the context for the workshop	Amanda Chadwick, Administrator, CoP	Microphone Screen Projector
6.10 pm (15 mins)	Presentation of Social Infrastructure Study	Plenary	Presentation of the Social Infrastructure Needs Study	Megan Whittaker, CoP	Microphone Screen Projector
6.25 pm (10 mins)	Introductions	Round table session	Each person introduces themselves to the rest of the table; where they live, why they have come to the workshop - <i>fill out name labels</i>	Table discussions	Name labels Pens



Time	Session	Activity	Content	Speaker	Equipment
6.35 pm (15 mins)	Community facilities	Table discussions	Consider the strengths and weakness of the listed community facilities.  Think of some ways in which the facilities could be improved knowing that Epping community and their needs will continue to grow.	Table discussions	A3 template Textas Pens Post it notes Maps
6.50 pm (15 mins)	Sports fields	Table discussions	Demand for sport is growing in Epping, due to increased population. How can we increase access to sports fields in the area?	Table discussions	A3 template Textas Pens Post it notes Maps
7.05 pm (15 min)	Local Parks	Table discussions	What are the strengths and weaknesses of local parks? How might Council support their increased use and access?	Table discussions	A3 template Textas Pens Post it notes Maps
7.20 pm (15 mins)	Indoor recreation	Table discussions	Consider some of the strengths and weaknesses of Epping's indoor recreation facilities and how they might be improved  Apart from the YMCA, can you think of other examples which are meaningful to you?	Table discussions	A3 template Textas Pens Post it notes Maps
7.35 pm (15 mins)	Aquatics	Table discussions	What are your ideas for short-term improvements and long-term improvements of the indoor recreational facilities in Epping?	Table discussions	A3 template Textas Pens Post it notes Maps



Time	Session	Activity	Content	Speaker	Equipment
7.55 pm (15 mins)	Outdoor recreation	Table discussions	What would you like to tell the incoming Council about the future of the pool	Table discussions	A3 template Textas Pens Post it notes Maps
8.05pm (15 mins)	General	Table discussions	Think of other ideas you might have around the following social infrastructure aspects: <ul style="list-style-type: none"> <li>• Childcare</li> <li>• Affordable rental housing</li> <li>• Youth facilities</li> <li>• Over 55's facilities</li> </ul>	Table discussions	Microphone
8.20 pm (5 mins)	Open floor	Questions	Any final comments or questions for Council	Open question time	Microphone
8.25 pm (5 mins)	Wrap up and thank you	Plenary	Thank you for participating Next steps	Lucy Cole-Edelstein + CoP	Microphone



# WORKSHOP RUNSHEET

<b>Project:</b>	Epping Town Centre				
<b>Workshop:</b>	Commercial Floorspace Workshop				
<b>Details:</b>					
<b>Date:</b>	Monday 22 May 2017	<b>Time:</b>	6 - 8 pm	<b>Duration:</b>	2 hours
<b>Venue:</b>	Epping Creative Centre 26 Stanley Rd Epping NSW 2121	<b>Team Members:</b>	Lucy Cole-Edelstein - Straight Talk (ST) Jessica Stapleton - Straight Talk (ST) Lily Wang - Parramatta Council (PC) Damien Tudehope, MP Patrick Fensham - SGS Keeley Allen - SGS		

<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• Introduce the context and methodology behind the Commercial Floorspace Study</li> <li>• Understand how Epping residents currently use their town centre</li> <li>• Create a platform for discussion around what residents think should be considered in the future planning of retail, business and office spaces in the Epping Town Centre</li> <li>• Understand participant's vision for the future of Epping Town Centre</li> <li>• Collect other feedback for the development of the discussion paper for the City of Parramatta Council</li> </ul>
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Time	Session	Activity	Content	Speaker	Equipment
4.45 pm (45 mins)	Bump in	Prepare room and materials	Set up tables, chairs, registration desk, catering and equipment Test A/V		
5.30 pm (10 mins)	Pre-event briefing	Team meeting	Project team run through agenda, activities, roles and responsibilities	Lucy Cole-Edelstein	<ul style="list-style-type: none"> <li>• Run sheets</li> <li>• Facilitator tip sheets</li> </ul>
5.40 pm (20 mins)	Registration	Sign-in and informal welcome	Participants welcomed, signed in, directed to refreshments and tables		<ul style="list-style-type: none"> <li>• Sign in sheets</li> <li>• Name labels</li> <li>• Pens</li> <li>• Catering</li> </ul>
6.00 pm (5 mins)	Commencement	Introduction	<p>Welcome</p> <p>Thank you for coming</p> <p>Acknowledgement of Country</p> <p>Introduce the project team and their roles</p> <p>Purpose of workshop - <i>To come together and have an open discussion about people's vision for the future of the area. Tonight, is about creating a conversation and understanding the things that need to be considered, from the different perspectives of all the participants in the room. There will be opportunities to talk to others and ask questions of both Council and the consultants who are in the process of developing a plan for the commercial floorspace needs for the future of the Epping Town Centre.</i></p>	Lucy Cole-Edelstein	<ul style="list-style-type: none"> <li>• Microphone</li> <li>• Screen</li> <li>• Projector</li> </ul>
6.05pm (10 mins)	Official welcome	Address	<ul style="list-style-type: none"> <li>• Welcome and thank you</li> <li>• This workshop is a key step to ensuring the work of Council reflects the values and priorities of the Epping community</li> </ul>	Damien Tudehope, MP	<ul style="list-style-type: none"> <li>• Microphone</li> <li>• Screen</li> <li>• Projector</li> </ul>



Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>Grateful to be here to hear first-hand what is important to you and why</li> </ul>		<ul style="list-style-type: none"> <li>Presentation slide</li> </ul>
6.15pm (10 mins)	Project introduction	Address	Council presentation - The Epping Town Centre project and context for the Commercial Floorspace Study	Rob Cologna, Service Manager - Land Use Planning, CoP	<ul style="list-style-type: none"> <li>Microphone</li> <li>Screen</li> <li>Projector</li> <li>Presentation</li> </ul>
6.25pm (10 mins)	Presentation of Commercial Floorspace Study	Presentation	Introduction Presentation - The general approach and methodology	Keeley Allen & Patrick Fensham, SGS	<ul style="list-style-type: none"> <li>Microphone</li> <li>Screen</li> <li>Projector</li> <li>Presentation</li> </ul>
6.35pm (10 mins)	Personal introductions	Table discussions	Each person introduces themselves to the rest of the table; where they live, why they have come to the workshop	Table discussions	
6.45pm (10 mins)	Broad use of the town centre Activity 1	Table discussions	What kind of activities do you do within the Epping Town Centre? Consider the things you do on a daily, weekly or monthly basis <i>(Participants to list items under each of the three categories)</i>	Table discussions	<ul style="list-style-type: none"> <li>A3 template</li> <li>Textas</li> <li>Pens</li> <li>Post it notes</li> </ul>
6.55pm (10 mins)	Services Activity 2	Table discussions	Which services do you currently use within the town centre? <i>(Participants to list under Community, Medical, Professional and Personal/Everyday items)</i>	Table discussions	<ul style="list-style-type: none"> <li>A3 template</li> <li>Textas</li> <li>Pens</li> <li>Post it notes</li> </ul>



Time	Session	Activity	Content	Speaker	Equipment
7.05pm (15 mins)	Going out of Epping Activity 3	Table discussions	What things do you prefer to do outside of the town centre? Consider the things you regularly travel outside of Epping for and why <i>(Participants to list under Family/Personal, Professional and Social items)</i>	Table discussions	<ul style="list-style-type: none"> <li>• A3 template</li> <li>• Textas</li> <li>• Pens</li> <li>• Post it notes</li> </ul>
7.20pm (15 mins)	Jobs and employment Activity 4	Table discussions	How important is it for the Epping Town Centre to be an employment hub? List the types of companies, industries and jobs you would like to be available locally.	Table discussions	<ul style="list-style-type: none"> <li>• A3 template</li> <li>• Textas</li> <li>• Pens</li> </ul>
7.35pm (15 mins)	Visioning	Table discussions	Imagine you are working for Council and need to design the Epping Town Centre from scratch for the community, in 15 years from now. Draw a map with all the services and activities you feel are important to have available to the local community. List three words that describe your vision.	Table discussions	<ul style="list-style-type: none"> <li>• Butchers paper</li> <li>• Textas</li> <li>• Current Epping Town Centre maps</li> <li>• Photo examples of different town centres</li> <li>• Pens</li> </ul>
7.50 pm (5 mins)	Concluding thoughts	Questions	Any final comments or questions for Council	Open question time	Microphone
7.55 pm (5 mins)	Wrap up and thank you	Plenary	Thank you for participating Next steps	Lucy Cole-Edelstein, PC	Microphone





# APPENDIX F EPPING CHAMBER OF COMMERCE SUBMISSION



**Andrew S Christie**  
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12/04/2017

Dear Amanda,

The Epping Chamber of Commerce would like to provide a written response to your questions.

**What types of businesses are members of the Chamber of Commerce/are located in the Epping Town Centre currently?**

The Chamber has historically had a broad cross section of businesses ranging from Healthcare (Doctors, dentists etc.), real estate agents, lawyers, accountants, IT consultants, surveyors, restaurants and schools to medium size corporations.

**What is the state of the local business market in Epping?**

Generally businesses are leaving Epping due to the conversion of commercial space to residential and the inability to obtain a lease which does not have a demolition clause. As a result business confidence is poor. All business types are falling with the exception of restaurants and real estate agents. The only category which has had a marked increase is tutoring colleges for school children.

**Are businesses relocating to other areas?**

Businesses are relocating to Rhodes, Macquarie Park, Norwest Business Park, Hornsby and Parramatta due to site redevelopment and lack of suitable commercial space. For example, Craig & Rhodes, who have been in Epping since the 1930's, over 80 years, are relocating to Rhodes because they are unable to obtain a 5x5 year lease of 1,000 square metres.

**Are businesses relocating to Epping from other areas?**

The Chamber is only aware of Southern Cross Healthcare moving from Macquarie Park to Epping.

**How do you see Epping's current role as a centre for providing employment, retail and other services?**

**What would you like Epping's future role to be?**

**What do you see as some of the barriers to achieving this future role for Epping?**

Prior to the current LEP, Epping had 55,000 square metres of commercial space which was projected to fall to between 8,000 and 25,000 due to the changes. The Robert Day report {which is attached), commissioned by the Chamber, predicts it will be between 11,000 and 12,000 square metres and almost all retail based on current DAs. As a result businesses which require office space have no alternative but to leave Epping. Among the Epping businesses to have left or leaving are:

- The Westpac Card and Call Centre for Australia
- Unilever Australia Research and Corporate Headquarters
- Baptist Community Services
- Hasbro

- NEC Australia
- Craig & Rhodes Surveyors
- Chill IT
- Northern District Times Newspaper

The Chamber has consistently maintained that there should be a variety of floor space sizes to allow for a full range of business to grow and develop. The Chamber does not believe that the current LEP for **no minimum** commercial space fulfils the objectives of the State Government for an active Town Centre with employment opportunities within a 30min transport commute.

Epping is ideally situated at the junction of the North West Rail Link and the main Northern Line. In addition, the Chamber believes that, in time, the Light Rail from Carlingford to Parramatta will be extended to Epping and/or the Epping to Parramatta heavy rail will be completed.

Epping has had a viable and successful commercial core since the 1980's. Damien Tudehope, the State Liberal Party member for Epping, has written in his response to the Greater Sydney Commission report, "that there is no reason why Epping should not have over 5,000 jobs." **At 1 to 20 square metres per employee this would require 100,000 square metres.**

The planning firm Architectus reviewed the current LEP for the Department of Planning and recommended the first 4 floors be commercial in Rawson Street. This represents slightly less than 20% of these buildings and should be considered as a minimum commercial requirement in future Development Applications in order to support the creation of local employment and to sustain the viability and vitality of the Town Centre during daylight office hours.

Yours truly

Andrew Christie

