Bondi Junction Vision Community and Stakeholder Engagement Process

Waverley Council
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Executive Summary

The Waverley Local Government Area (the LGA) is growing and changing. The NSW department of Planning and Environment 2014 Population Projections forecast the LGA population to increase 20% by 2031. By 2031, the LGA will be both younger and older, with 10-19 and 70-84 year age groups increasing by approximately 50% or more. Furthermore, growth in 5-19 and 40-59 year age groups will make up over two thirds (68%) of the LGA’s total population growth, whilst the proportion of 20-39 year olds relative to the total population will decline. These changes in population composition are also reflected in an increase in the total number of households, which will grow by 18%, and average household size, which will increase from 2.24 to 2.28.

As the LGA population changes, the role and function of Bondi Junction will need to respond to this change. During community consultation for Waverley Together 3 (WT3), participants suggested Waverley Council (Council) develop a strategic vision to guide how Bondi Junction changes into the future. Council has responded to these suggestions and acknowledged its responsibility to manage urban change by including development of a vision for Bondi Junction as a strategy in WT3.

In late 2014, Council undertook a process of community and stakeholder engagement (the engagement process) to seek out the views of people who use Bondi Junction on how this place can best serve their needs well into the future. The findings of the engagement process are to inform Council’s development of a draft vision for Bondi Junction. This vision will assist Council with decision-making about the future of Bondi Junction, and prioritising Council-led initiatives underway in and around Bondi Junction.

As a major Bondi Junction landholder, Council is in a position to utilise its’ own property portfolio to ensure Bondi Junction best serves the needs of people who use Bondi Junction through to 2031. In 2015, Council will undertake a master planning process for Council-owned properties in Bondi Junction. To ensure the people who use Bondi Junction have an early opportunity to influence the master planning process, this engagement process has occurred in advance of any consultant briefs having been prepared. The findings of this engagement process will inform Council’s development of consultant technical briefs to guide the master planning process.

The engagement process, undertaken by Australian Centre of Excellence for Local Government (ACELG) at the University of Technology, Sydney (UTS) on behalf of Council, directly engaged with residents, businesses, visitors, school children, community service providers and representatives of hard to reach groups (herein referred to as the people who use Bondi Junction) to understand how Bondi Junction can best serve their needs in the future.

The engagement process employed a multi-method approach with both quantitative and qualitative methods. These included three focus groups, a random dial telephone survey, online and walk up surveys, stakeholder interviews and meetings, and an in class exercise for school children. In total, over 700 individual contributions were received across the range of engagement activities. Irrespective of the method used, there was a high degree of consistency in the issues raised by

participants. There were some differences in how these issues were viewed by participants, and are highlighted in this report where applicable.

This report documents the issues raised through the engagement process. It does not provide a draft vision for Bondi Junction but highlights common issues raised by the people who use Bondi Junction for further consideration by Council in drafting the vision. The report also does not provide any recommendations on the content of consultant briefs for the master planning process.

**Key findings from this engagement process**

**What is great about Bondi Junction?**

Bondi Junction:

- Is a desirable place to live, work and play, primarily for its:
  - reliable, frequent and convenient multi-modal public transport access, which also provides access to a wide range of destinations across the Eastern suburbs, nearby beaches and the Sydney CBD and surrounds. For example, 87% of telephone survey respondents’ agreed Bondi Junction is easy to get to by public transport, and respondents frequently noted convenience as one of the top three things they like most about Bondi Junction
  - close proximity to major recreational areas including Centennial Park and Bondi Beach, and major tertiary health and education services at Randwick. Proximity to these areas was noted as a particularly desirable attribute by precinct committee, Waverley Business Forum meetings, and focus group participants
  - offering of a coastal lifestyle and micro-climate within a cosmopolitan urban environment. This was a particularly important aspect of Bondi Junction for school children and focus group participants. However, precinct committee meeting and focus group participants emphasised the way in which urban architecture poorly interacts with this micro-climate through creation of wind tunnels and poor solar access, particularly in winter

- Adequately provides the full complement of daily services most people need from an urban centre (i.e. grocery stores and convenience retailing, and medical, personal and financial services etc.). 84% of telephone survey respondents indicated they use Bondi Junction at least once a week or more, and there were very high levels of agreement that Bondi Junction has the retail and shopping facilities (93%) and daily services (92%) they need

- Has major land uses that attract tourists and visitors to the LGA (i.e. large format grocery stores, accommodation uses, specialty retail shopping, and larger entertainment venues).
  - Focus group participants, Waverley Business Forum and Combined Precinct Committee meeting participants noted the particular importance of tourists and visitors in creating a vibrant atmosphere in and around Bondi Junction.

- Has a number of Council-led initiatives currently underway that respond well to what the people who use Bondi Junction identify they need from Bondi Junction now and into the future
  - In particular, urban sustainability measures (such as the Green Infrastructure Masterplan), street level urban design initiatives (such as the Complete Streets and Raingarden programs), car parking upgrades (such as the Eastgate Carpark Upgrade), and measures to create a pedestrian and cyclist-dominated environment (such as the Complete Streets: Cycleway and Streetscapes, and Bondi Junction Pedestrian Access Mobility Plan programs).
  - This finding was confirmed through the telephone survey, where most respondents indicated measures to encourage sustainability and urban greenery (89%), better urban design and architecture (79%), and car parking and traffic improvements (73%) were most needed in Bondi Junction
What is not so great about Bondi Junction?

Bondi Junction:

- Lacks a place identity at the street level that reflects the story of Bondi Junction as a coastal, lifestyle based urban centre.
  - Focus group participants and Waverley Business Forum stakeholders reflected strongly on the place connection between Bondi Junction and nearby beaches and major open space, and how Bondi Junction can reflect the LGA’s typically healthy and active lifestyle. Similarly, precinct committee members were particularly keen to ensure the place identity of Bondi Junction reflects the lifestyle attributes of nearby residential areas.
  - The telephone survey indicated most people use Bondi Junction for three hours or less (89%), whilst focus group participants indicated an enhanced place-identity would make Bondi Junction a more vibrant and engaging place to visit, which would encourage use for longer time periods.
  - High quality architectural, environmental and urban design that uses building envelopes and facades to frame natural vistas to Sydney Harbour and the beaches, responds to coastal weather conditions (i.e. wind and solar access), and creates an engaging streetscape are crucial to ensuring the people who use Bondi Junction enjoy the urban realm. These aspects were particularly important for precinct committee stakeholders, and there were high levels of agreement through the telephone survey that Bondi Junction needs better urban architecture and design (79%).

- Is primarily perceived as the home of Westfield and shopping in the Eastern suburbs, and a vehicle, public transport and pedestrian and cyclist thoroughfare. This was particularly evident through the focus groups and open ended responses from the telephone survey, where Westfield was consistently identified as a defining feature of Bondi Junction.
  - The focus group participants indicated these perceptions challenge the ability of most people who use Bondi Junction to re-imagine how Bondi Junction can become a destination in its own right.

- Has significant traffic and parking issues, particularly during peak shopping times and summer when Eastern suburbs beaches are at peak usage.
  - In addition to an unengaging urban realm, focus group participants identified crowded pedestrian and cyclist paths, congestion along major roads and major intersections (i.e. Bondi Road, Bronte Road), and parking time limits and cost at kerbside and commercial parking stations as key reasons why Bondi Junction is used for predominantly short periods of time.

- Has a lower level of night time use (9%) and perceived safety (60%), when compared with the day (90%, 99%). Focus group participants and precinct committee members indicated these levels of usage and perceived safety were due to anti-social behaviour emanating from larger entertainment venues in the area.
  - Precinct committee and Waverley Business Forum meeting participants emphasised their concern at the potential impact State Government lockout laws might have on continued anti-social behaviour at large entertainment venues in Bondi Junction.
  - Focus group participants indicated a diversified retail and dining offering, and small scale night time cultural and entertainment uses would enhance destination qualities of Bondi Junction whilst also creating a safer night time environment by appealing to a broader range of night time users.
What does Bondi Junction need more and less of?

Bondi Junction:

- Lacks range in the retail and dining, arts and culture, and entertainment offering, and needs more small scale events, unique artisan-style food retailers and markets, and entertainment uses.
  - Whilst most telephone survey respondents indicated Bondi Junction has a wide range of café and restaurant options (79%), just over half (57%) felt it had enough range in the café and restaurant offering.
  - Few telephone survey respondents felt Bondi Junction has a wide range of cultural activities and facilities (37%), whilst most respondents indicated it needs more museums and art galleries (70%)
  - Focus group participants identified recent additions to Bondi Junction such as Williams Sonoma and Spring Street Social as positive examples of expansion in the types of uses Bondi Junction currently lacks
  - The Bondi Junction mall, West Oxford Street, and Spring Street were identified as locations where these additional uses could add most value to the role and function of Bondi Junction as an urban centre
- Needs more active recreation facilities (in particular, focus group and Waverley Business Forum participants identified a swimming pool), open space that provides places for families and children to play in a coastal urban environment, and outdoor plazas that create cross-block linkages and provide space for passive recreation (i.e. outdoor yoga and zumba classes)
  - Over two thirds of telephone survey respondents indicated Bondi Junction needs more parks and other places to enjoy the outdoors (67%), whilst a lower proportion agreed Bondi Junction is a suitable place for children to visit (57%) when compared with young adult professionals (82%), teenagers (73%), seniors (70%), and families (69%)
  - Fewer online and walk up survey respondents felt Bondi Junction is a good place for young children (51%) and teenagers (44%) to live
- Needs a greater range of hotel accommodation options that leverage the important contribution of Bondi Beach tourists and visitors to the vibrancy of Bondi Junction
  - This was particularly emphasised by Waverley Business Forum participants and identified through the telephone survey, where less than half of all respondents indicated Bondi Junction has enough variety in the hotel and accommodation offering (41%)
- Focus group and Waverley Business Forum participants indicated there is a need to rebalance land uses in Bondi Junction away from large scale employment and retail uses to include smaller space for small to medium entrepreneurs, creative industries and start-ups.
  - Whilst 71% of telephone respondents indicated Bondi Junction needs more creative workspaces for new and emerging artists, around half (46%) indicated it needed more small office spaces for start-up businesses
  - Waverley Business Forum participants also noted these uses would assist with attracting and retaining talented staff to Bondi Junction, increase the diversity of people who use Bondi Junction and enliven the public realm on a day to day basis. Just over half (55%) of all telephone survey respondents indicated Bondi Junction needs more diverse employment opportunities
- There are strong views that high rise development in Bondi Junction has reached capacity. This was particularly emphasised by precinct committee participants, and was reflected through the online and walk up surveys where almost half (44%) of respondents indicated Bondi Junction has enough high rise apartment buildings
Other important considerations for the future of Bondi Junction

- Precinct committee participants expressed concern about a lack of transparency surrounding prior planning processes for Council’s property portfolio in Bondi Junction, and planning processes for other areas of Bondi Junction, such as West Oxford Street
  - Ensuring future planning processes for Bondi Junction and Council’s property portfolio are open and transparent, broadly informed by community and stakeholder engagement before plans are drawn up, and have adequate feedback loops are important to these participants
- People who use Bondi Junction do not consider sustainability to be a value-add proposition in the planning process
  - Rather, they expect Bondi Junction’s urban environment to be sustainable in all aspects and more explicit sustainability initiatives such as roof-top solar generation, and community gardens should be standard considerations in all planning processes
  - This is reflected through the telephone survey where almost all respondents indicated Bondi Junction needs more measures to encourage sustainability and urban greenery (89%)
- Most people who use Bondi Junction have mostly low levels of awareness of community services and facilities offered in Bondi Junction. There are much higher levels of awareness of these services and facilities amongst those who live in close proximity to Bondi Junction
  - Focus group and precinct committee participants who had used community services and facilities in Bondi Junction indicated the quality of services and facilities provided in Bondi Junction is particularly high
- Similarly, most people who use Bondi Junction have low levels of awareness of heritage items in and around Bondi Junction. This was reflected through the telephone survey where heritage items were infrequently mentioned through open ended responses about what people like most, or least, about Bondi Junction
  - There were much higher levels of awareness of heritage items amongst those who live in close proximity to Bondi Junction
- Providing community services and facilities in Bondi Junction is highly valued by most people who use Bondi Junction.
  - This was reflected through the telephone survey where most respondents (72%) indicated providing community services and facilities in Bondi Junction was extremely or very important to them
- A majority of telephone survey (77%) and online survey (48%) respondents indicated providing community services and facilities from a fewer number of locations would not affect them personally
  - When asked for their preferred location for community services and facilities, just over half of telephone survey respondents (55%) indicated a location in Bondi Junction, whilst just under half of online and walk up survey respondents preferred no change from where they are currently provided (40%)
- Whilst there are a range of views on the types of council and community services and facilities that are needed in the LGA, there was broad agreement amongst community service providers and precinct committee meeting participants that youth services, tourist and visitor information services, and services for the elderly were most in need
  - More than half of telephone (56%) and online and walk up (52%) survey respondents indicated Bondi Junction has enough community services and facilities now
1 Introduction

In late 2014, Council undertook a community and stakeholder engagement process to seek out the views of people who use Bondi Junction on how this place can best serve their needs well into the future. The findings of the engagement process are to inform Council’s development of a draft vision for Bondi Junction. The vision will assist Council with decision-making about the future of Bondi Junction, and prioritising Council-led initiatives currently underway in and around Bondi Junction.

As a major landholder in Bondi Junction, Council is in a position to utilise its’ property portfolio to ensure Bondi Junction best serves the needs of people who use Bondi Junction through to 2031. In 2015, Council will undertake a master planning process for Council-owned properties in Bondi Junction. The findings of the engagement process will inform development of consultant briefs to guide the master planning process. To ensure the people who use Bondi Junction have an early opportunity to influence the master planning process, this engagement process has occurred in advance of any master planning activities.

The engagement process, undertaken by Australian Centre of Excellence for Local Government (ACELG) at the University of Technology, Sydney (UTS) on behalf of Council, directly engaged with residents, businesses, visitors, school children, community service providers and representatives of hard to reach groups to understand how Bondi Junction can best serve their needs in the future. This report documents the issues raised through the engagement process. It does not propose a draft vision for Bondi Junction but highlights common issues raised by the people who use Bondi Junction for consideration by Council in drafting the vision. The report also does not provide any recommendations on the content of consultant briefs for the master planning process.

1.1 Engagement process objectives

The objectives of the engagement process were to:

- Provide Council with a better understanding of what the people who use Bondi Junction feel is currently missing from Bondi Junction, and would be needed in the future in order for Bondi Junction to better serve their needs
- Understand what council or community services and facilities the people who use Bondi Junction feel might add value to the role and function of Bondi Junction
- Assist with developing a narrative that articulates where Bondi Junction should be headed, what it should be like in 2031, and assist with prioritising Council’s existing Bondi Junction initiatives
- Inform development of consultant briefs to prepare a master plan for Council-owned properties in the street block bound by Newland, Ebley, Denison and Spring Streets

1.2 Engagement Activities

The overall approach to the engagement process was workshoped and agreed with Councillors prior to commencement. A demographic and stakeholder analysis was prepared by UTS to ensure the views of a diverse range of the people who use Bondi Junction were captured through the process.

There are many different approaches to capturing the views of those with an interest in the issues being engaged on. Quantitative approaches enable a greater breadth of views to be uncovered, but do not make explicit important differences in the way these views are expressed. Similarly, qualitative approaches make explicit important differences in the way views are expressed, but limit depth of understanding of a broader range of views.

Combining both quantitative and qualitative approaches enables a wider range of views to be uncovered, and scope for deeper exploration of whether important issues lie behind how views are
expressed. A multi-method approach assists with assessing the overall validity of findings in a way that cannot be matched when quantitative or qualitative methods are used in isolation.

This engagement process employed both quantitative and qualitative activities to both uncover the range and explore the depth of views of people who use Bondi Junction. Across the activities, there was a high degree of consistency in the range of views identified. Where subtle differences in the expression of views exist, these are highlighted in this report. In total, over 700 individual contributions were obtained across the engagement activities, which included:

- Postcards from Bondi Junction in 2031’ from local primary school students
- A random dial telephone survey of residents across the LGA, and the Randwick and Woollahra Local Government Areas (n=550)
- Interviews with community service providers, representatives of hard to reach groups, and building futures partnership members
- Walk up surveys of incidental users of Bondi Junction, and an open online survey hosted at http://www.haveyoursaywaverley.waverley.nsw.gov.au
- Key stakeholder meetings with members of the Bondi Junction Precinct Committee, Combined Precinct Committee Executive, and Waverley Business Forum

1.3 Engagement Questions
A series of key questions were devised to guide the engagement process. Whilst the questions were tailored for each activity and stakeholder audience, they broadly fell into the following categories. The specific questions asked of each stakeholder audience are outlined in the relevant appendices of this report.

<table>
<thead>
<tr>
<th>Question area</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bondi Junction now</strong></td>
<td>• How do people currently use Bondi Junction (time of day, frequency and length of use, what activities etc.)</td>
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<tr>
<td></td>
<td>• What currently makes Bondi Junction a great place to live, work and play?</td>
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<td></td>
<td>• What is not so great about how Bondi Junction currently functions?</td>
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<tr>
<td><strong>Where Bondi Junction should be headed</strong></td>
<td>• What might the future role and function of Bondi Junction as an urban centre look like?</td>
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<td></td>
<td>• What does Bondi Junction need more or less of in the future to meet the needs of the people who use Bondi Junction now, and those who may use Bondi Junction in the future?</td>
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<tr>
<td><strong>Council, civic, cultural and community services and facilities</strong></td>
<td>• How community services and facilities in Bondi Junction are currently used (i.e. frequency, length and type of use)</td>
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<td></td>
<td>• How can the value of Council’s property portfolio to the role and function of Bondi Junction be enhanced for the people who use Bondi Junction now and into the future?</td>
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<tr>
<td></td>
<td>• What Council, cultural, civic and community services and facilities are needed to best support the changing Waverley population?</td>
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</table>

1.4 This report
This report outlines the key issues identified through the engagement process. The issues are outlined for further consideration by Council in drafting the vision for Bondi Junction and preparing consultant technical briefs to guide the master planning process. The structure of this report is arranged according to each engagement activity, with the issues raised analysed thematically.
2 Focus Groups

Three focus groups were held in October 2014 at UTS. The purpose of the focus groups was to gain a qualitative understanding of the views of people who use Bondi Junction, and inform the design of telephone, online and walk up survey instruments. Each group included between 10 and 14 participants, with discussions lasting for approximately two hours.

2.1 Methodology and key questions

Participants were selected from across the LGA by an independent social research recruiter to be broadly representative of the LGA population profile. Discussion points put to the focus group are outlined in the table below.

<table>
<thead>
<tr>
<th>Discussion point</th>
<th>Explanation</th>
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<tbody>
<tr>
<td>Activity – defining Bondi Junction</td>
<td>Participants provided with A3 paper to highlight where they consider Bondi Junction to be, and assist with understanding spatial frames of reference</td>
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<tr>
<td>Using Bondi Junction</td>
<td>Participants asked:</td>
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<td></td>
<td>- how they use Bondi Junction</td>
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<td></td>
<td>- frequency and length of use</td>
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<td></td>
<td>- what currently makes Bondi Junction a great place</td>
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<tr>
<td></td>
<td>- what currently makes Bondi Junction not such a great place</td>
</tr>
<tr>
<td></td>
<td>- what is currently missing from Bondi Junction, and what it might need more or less of in the future</td>
</tr>
<tr>
<td>Activity – Strength, Weakness, Opportunity, Threat Analysis</td>
<td>Participants asked to identify current strengths and weaknesses, and future opportunities and threats for Bondi Junction</td>
</tr>
<tr>
<td>Demographic snapshot</td>
<td>Participants provided with snapshot of changes to the LGA population profile to 2031 and asked what this population might need from Bondi Junction in the future</td>
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<tr>
<td>Council and community services and facilities</td>
<td>Participants provided with a broad overview of the types of community services and facilities and asked to identify:</td>
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<td></td>
<td>- council and community services and facilities they currently use across Waverley and in Bondi Junction, how they access these, and reasons for this use</td>
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<td></td>
<td>- council and community services and facilities that might currently be missing, or needed to respond to changes in the demographic profile of Waverley through to 2031</td>
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<td>- how Council’s property portfolio in Bondi Junction could add value to the role and function of Bondi Junction for the people who use Bondi Junction</td>
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2.2 Focus group key findings

The first activity revealed participants had various spatial understandings of Bondi Junction. Participants living in closer proximity to Bondi Junction referred to the area encompassing Westfield
shopping centre, Bondi Junction mall and Spring Street. Participants living in other parts of the LGA referred to Bondi Junction as a larger area encompassing West Oxford Street and extending to Centennial Park and Waverley Park. Participants who had lived in the area for 20 years or more noted Bondi Junction has improved markedly over recent decades. However, most participants were more concerned about the current state of Bondi Junction and considered there to be a lack of action in addressing what they perceive as the weaknesses and threats facing Bondi Junction. A number of participants noted recent Council-led urban design and streetscape initiatives as examples of the direction in which Bondi Junction should be headed.

**Strengths and weaknesses**

Participants considered the current strengths of Bondi Junction to be: proximity to Bondi Beach and other beaches across the Eastern Suburbs, Centennial Park, the Moore Park Entertainment Quarter, and Sydney CBD; excellent access to frequent and reliable multi-modal public transport; generally pleasant coastal microclimate; the full complement of daily services and conveniences needed by the people who use Bondi Junction; and general availability of night time entertainment uses (although these uses were not considered to meet the needs of users).

Participants considered the current weaknesses of Bondi Junction to be: inadequate car parking arrangements at commercial parking stations and kerbside set-downs; safety and anti-social behaviour, particularly around larger entertainment venues; difficulties navigating the pedestrian, cyclist and vehicle movement networks; wind tunnels and inadequate night time lighting; lack of play areas for families and children and open space more generally; and lack of diversity in the food and entertainment offering, particularly quality yet affordable dining options and smaller scale performing arts and culture venues.

**Opportunities and threats**

Participants indicated there are significant opportunities to further improve Bondi Junction and create a lifestyle focused urban centre with a diverse and vibrant street life. However, participants noted that, without addressing the threats faced by Bondi Junction, efforts to create such a place would be fruitless. Dominant perceptions of Bondi Junction as the home of Westfield and its use as a major transport interchange limited the ability of participants to identify opportunities and reimagine what Bondi Junction could be like in the future.

Identified threats to the future of Bondi Junction included: the dominance and economic impact of Westfield on the diversity of the retail, dining and entertainment offering in other parts of Bondi Junction; traffic congestion at key intersections (particularly Bondi and Bronte Roads) and weekend traffic gridlock during summer and other occasions and major events where there are large influxes of people and cars; lack of safety for pedestrians and cyclists, particularly at street intersections; lack of vibrancy in the Bondi Junction mall and along Spring Street, which serve as key links between Westfield and other parts of Bondi Junction; lack of cross-block linkages and passageways; the need for additional public transport capacity to popular nearby destinations, particularly bus routes to Bondi and Bronte Beaches; and difficulties in encouraging night time activation.

The table overleaf provides a thematic analysis of common issues raised across the three focus groups.
<table>
<thead>
<tr>
<th>Theme</th>
<th>Comments</th>
</tr>
</thead>
</table>
| **Shopping and services** | • Most participants felt they well served by four large supermarkets, major department stores, gyms, doctors, pharmacists, hairdressers and plenty of high-end fashion.  
  ─ Participants also considered there to be adequate provision of childcare, dentists, solicitors, accountants and library services.  
  • Many felt Bondi Junction needs a broader retail offering, particularly the mid-range offering, and the focus of Westfield on higher end retail, and areas outside Westfield on lower-end retail requires rebalancing.  
  ─ Suggestions for missing shopping services included: mid-range fashion; record stores; vintage clothing stores; artisan-style food retailers. By way of example, a number of people mentioned their enjoyment of recently opened vegetarian/organic food retailers along West Oxford Street, and identified regular markets in the Bondi Junction mall as a way to expand such offerings.  
  • Some people felt moving the post office to Eastgate Shopping Centre from Westfield has resulted in an inconvenience for them.  
  • Improvements to the shopping and services environment suggested by participants included:  
    ─ A centre stage for performing arts and culture in Westfield  
    ─ A revamp of the Bondi Junction Mall to create a performing arts and dining focused precinct with fine dining options, small scale live music performances, modern street food, and small wine bars similar to Church Street in Parramatta or Pitt Street Mall  
    ─ Revamping Spring Street to better connect major areas of shopping activity with the broader Bondi Junction area |
| **Cafes and dining**       | • There was a strong view that Bondi Junction has a limited range of café and dining options, which do not suit their needs for enjoyable outdoor dining opportunities  
  ─ Participants were of the general view that poor street level amenity, and congestion and difficulties navigating the pedestrian and cyclist networks detracted from their enjoyment of outdoor dining options in Bondi Junction. Even though Bondi Beach was considered more congested by pedestrian traffic, most participants indicated they preferred outdoor dining at Bondi Beach where street level amenity and vibrancy are higher.  
  • Many participants felt there was an over-saturation of ‘cheap’ dining options in Bondi Junction, and a lack of quality local restaurants.  
  ─ Higher quality mid-range and fine dining restaurants and more small-scale wine and tapas bars were identified as key needs. However participants noted competition with Bondi Beach may challenge the viability of these uses in Bondi Junction |
| **Entertainment**         | • Attending the Mill Hill Hotel, Easts Leagues Club and Bondi Junction cinemas were the most frequently mentioned entertainment uses.  
  ─ Participants noted night-time safety concerns in and around large hotels, lack of suitable entertainment options for families outside the cinemas, and a lack of diversity of in the night-time entertainment offering as key issues.  
  ─ Further, participants felt the cinemas had become over-priced and indicated they were now attending more reasonably priced cinemas in surrounding LGAs.  
  • Most participants were of the view that smaller wine bars with more character and family friendly entertainment options would add value to the role of Bondi Junction, and attract a greater number and range of people who might use Bondi Junction. Participants felt these uses |
<table>
<thead>
<tr>
<th>Theme</th>
<th>Comments</th>
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<tbody>
<tr>
<td><strong>Art and culture</strong></td>
<td>would assist in creating a more vibrant, active and safer nighttime environment.</td>
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<tr>
<td></td>
<td>• Suggestions for possible improvements in entertainment uses included:</td>
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<tr>
<td></td>
<td>‒ A large annual street food, fine dining and live music-focused event through Bondi Junction mall, and smaller artisan style food and arts and crafts market stalls that are regularly and frequently programmed.</td>
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<tr>
<td></td>
<td>‒ The recent addition of Spring Street Social to Bondi Junction was mentioned numerously as a great model for smaller scale spaces for live music and performing arts and culture events</td>
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<tr>
<td></td>
<td>• Participants noted a challenge in differentiating Bondi Junction entertainment activities from those currently offered at the Moore Park Entertainment Quarter</td>
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<td></td>
<td>• A strong view was expressed by participants that the area needs a more vibrant arts and culture scene to engage and draw in the heavy pedestrian traffic travelling through Bondi Junction on their way to access other parts of the Eastern Suburbs</td>
</tr>
<tr>
<td></td>
<td>• Most participants’ viewed local community fairs, and arts and craft markets centred around the Bondi Junction mall favourably.</td>
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<tr>
<td></td>
<td>‒ Participants noted more seating, and grassed lawn and viewing areas would be needed in the mall to adequately support such uses</td>
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<tr>
<td></td>
<td>‒ Participants noted a challenge in differentiating Bondi Junction arts and culture activities from those currently offered in Paddington, Bondi Beach and the Sydney CBD.</td>
</tr>
<tr>
<td></td>
<td>‒ However, participants also noted extension of the Bondi Beach arts and culture offering, for example the internationally renowned Sculptures by the Sea, to Bondi Junction could help reinforce the place identity of Bondi Junction</td>
</tr>
<tr>
<td></td>
<td>• Given the challenges with the area’s traffic congestion, cost and time limits for car parking, and difficulties navigating pedestrian and cyclist networks, participants felt increased use of the mall for arts and culture events would need to be carefully planned and managed by Council</td>
</tr>
<tr>
<td></td>
<td>• Although there was a strong focus on use of the mall for arts and culture events, many participants felt it was too small to host larger whole of community events and alternative venues, such as Waverley Park, would still be needed for these purposes</td>
</tr>
<tr>
<td></td>
<td>• Adaptive re-use of some of Bondi Junction’s built heritage for arts and cultural events was mentioned by some participants</td>
</tr>
<tr>
<td></td>
<td>‒ Some participants suggested re-use of local built heritage items for art-house style theatre or pop up performing arts and culture events. These participants suggested combining such uses into dinner and show packages with new fine dining options would greatly enhance the area’s arts and culture offering</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>A variety of safety concerns were noted by participants including:</td>
</tr>
<tr>
<td></td>
<td>‒ Anti-social behaviour along Oxford Street, Spring Street, and surrounding the library and large hotels in the area, such as the Mill Hill Hotel</td>
</tr>
<tr>
<td></td>
<td>‒ Poor lighting and difficulties with cross-block access across Bondi Junction at night as the limited number of existing passageways (i.e. Bronka Arcade) shut after 8pm</td>
</tr>
<tr>
<td>Theme</td>
<td>Comments</td>
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<tr>
<td>-------</td>
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</tr>
<tr>
<td></td>
<td>The density of large hotels and need to provide more diverse and smaller-scale entertainment offerings</td>
</tr>
<tr>
<td></td>
<td>The need for increased police and security presence around Bondi Junction Mall and large hotels in the area</td>
</tr>
<tr>
<td></td>
<td>Cyclists speeding through Bondi Junction Mall with the potential for accidents between pedestrians and cyclists due to poor integration of the pedestrian and cyclist networks</td>
</tr>
<tr>
<td></td>
<td>Vehicle speed limits, particularly around street intersections and areas with high pedestrian traffic such as bus stops, entrances to Westfield and Bondi Junction mall</td>
</tr>
</tbody>
</table>

**Public and active transport**
- Most participants were of the view that:
  - Trains and buses are extremely convenient and reliable, however pedestrian access to the train station and bus interchange from outside Westfield could be significantly improved to become more pedestrian friendly
  - Bondi Junction is a walkable urban environment, however lack of inter-block linkages and passageways challenge walkability
- Most participants noted the need for more buses to and from Bondi Beach and Bronte at night as these services are regularly at or over capacity
- Some participants noted the need for better north-south access to Bondi Junction from Woollahra. However, these participants also acknowledged the terrain of these access routes would be difficult to overcome |

**Traffic and parking**
- Many participants felt it is difficult to park in Bondi Junction particularly in the middle of the day, on Saturday morning and afternoon peak periods, and especially during the summer season
- Similarly, most participants expressed frustration at the pricing and time limits for both kerb-side and commercial parking stations
  - Participants noted this as the key reason why they visited Bondi Junction for short periods of time only (i.e. 1-3 hours). This was particularly the case for participants who did not live in Bondi Junction and were travelling to the area from other parts of the LGA.
  - Some participants felt there is a need for more 15 minute pick up/drop off kerbside parking areas
- A number of participants noted their frustration at parking arrangements has resulted in them travelling to locations with adequate parking further afield for their daily services (i.e. Doubly Bay Woolworths, Bondi Beach IGA)
- There was a general concern amongst participants that additional high rise developments would generate additional traffic movements
  - Car share spaces were suggested as a way to change travelling behaviours and improve the parking situation. However, participants were unsure how this would work for the significant number of tourists and visitors who use Bondi Junction
<table>
<thead>
<tr>
<th>Theme</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Tourist destination         | • There was a strong view that much of the activity and vibrancy that currently exists in Bondi Junction is attributable to tourists and visitors  
  - Participants noted the importance of the area’s role as a transport interchange in generating vibrancy and activity, as almost all tourists and visitors need to travel through Bondi Junction to access Bondi Beach.  
  - Whilst participants suggested this resulted in the area being used largely as a pedestrian thoroughfare, they acknowledged the vibrancy and activity in and around Bondi Junction would diminish without tourists and visitors  
  - Some participants noted a lack of diversity in tourist accommodation options, and that higher end hotels supported by interesting performing arts and culture uses were needed to attract and retain a more diverse range of tourists  
  - These participants also noted the need for more tourist and visitor information services that could be easily identified by those unfamiliar with the area |
| Urban amenity                | • Most participants were of the view that Bondi Junction has a cluttered and unclean urban environment. Participants felt there is a need to remove unattractive and dangerous footpath signage, widen footpaths, and provide more general street litter collection services  
  • A number of participants noted the coastal micro-climate was a distinct advantage for Bondi Junction, particularly light sea breezes and cooler temperatures.  
  - However, participants also noted poor building orientation causes wind tunnels which detract from how users experience Bondi Junction, particularly in winter  
  • Similarly, a number of participants noted building overshadowing limits solar access, which is a particular issue in winter when users rely on sunlight for warmth as temperatures in an area with a coastal micro-climate are typically cooler |
| Council and community services and facilities | • There were varying levels of awareness of the type and location of council and community services and facilities provided in Bondi Junction  
  • There were higher levels of awareness and use of the library.  
  - Of the participants who used the library, there was a strong view the service was exceptional, used by a diverse range of people, and that it acts as a place where the community can come together. However, some of these participants noted the location of the library challenges its role as a meeting place for the whole community  
  • Only a small number of participants were aware of or had used the Mill Hill Centre.  
  - Those participants aware of, but who had not necessarily used the Mill Hill Centre, noted there was a range of services on offer for the elderly in Bondi Junction. These participants could not comment on the quality of these services other than to stress the importance of elderly services that encouraged active living and regular inter-generational social interactions  
  - Participants unaware of the existence of the Mill Hill Centre noted there should be more services for older people in Bondi Junction  
  • A small number of participants were altogether unaware of the existence of the library. However, these participants were aware of Council’s Customer Service Centre, which they noted was prominently located in Spring Street |
<table>
<thead>
<tr>
<th>Theme</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>− Participants unaware of specific community services and facilities assumed its strategic role as an urban centre meant they are being provided somewhere in Bondi Junction but were not aware of the specific location or type of services provided</td>
</tr>
<tr>
<td></td>
<td>− When these participants were advised of the location, there was a general view they are hidden at the edge of Bondi Junction and disconnected from areas with high levels of pedestrian activity, which impedes their visibility</td>
</tr>
<tr>
<td></td>
<td>• Suggestions for new council services and facilities in Bondi Junction included enhanced tourist and visitor information services, and more active recreation facilities, particularly a swimming pool</td>
</tr>
<tr>
<td></td>
<td>− Whilst some participants suggested more ‘one stop shop’ customer service points for residents and businesses were needed, other participants noted increasing trends towards online delivery would make such services redundant in the future</td>
</tr>
<tr>
<td>Council’s property portfolio</td>
<td>• Most participants were unaware Council owned property in Bondi Junction, or the location of these properties</td>
</tr>
<tr>
<td></td>
<td>− When advised of the location of Council owned properties in and around Newland, Ebley, Denison and Spring Streets, participants noted the general area was well connected by public transport but pedestrian access is challenged due to their location at the edge of Bondi Junction</td>
</tr>
<tr>
<td></td>
<td>− Participants suggested any enhancements to these properties would need to be small-scale, supported by better cross-block linkages and result in a diversity of uses that generally enliven and increase levels of activity in the area. Participants further suggested large scale additions or improvements to the properties would not address what is most needed in Bondi Junction</td>
</tr>
<tr>
<td></td>
<td>− Outside additional visitor and tourist information services and youth services, participants could not identify any specific enhancements to Council owned properties that would ensure they better provide for the needs of Bondi Junction users</td>
</tr>
<tr>
<td></td>
<td>• Some participants suggested that, if council administration services needed enhancing, Council Chambers or Waverley Park were the best locations</td>
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<tr>
<td></td>
<td>− However participants noted these locations were not central to Bondi Junction, difficult to access by foot and accessibility upgrades would be needed to support an expanded range of services and facilities at these locations</td>
</tr>
</tbody>
</table>
### 2.3 Post-focus group survey

Following consideration of the viewpoints of other participants, each participant completed a post-focus group survey questionnaire. The question areas asked are outlined in the table below.

<table>
<thead>
<tr>
<th>Question area</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Future of Bondi Junction</strong></td>
<td>Relative importance of a range of attributes for the future of Bondi Junction (i.e. variety of jobs, open space and parks, high sustainability standards, respect for diversity, cultural activities, housing choice, urban design etc.)</td>
</tr>
<tr>
<td><strong>Suitability of Bondi Junction for demographic segments</strong></td>
<td>How suitable Bondi Junction is for seniors, families, young children and teenagers</td>
</tr>
<tr>
<td><strong>Testing particular land uses and public realm features</strong></td>
<td>Participants asked whether a range of land uses and public realm features were needed more or less in Bondi Junction, or whether there is enough now (i.e. public artwork, free WiFi, outdoor areas, variety of restaurants and cafes, variety of retail stores, digital creativity hubs etc.)</td>
</tr>
<tr>
<td><strong>Improving the future of Bondi Junction</strong></td>
<td>Top three things participants feel would make Bondi Junction more useful and appealing for them in the future</td>
</tr>
<tr>
<td><strong>Future of Bondi Junction and providing community services and facilities</strong></td>
<td>Participants asked how important the future of Bondi Junction, and providing community services and facilities are to them</td>
</tr>
</tbody>
</table>

The post focus-group surveys revealed:

1. Most participants were of the view that:
   - a. safety, high sustainability standards, well designed public places and spaces, open space and parks and a variety of places to eat and socialise were more important for the future of Bondi Junction
   - b. Bondi Junction is well suited to the needs of teenagers and seniors, but not the needs of families and young children
   - c. Bondi Junction needs greater diversity of certain land uses (i.e. restaurant, café and entertainment options) and more public realm features (i.e. public artwork, plazas and lawns, and better pedestrian networks and access to public transport)

2. Most participants indicated the future of Bondi Junction was a very important or important issue to them, whilst provision of community services and facilities was slightly less important.

3. When asked to nominate the three most important things that would make Bondi Junction more appealing and useful to them, participants suggested:
   - Better road infrastructure and decreased traffic congestion, particularly along Bondi and Bronte Roads
   - More public transport services to Bondi Beach, and better pedestrian and cyclist accessibility in and around Bondi Junction, particularly near Bondi Junction Mall
• Improvements in the affordability of car parking, and relaxation of time limits (particularly for kerb side parking)
• Ensure quality construction and appropriate look and feel of buildings
• A safer night time environment, particularly along Spring Street, with more to do e.g. restaurants, live music, small-scale bars, arts and culture uses
• Encouraging a café culture and more outdoor play and active recreation areas for children
• Digital and creativity hubs to diversify the employment base and encourage young entrepreneurs and artists to the area
3 Key Stakeholder Meetings

The engagement process included one meeting with each of the following key stakeholder groups:

- Bondi Junction Precinct Committee (approximately 30 minutes as part of precinct committee meeting business)
- Combined Precinct Committee Executive (approximately 60 minute meeting as part of combined precinct committee meeting business)
- Waverley Business Forum (approximately 60 minute meeting)

The information sheet and discussion guide provided to meeting attendees can be found at Appendix B of this report.

3.1.1 Bondi Junction Precinct Committee Meeting

As part of the 19\textsuperscript{th} November 2014 Bondi Junction Precinct Committee meeting, Council staff provided the approximately thirty (30) to forty (40) attendees with an overview of the background, objectives and activities of the engagement process prior to discussions commencing. Whilst attendees were provided with an information sheet and question prompts, the meeting was facilitated as an open discussion with participants able to raise other items they were interested in or concerned about.

The following table provides a thematic summary of issues raised by attendees. Verbatim notes from the meeting can be found at Appendix F of this report.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Issues raised</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Council services and infrastructure</strong></td>
<td></td>
</tr>
</tbody>
</table>
- Concern that the library would be lost as Council has a hidden agenda to convert the library into a multi-storey building, and that Council wants to build a large service centre or facility very close to a quiet residential area
- The Mill Hill centre needs to be retained for the purpose it is currently used for and concern service accessibility for the elderly would diminish if the current use changes
- Whether the ageing utilities infrastructure (particularly sewerage) in Bondi Junction can cope with additional demand
- Desire not to see Council move into the centre of Bondi Junction |
| **Heritage**                        |  
- Concern that heritage properties such as the Boot Factory would be knocked down
- The Boot Factory should be preserved and kept as a focal point for the area |
| **Height and density**              |  
- Value living in a quiet residential area and concerns regarding over-development and that Bondi Junction will have more high rises in the future, reducing sunlight and exacerbating wind tunnels
- Concern that a ‘civic precinct’ would look like Chatswood
- Concern regarding that employment and residential dwelling capacity allowed for under current LEP is already above employment and population targets for the area |
Traffic and parking
• Traffic engineer reports show Bondi Junction pedestrian and vehicle network is already at capacity
• A comprehensive integrated traffic plan is needed for Bondi Junction and the LGA
• Cumulative effect of additional development on existing traffic and parking issues need to be properly considered

Engagement process
• Whether the precinct committee’s views would be adequately considered, and if the engagement and master planning processes would be fair and transparent
• Concern surrounding a hidden agenda and lack of consultation on previous planning activities for Council-owned properties in Bondi Junction
• Desire for Council to continue discussing and gaining more input on the engagement issues from a larger group
• Inadequate time to discuss the engagement issues as part of the precinct committee meeting

3.1.2 Findings from Combined Precincts Committee meeting
On Thursday 20th November, Council met with representatives from Bondi Beach Precinct; Charing Cross Precinct; Queens Park Precinct; Queens Park Precinct; Bronte Precinct; Penkivil Precinct; North Bondi Precinct; North Bondi Precinct; South Bondi Precinct; and South Bondi Precinct. Council staff provided attendees with an overview of the background, objectives and activities of the engagement process prior to discussions commencing. Again, whilst attendees were provided with an information sheet and question prompts, the meeting was facilitated as an open discussion with participants able to raise other items they were interested in or concerned about.

The table below provides a thematic summary of issues raised by attendees. Verbatim notes can be found at Appendix F of this report.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Issues raised</th>
</tr>
</thead>
</table>
| Council organisational and property planning processes | • A number of strategic, organisational and operational issues need to be considered when planning for Council’s property portfolio. These include Council amalgamations, rates of return from the portfolio, and structural integrity of Council owned property  
• Council Chambers is located next to open space (i.e. Margaret Whitlam Reserve), which has good access to car parking and would be better considered for enhanced use |
| Housing | • There is a need for low cost housing, particularly for the ageing population and to support social diversity and vibrancy |
| Community facilities | • There is a need for large, welcoming spaces that are attractive to the people who use Bondi Junction and where the whole community can gather together. Such spaces could be used to better integrate the library with the centre of Bondi Junction  
  - Changes to the street layout and creating cross-block linkages would assist with creating such spaces. The area between Spring Street and the mall was suggested as a potential location for such a linkage  
• New government run high schools will be needed in the LGA in the future, and Bondi Junction would offer a highly accessible location for these |
<table>
<thead>
<tr>
<th>Theme</th>
<th>Issues raised</th>
</tr>
</thead>
</table>
| **Environment and heritage** | • High sustainability standards, better environmental design (increased solar access, reduced wind tunnel effect), greater open space provision, and increased separation distances between buildings and green space are needed in Bondi Junction  
  • There is a need to preserve view corridors from Bondi Junction to the CBD and maintain the area’s built heritage.  
    - Low-medium rise development over a larger area may be an effective solution to further high rise development |
| **Commercial, retail and tourist uses** | • Concern over impact of intensifying commercial activities on nearby residential areas and recreational land (particularly Queens Park)  
  • A greater range of dining options, particularly fine dining are needed in Bondi Junction  
  • Longer-term retail trends, particularly the move towards online shopping, need to be carefully considered in long term planning for Bondi Junction  
  • The important role of tourists and visitors in creating a vibrant and active Bondi Junction should be an important consideration for the future of Bondi Junction.  
    - A greater range of hotel accommodation options, supported by enhanced tourist and visitor information services are needed |
| **Arts and culture uses** | • Bondi Junction serves as the central destination for shopping and entertainment in the Eastern Suburbs  
  • However, there is a need to diversify the entertainment offering through arts and culture events and provide theatre and concert halls to enable these events |
| **Traffic and parking** | • Whilst there is a desire for larger arts and culture festival-style events, traffic congestion, particularly along Bondi Road, is a key challenge to providing these in Bondi Junction and need to be carefully considered  
  • There is a need for increased separation distances between pedestrians, cyclists and vehicles  
    - Street widening, provision of dedicated cycleways and service lanes, larger footpaths, and more passageways between street blocks would all assist with this  
  • Traffic and parking issues are seeing an increasing number of people avoid Bondi Junction and travel to nearby centres (i.e. Edgecliff, Double Bay) to satisfy their daily service needs |
| **Public and active transport** | • Recent upgrades to the Westfield transport interchange have been ineffective and more dedicated and well signed pedestrian and cyclist connections to the interchange are needed from outside Westfield  
  • Dedicated cycle lanes will assist with creating a more sustainable urban environment, reducing pollution, and improving community health  
  • Bus services to and from Bronte and Bondi Beach are at or near capacity and there needs to be more express services from these locations to Bondi Junction |
| **Safety** | • Concern surrounding movement of anti-social behaviour from Kings Cross to larger hotels in Bondi Junction following the State Government lockout laws  
  • Poor integration of the vehicle, pedestrian and cyclists networks can lead to accidents between pedestrians and cyclists, particularly at night time when |
Theme | Issues raised
--- | ---
| lighting is poor  
- There is a need for more night time police and security patrols, including on trains and buses and around public transport stops and stations |

### 3.1.3 Findings from Waverley Business Forum

Council met with members of the Waverley Business Forum on Monday 1st December 2014. The table below provides a thematic summary of issues raised by attendees. As with the precinct committee meetings, Council staff provided the approximately ten (10) attendees with an overview of the background, objectives and activities of the engagement process prior to discussions commencing. Again, whilst attendees were provided with an information sheet and question prompts, the meeting was facilitated as an open discussion with participants able to raise other items they were interested in or concerned about.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Issues raised</th>
</tr>
</thead>
</table>
| **Opportunities** | • The ‘Bondi’ brand is well-known and highly regarded internationally, this should be leveraged when developing the vision for Bondi Junction  
• Bondi Junction could be known as a world class urban centre through successful integration of lifestyle, residential, entertainment and business uses combined with high urban amenity |
| **Long term planning** | • Long term planning needs to consider the right balance between built form and open space, and aim to create a sustainable built environment through green buildings (i.e. water recycling, solar power etc.)  
• Social infrastructure needs, including libraries, pre-schools and aged care, should be central considerations in long term planning for Council’s property portfolio in Bondi Junction |
| **Commercial and retail uses** | • The variety of shops and daily services is a key attractor for Bondi Junction, however could be further diversified and enhanced |
| **Entertainment, dining and nightlife** | • There are a number of gaps in the dining offering, in particular outdoor dining and food markets. Providing these uses could support creation of a more vibrant and safer night-time environment in Bondi Junction  
  - Extending mall trading hours, improving cross-block linkages and passageways across Bondi Junction and diversifying the entertainment offering beyond large hotels could also assist with this  
  - Outdoor movies, zumba classes, yoga and additional seating and spaces for relaxation in the mall would attract a greater range of people who might use Bondi Junction, enhance how Bondi Junction is used, and also improve the area’s vibrancy |
| **Transport, accessibility and parking** | • Opportunity exists to create a walkable spine from Centennial Park through to Council Chambers via Bondi Junction, potentially extending to Bondi Beach via a grand boulevard along Bondi Road  
• 3,300 car parking spaces are provided in Bondi Junction, which are vital for both customer accessibility and the success of businesses.  
  - However, car park opening hours do not always align with trading hours, which can create issues for customer accessibility and challenges the success of night time trading |
<table>
<thead>
<tr>
<th>Theme</th>
<th>Issues raised</th>
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</thead>
<tbody>
<tr>
<td><strong>Theme</strong></td>
<td><strong>Issues raised</strong></td>
</tr>
<tr>
<td></td>
<td>The train line and bus routes provide excellent access to Bondi Junction for a wide range of people, particularly the elderly.</td>
</tr>
<tr>
<td></td>
<td>- Although the train line could be extended from Bondi Junction to Bondi Beach to enhance tourist accessibility, the implications of this on levels of activity in Bondi Junction need to be carefully considered</td>
</tr>
<tr>
<td>Employment</td>
<td>Lack of diversity in employment opportunities in Bondi Junction is creating difficulties for professional firms in attracting and retaining talented staff</td>
</tr>
<tr>
<td></td>
<td>- Business incubators that attract entrepreneurs, start-ups and creative industries could assist with diversifying employment opportunities and attracting and retaining talented staff in Bondi Junction</td>
</tr>
<tr>
<td>Suitability for demographic segments</td>
<td>There is a need for safe and vibrant active play spaces in Bondi Junction for families and children to play in</td>
</tr>
<tr>
<td></td>
<td>- More public toilets that are wheelchair accessible and well signed for the elderly are needed, particularly near the train station</td>
</tr>
<tr>
<td>Safety</td>
<td>Homelessness appears to be increasing in Bondi Junction, and more services are needed to ensure their safety and that of other people who use Bondi Junction</td>
</tr>
<tr>
<td></td>
<td>- Concern surrounding movement of anti-social behaviour from Kings Cross to larger hotels in Bondi Junction following State Government lockout laws</td>
</tr>
<tr>
<td>Council services and facilities</td>
<td>A centralised back office function would enable better communication between Council staff</td>
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<tr>
<td></td>
<td>- Having a one-stop customer service centre for Council would improve service levels and access for residents (particularly the elderly) and businesses</td>
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<td></td>
<td>- Council shopfronts in each ward would improve service reach across the LGA</td>
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<td></td>
<td>- Council should explore opportunities for consolidating offices into one location.</td>
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<tr>
<td></td>
<td>- A heated indoor saltwater pool would provide a place-connection with Bondi Beach and provide much needed active recreation facilities in Bondi Junction</td>
</tr>
<tr>
<td>Community services and facilities</td>
<td>The Mill Hill Centre and Spring Street Customer Service Centre present the best locations for community services and facilities in Bondi Junction due to their high levels of accessibility</td>
</tr>
<tr>
<td></td>
<td>- Any consolidation of Council administration functions would need to be accompanied by co-located and significantly enhanced community services and facilities. Adaptive re-use of the Boot Factory for these community services and facilities could be appropriate</td>
</tr>
<tr>
<td>Council organisational and property planning processes</td>
<td>A number of strategic issues need to be considered when planning for Council’s property portfolio, including Council amalgamations and rates of return from existing properties</td>
</tr>
</tbody>
</table>
4 Key Stakeholder Telephone Interviews

The engagement process included ten (10) forty-five minute telephone interviews with key stakeholders identified by UTS through the stakeholder analysis, and in collaboration with Council. The information sheet and discussion guide provided to interviewees can be found at Appendix B of this report.

Key community service provider stakeholders interviewed were:

- Randwick Waverley Community Transport
- Eastern Suburbs Local Area Command
- ECHO Neighbourhood Centre
- Friends of Refugees of Eastern Europe
- Jewish Care
- Bondi Outreach Street Project
- City East Community College
- Bondi Junction Community Mental Health
- Waverley Outside School Care
- Options Youth Housing

The table below provides a thematic summary of issues raised by community services providers.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Issues raised</th>
</tr>
</thead>
</table>
| What is great, and not so great, about Bondi Junction | • Bondi Junction serves a transient range of users and is unique in that it has to serve diverse day to day, temporal and specific users including tourists and visitors, people with different levels of ability, the elderly, young children and families, shoppers, residents, and culturally diverse communities  
  • Bondi Junction provides unique social support structures to persons with specific needs, particularly the local Jewish community who find it difficult to access culturally appropriate services elsewhere in the Eastern suburbs  
  • Bondi Junction provides a range of affordable food options which assist and serve the needs of less advantaged persons across the Eastern suburbs  
  • Whilst low cost housing options are available in and around Bondi Junction, these dwelling types are typically not well suited to the needs of disabled or elderly tenants. Some interviewees expressed views that high rise buildings are more easily accessible and better provide for the needs of these tenants  
  • Whilst the Bondi Junction transport interchange works well, and provides community services users with excellent access to these services, there is a need for low cost parking for those unable to use public transport. In particular, at times unreliable bus timetables can create difficulties for community service users wishing to access Bondi Junction by public transport  
  • Whilst Westfield has served to revitalise Bondi Junction, its dominance has resulted in a lack of vibrancy and activity in other parts of Bondi Junction (particularly West Oxford Street and the Bondi Junction mall)  
  • Bondi Junction lacks a pedestrian network appropriately designed for people with different abilities, or the elderly who may require wheelchairs or walkers. In particular, the pedestrian interface with buses along Newland Street needs improving, and pedestrian traffic signal time limits increased to allow enough time for these people to cross at intersections  
  • Although Bondi Junction is a good example of successful integration of resident, commercial, transport and lifestyle uses, the streetscape and urban amenity of the area detracts from its sense of place |
There is a lack of regular employment opportunities in and around Bondi Junction for disadvantaged older teenagers and persons with different levels of ability, who often have to travel to Western Sydney to find suitable employment opportunities.

<table>
<thead>
<tr>
<th>Community service and facility needs</th>
<th>When asked generally which community service and facility needs were not being met across the LGA and Eastern suburbs, providers noted the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• More traditional centre-based youth services, and other activities suitable for children such as cinemas and theatres, are declining across the Eastern suburbs</td>
</tr>
<tr>
<td></td>
<td>• Formal neighbour to neighbour link-up, community transport and home care programs to assist the elderly age in place</td>
</tr>
<tr>
<td></td>
<td>• Low cost or free activities for children that are age appropriate and account for changing trends and preferences. For example, teenagers need to be engaged beyond sport and skate parks and now prefer live music, cafes and connected outdoor spaces that facilitate online and offline interaction</td>
</tr>
<tr>
<td></td>
<td>• Night time activities and cultural events for children in areas that are well lit. The After Dark program operating in Glebe was offered as a successful example</td>
</tr>
<tr>
<td></td>
<td>• Facilities that enable unstructured connection between older and younger generations. The library was suggested as a facility where these types of activity could be enhanced</td>
</tr>
<tr>
<td></td>
<td>• Additional child care places and premises with sufficient land area to satisfy child care centre outdoor space regulations. Centre operators are currently travelling to other parts of the inner city or Western Sydney for access to adequate recreation facilities. The Dynamos play centre at Alexandria was suggested as an example of such a facility</td>
</tr>
<tr>
<td></td>
<td>• There is a lack of well-established performing arts spaces across the Eastern suburbs. Bondi Junction would be a somewhat suitable location for these however, other locations across the LGA (such as Bondi Beach Pavilion) would be more suitable</td>
</tr>
<tr>
<td></td>
<td>• Aged care, doctors, dentists and hearing services were identified as key needs as the LGA’s population ages. Some providers noted there are an extensive range of these services provided in Bondi Junction and the most pressing needs exist in youth services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Models of service provision</th>
<th>When considering current models of community service and facility provision across the LGA and Eastern suburbs, providers noted:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Council needs to work in partnership with service providers as the more dispersed model of provision across the LGA and Eastern suburbs challenges coordination, communication, access and referrals across services.</td>
</tr>
<tr>
<td></td>
<td>• Former co-location of services at the Mill Hill Centre enabled efficient referrals between services, and easy access for service users. Service providers noted a co-located, central hub is a better model of provision for youth, neighbourhood and seniors centres where referral services often take place</td>
</tr>
<tr>
<td></td>
<td>• Better service integration is needed to reduce current overlaps and enable a more efficient and successful referral process. Locating youth legal, health, recreation and counselling services in a central facility were provided as examples where a higher quality of service could be offered</td>
</tr>
<tr>
<td></td>
<td>• Most providers noted public transport accessibility to Bondi Junction is a big</td>
</tr>
</tbody>
</table>
advantage for centralising services at this location and could result in increased use of services

- Some providers noted determining the most appropriate model of provision for their service is a function of how the demographic and geographic attributes of service users influence the type of service offered. These providers noted the disparate spatial layout of the LGA and broader Eastern suburbs peninsula means a more dispersed model of provision best aligns with the needs of their users
- Some providers noted there can be challenges with waiting and queuing times when co-locating services, which can create stress for users. However, these providers also noted frustration and time constraints for users having to access services in multiple locations. Long queues and wait times at the co-located Medibank and Centrelink offices in Bondi Junction, and ongoing lack of follow through on youth service referrals were offered as examples of these challenges
- Some providers indicated they are attempting to work together in pursuing more centralised service provision, however are having difficulties obtaining planning approval for an appropriate facility that would enable this model of provision

| Community services and facilities | When asked what community services and facilities were most needed as the LGA population changes, providers identified:

- Information services to inform people of service availability, and changes to community service offerings
- Government high schools
- Community and neighbourhood centres in the heart of Bondi Junction that provide structured and unstructured places for people to meet surrounded by the services they need
- Multi-function spaces for children to socialise and access social media
- Free concerts and cultural events, possibly in Waverley Park
- Service providers also noted the need to consult with providers, users and the broader community at the service level when considering changes to service offerings |

An opportunity to be involved in the engagement process was extended to key stakeholders from Council’s Building Futures Partnership initiative. The following members of the initiative were involved in a forty-five minute interview:

- Leighton Properties
- Eastgate Apartment Complex Management
- Stargate Property Group

The table below provides a thematic summary of issues raised by community services providers.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Issue raised</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is great, and not so great, about Bondi Junction?</td>
<td>Bondi Junction provides exceptional public transport access to the Eastern Suburbs, Sydney CBD and further afield. Combined with the full complement of day to day services on offer, this attracts a diverse range of people who use Bondi Junction</td>
</tr>
</tbody>
</table>
The density and diversity of people who use Bondi Junction makes it a safe place to be during the day. However, lack of night time activities creates a perception amongst the people who use Bondi Junction of lack of night time safety.

Whilst Bondi Junction offers a range of healthy and affordable food options, there is a significant gap in fine dining options particularly outside of Westfield.

Although Bondi Junction offers the full complement of services, there are gaps in tertiary medical and education services. However, interviewees noted these were provided nearby in Randwick and easily accessible from Bondi Junction, the LGA and other parts of the Eastern suburbs.

**Concerns for future**

When asked what they were most concerned about for the future of Bondi Junction, interviewees noted:

- Noise impacts from large hotels, construction sites and buskers in the area, suggesting more Council rangers were needed to regulate these impacts.
- Vibrancy of West Oxford Street, particularly lack of diversity in the retail offering and concern this area may be entering a period of decline similar to other parts of Oxford Street in Paddington and Darlinghurst.
- Traffic congestion and the need to prioritise pedestrian and cycle path improvements across Bondi Junction.
- Poor urban architecture, inadequate lighting and night time activity, contributing to a perceived lack of safety.
- Perceptions of Bondi Junction as purely a retail destination and transport interchange. Interviewees noted limited viability for large commercial employment uses will challenge any attempt to diversify the Bondi Junction economic base away from dominant retail uses.

**What does Bondi Junction need in the future?**

When asked what the people who use Bondi Junction might need most from this place in the future, interviewees identified the following:

- Wider footpaths and installation of cycleways, particularly along Newland, Oxford and Spring Streets.
- Enhanced connections to Centennial Park and Bondi Beach.
- High quality restaurants and fine dining options outside Westfield, similar to those found at Double Bay.
- Upgrade of the Eastgate parking complex.
- Pick up and drop off zones for taxis.
- Child care centres, parks and open space, potentially on Council owned land along Ebley Street.
- Public art, activated street frontages and heavily landscaped outdoor spaces and plazas. Darling Quarter in Darling Harbour, and the Superkilen in Copenhagen were offered as successful examples.
- Continued streetscape upgrades as part of the Complete Streets program.
- Office space for small to medium businesses, entrepreneurs and creative industries start ups.
5 Telephone Survey

A random dial telephone survey was undertaken of 550 residents living in the Waverley (n=418), Woollahra (n=66) and Randwick (n=66) Local Government Areas. The survey was fielded between 20th and 28th November 2014, with the youngest person in the household aged over 18 asked to participate.

Survey data has been weighted to match ABS Census data for the LGAs covered. A full copy of the telephone survey instrument is included at Appendix D.

Survey questions covered the following areas:

- Relative importance of liveability attributes for the place where respondent’s live
- Use of Bondi Junction, including frequency, type, time (i.e. day/night), mode of access, and length of use
- Levels of agreement with statements about Bondi Junction (i.e. vibrancy and safety, provision of daily services and conveniences, natural and built environment qualities, accessibility)
- Suitability of Bondi Junction for demographic segments
- Words to describe the experience of, and things liked most and least about, Bondi Junction
- What Bondi Junction might need more or less of to make it a better place in the future, and top three things that would improve the future of Bondi Junction
- Importance of council and community service and facility provision in Bondi Junction, and frequency of use for council and community services and facilities in Bondi Junction
- Locational preferences for community services and facilities in and around Bondi Junction

5.1 Findings

The telephone survey revealed:

*What is most important about liveability?*

- When asked about the relative importance of aspects of liveability for the place where they live, respondents identified good public transport (94%), high environmental standards (86%), good educational opportunities (82%), pedestrian and cyclist accessibility (82%), respect for diversity (78%) and places to socialise with friends or family (76%) as most important
  - Access to community services and facilities (68%), a vibrant economy (72%), and pleasant landscapes and buildings (73%) were the next most important aspects
  - A wide choice of housing types (52%), and a range of cultural activities (58%) and retail and shopping facilities (59%) were the least important aspects

*How, when and why do people use Bondi Junction?*

- Most respondents typically use Bondi Junction during the day (90%), at least once a week (20%) or more (64%), for three hours or less (89%), and access Bondi Junction by car (43%), bus (28%) or on foot (23%)
- Grocery / retail (65%) and convenience (54%) shopping were the main reasons respondents use Bondi Junction, followed by cafes, restaurants or markets (24%), professional services such as doctors, lawyers, and banking (23%), and accessing public transport (22%)
  - Other reasons the respondents’ use Bondi Junction include attending the movies and commercial gyms

*What do people think of Bondi Junction?*

- There were high levels of agreement amongst respondents that Bondi Junction: is a safe place to visit (99%) and vibrant and active (86%) during the day, with a vibrant economy (81%) and a lively atmosphere (81%)
- Most respondents agreed Bondi Junction is a safe place to visit at night (60%) and seems like a pleasant place to live (58%).
- There were low levels of agreement amongst respondents that Bondi Junction is a vibrant place at night (29%), has attractive buildings and public spaces (39%), and has outdoor spaces that are comfortable for sitting and relaxing (47%).
- Most respondents agreed Bondi Junction has the retail and shopping facilities (93%) and daily services (92%) they need, is easy to get to by public transport (87%), has a wide range of café and restaurant options (79%), and is easy to get to by private vehicle (72%).
  - Few respondents agreed Bondi Junction has a wide range of cultural activities and facilities (37%).
- Most respondents were of the view Bondi Junction is a suitable place for young adult professionals (82%), teenagers (73%), seniors (70%), and families (69%) to visit.
  - Just over half of respondents were of the view it is a suitable place for children to visit (57%).

*How do people characterise their experience of Bondi Junction?*

The figure below provides a visual depiction of the words most frequently mentioned when respondents were asked for the one word they would use to describe their experience of Bondi Junction. The size of each word represents how many times it was mentioned - the larger the word, the more times it was mentioned.

*What do people like most and least about Bondi Junction?*

The figure overleaf provides a visual depiction of the words most frequently mentioned when respondents were asked what they like most about Bondi Junction. The size of each word represents how many times it was mentioned - the larger the word, the more times it was mentioned.
The figure below provides a visual depiction of the words most frequently mentioned when respondents were asked what they like least about Bondi Junction. The size of each word represents how many times it was mentioned - the larger the word, the more times it was mentioned.

What does Bondi Junction need more or less of?

- measures to encourage sustainability and urban greenery (89%);
- better urban architecture and building design (79%);
- car parking and traffic improvements (73%);
- creative workspaces for new and emerging artists (71%);
- museums and art galleries (70%);
- parks and other places to enjoy the outdoors (67%);
- a variety of affordable places to live (65%);
- places for active recreation (64%);
- street festivals (62%);
- diverse employment opportunities (55%);
- public artwork (54%);
- pedestrian and cycle paths connecting to surrounding areas (54%);
- spaces for large events (53%);
- markets that sell local goods and produce (49%); and
- small office spaces for start-up businesses (46%)
A majority of respondents indicated Bondi Junction has enough variety in the retail shopping offering (72%); and professional services such as doctors, lawyers, banking and accounting (76%)

A slight majority of respondents indicated Bondi Junction has enough schools and other education institutions (47%); variety in the hotel and accommodation offering (41%); space for large businesses (53%); community facilities (56%); and range in the cafe and restaurant offering (57%)

Community services and facilities

Over two thirds of respondents indicated providing community services and facilities in Bondi Junction is extremely or very important to them (72%). There were higher levels of importance amongst the elderly (77%), females (76%), and persons with dependent children (79%)

Community services and facilities in Bondi Junction most frequently used by respondents include the library (80%), sports facilities (64%), and Council’s customer service centre (60%)

- Those used less frequently include neighbourhood and community centres (38%), child care centres (15%) and youth and seniors centres (17%)

When asked their preferred location for Council to provide community services and facilities, respondents were fairly evenly split between Council’s customer service centre in Spring Street (28%), the library (27%), and Council Chambers (23%). A similar, but smaller, proportion of respondents were unsure of their preferred location (20%)

- People aged 18-29, and respondents from Woollahra LGA (59%) were more likely to prefer the library (36), whilst people over the age of 60 (34%), renters (38%), people living in apartments (39%) and those earning between $80,000-$120,000 per annum (46%) were more likely to prefer Council’s Customer Service Centre on Spring Street

When asked whether locating community services and facilities from a fewer number of locations would affect them personally, most respondents said it would not (77%). Home owners (80%) and respondents from Randwick LGA (90%) were more certain it would not affect them personally than renters (64%) and respondents from Woollahra LGA (63%)

- A small proportion of respondents indicated it would affect them personally (15%), whilst a smaller proportion again was unsure (8%). People aged 18-39 (20%) and those who catch the train (36%) or walk to work (23%) were more likely to think it would affect them personally. People aged 60 years or over were less likely to think it would affect them personally (5%) 

- Respondents who indicated locating community services and facilities in a fewer number of locations would affect them personally (15%) raised the following issues when asked what sort of difference it would make:
  - Inconvenience through changes to service accessibility, particularly for the elderly
  - Lower visibility for community services and facilities and resultant decline in use
  - The contribution of providing community services and facilities at a range of locations to community vibrancy across the LGA
  - Longer travel and service wait times, and congestion and parking difficulties when accessing services
  - More convenient access if services were centralised in one place
  - Potentially greater range in the service and facility offering could be achieved through economies of scale that come with centralisation
6 Online and Walk-up Survey

An open online survey was hosted on the [http://www.haveyoursaywaverley.waverley.nsw.gov.au](http://www.haveyoursaywaverley.waverley.nsw.gov.au) website in December 2014 through to early January 2015. Walk up surveys were undertaken in and around Bondi Junction on a Saturday and Sunday morning in early December 2014. Across the online and walk up surveys a total of 72 responses were received, of which 25 respondents lived in the suburb of Bondi Junction.

A full copy of the survey instrument used for the online and walk up surveys is included at Appendix C. Survey questions broadly covered the same question areas as the telephone survey, as outlined below:

- Relative importance of liveability attributes for the place where respondent’s live
- Use of Bondi Junction, including frequency, type, time (i.e. day/night), mode of access, and length of use
- Levels of agreement with statements about Bondi Junction (i.e. vibrancy and safety, provision of daily services and conveniences, natural and built environment qualities, accessibility)
- Suitability of Bondi Junction for demographic segments
- Words to describe the experience of, and things liked most and least about, Bondi Junction
- What Bondi Junction might need more or less of to make it a better place in the future, and top three things that would improve the future of Bondi Junction
- Importance of council and community service and facility provision in Bondi Junction, and frequency of use for council and community services and facilities in Bondi Junction
- Locational preferences for community services and facilities in and around Bondi Junction

6.1 Findings

The online survey revealed:

**How, when and why do people use Bondi Junction?**

- Most respondents typically use Bondi Junction during the day (94%), at least several times a week (31%) or more (57%), and for three hours or less (92%)
  - Those respondents who live outside the suburb of Bondi Junction mostly access Bondi Junction by car (18%), bus (18%) or on foot (15%)
- Grocery (72%) and convenience (60%) shopping were the main reasons respondents use Bondi Junction, followed by recreation and walking (56%), accessing public transport (55%), cafes, restaurants or markets (51%), and professional services such as doctors, lawyers, or banking (51%)

**What do people think of Bondi Junction?**

- There were high levels of agreement amongst respondents that Bondi Junction is a safe place to visit (91%) and vibrant and active (83%) during the day, and has a lively atmosphere (71%)
- There were lower levels of agreement that Bondi Junction is a safe place to visit (42%) and vibrant and active (16%) at night, has attractive public spaces (24%), and outdoor spaces that are comfortable for sitting and relaxing (28%)
- Most respondents agreed Bondi Junction has the retail and shopping facilities (82%) and daily services (92%) they need, and is easy to get to by public transport (88%). Around two thirds of respondents agreed Bondi Junction has a vibrant economy (65%).
  - Approximately half of all respondents agreed Bondi Junction has a wide range of café and restaurant options (55%) and cultural activities and facilities (40%), and is easy to get to by private car (53%)
Most respondents were of the view Bondi Junction is a good place for seniors (72%) and families (60%) to live.
- Approximately half of all respondents thought Bondi Junction is a good place for young children (51%) and teenagers (44%) to live.

**How do people experience Bondi Junction?**

The figure below provides a visual depiction of the words most frequently mentioned when respondents were asked for the one word they would use to describe their experience of Bondi Junction. The size of each word represents how many times it was mentioned - the larger the word, the more times it was mentioned.

**What do people like most and least about Bondi Junction?**

The figure below provides a visual depiction of the words most frequently mentioned when respondents were asked what they like most about Bondi Junction. The size of each word represents how many times it was mentioned - the larger the word, the more times it was mentioned.
The figure below provides a visual depiction of the words most frequently mentioned when respondents were asked what they like least about Bondi Junction. The size of each word represents how many times it was mentioned - the larger the word, the more times it was mentioned.

What does Bondi Junction need more or less of?

- Most respondents were of the view Bondi Junction needs more measures to encourage sustainability (89%); parks and other places to enjoy the outdoors (75%); traffic improvements (81%); pedestrian paths and cycleways (65%); and museums and art galleries (60%)
- Approximately half of all respondents indicated Bondi Junction needs more car parking (57%); affordable places to live (55%); employment opportunities (56%); cafes and restaurants (56%); markets selling local goods and produce (50%); public artwork (58%); places for active recreation (56%); and street festivals (57%)
A majority of respondents indicated Bondi Junction has enough professional services such as doctors, lawyers, and banking (79%); places to shop (72%)

A slight majority of respondents indicated Bondi Junction has enough community facilities such as libraries and child care centres (52%); office space for larger businesses (56%); office space for start-up businesses (49%); auditoriums and other spaces for large events and performances (44%); and hotels, accommodation and conference venue options (46%)

A majority of respondents indicated Bondi Junction needs less high rise apartment buildings (44%)

Community services and facilities

Most respondents (86%) indicated providing community services and facilities in Bondi Junction is extremely or very important to them

Community services and facilities in Bondi Junction most frequently used by respondents include Council’s customer services centre (83%), and the library (76%)

– Community services and facilities in Bondi Junction never used by respondents include child care centres (60%) and youth and seniors centres (63%)

Approximately half of the respondents use public sports facilities (45%) and neighbourhood and community centres (44%)

Most respondents indicated there was a greater need for more youth and seniors centres (80%), library services (63%), child care centres (66%), public sports facilities (64%), and neighbourhood and community centres (68%) in Bondi Junction. Half of all respondents indicated Bondi Junction needs more Council customer and information services (50%)

When asked their preferred locations in and around Bondi Junction to provide community services and facilities, a majority of respondents said no change from where they are currently located (40%)

– Council’s customer service centre in Spring Street (22%), the library (10%) and Council Chambers (4%) were the next most preferred locations.

– A small proportion of respondents (16%) were unsure of their preferred location for Council to provide community services and facilities

When asked whether locating Council-provide community services and facilities from a fewer number of locations would make any difference to them personally, a majority of respondents (48%) said it would not. 

– A smaller proportion of respondents said it would affect them personally (22%), whilst around a third of respondents were unsure (30%)

– Respondents who indicated locating community services and facilities in a fewer number of locations would affect them personally (22%) raised the following issues when asked what sort of affect it would have:

  • Easier access to a one-stop-shop of Council services and centralised facilities
  • Ability to undertake multiple service transactions in one spot, improve communication across Council staff and reduce duplication
  • The need to ensure services and facilities are centrally located in the Bondi Junction spatial context, close to public transport and supported by adequate car parking arrangements
  • Uncertainty as to the affect it might have as, depending on the type of service, different locations could improve or detract from the service offering
  • Concern that Council is seeking to build a high rise Council building which would have overshadowing and traffic impacts on surrounding residents
  • Concern surrounding the traffic and parking impact on Mill Hill residential streets, and the need to ensure car-park exits and entries are located on Spring Street
  • Uncertainty surrounding the financial implications of consolidating service and facility locations
• Need to consider appropriate locations for community services and facilities in the context of Council amalgamations, and Council employing mostly outdoors staff with limited need for indoor office space
• Satisfaction with where community services and facilities are currently located
7 Primary Schools

Primary schools in four schools based in the Waverley LGA participated in an exercise called ‘Postcards from Bondi Junction’. Secondary schools were extended an opportunity to be involved, however teachers indicated the timing for end of year exams prohibited students from participating.

Students were asked to imagine themselves in Bondi Junction in the year 2030 and write and illustrate a brief postcard to a family member or friends telling them what they were enjoying about Bondi Junction. The information sheet provided to schools can be found at Appendix E.

The postcards identified the following key issues for Bondi Junction in 2030:

- Impact of climate change on the built environment, particularly sea level rise, severe storms, the urban heat island effect and the need for increased urban greenery
- Need for interesting play spaces for the whole family and children of all ages
- Changing retail trends toward online shopping, and a diversified retail offering that responds to evolving food and fashion preferences
- Changing building construction materials, with glass dominating the built environment in 2030
- Glass rooftop viewing platforms providing expansive views to the Sydney CBD and harbour
- Australian innovation and creativity leading evolution in digital technology based industries
- Outdoor spaces and plazas to relax in, and filled with street festivals and entertainment to enjoy
- Swimming pools, ice skating rinks and skateboard parks
- Water features, light installations and other public artwork that are interactive, add colour and enliven the built environment
- Innovation in modes of public and private transport around Bondi Junction, including trams and elevated transportation between high rise buildings
- Increased high rise development and congestion for pedestrians and vehicles
- Comparisons of Bondi Junction to international destinations such as New York, Los Angeles and major cities in Germany

A selection of postcards can be found at Appendix E of this report.
8 Conclusion

In considering the issues raised across the engagement activities, the following concluding remarks are emphasised:

- When considering how Bondi Junction performs as an urban centre, users understand its performance in terms of the extent and range of daily services and conveniences offered, and how the urban environment is experienced at the street level. Across the engagement activities, these performance attributes consistently featured more prominently relative to other attributes.
  - In assessing how Bondi Junction performs overall, the findings of the engagement process suggests *Bondi Junction is underperforming as an urban centre*. Whilst it offers the full complement of daily services and conveniences users need, underperformance relates largely to lack of range in these services and conveniences offered, and poor user experience of the urban realm at the street level.
  - To improve its performance, Bondi Junction needs economic development strategies that encourage greater range in the services and conveniences offered, and an urban design response that improves the street level experience by drawing on the place story of Bondi Junction as a lifestyle based urban centre.
  - Future economic development strategies need to focus particularly on encourage small-scale, affordable and quality specialty retail, food and dining options and performing arts and culture uses.
  - The urban design response needs to acknowledge the strategic position of Bondi Junction as a major interface to Centennial Park, and gateway to the Eastern suburbs peninsula and Bondi Beach. Leveraging the international brand reputation of Bondi Beach would help to emphasise the place story of Bondi Junction as a lifestyle focused urban centre.

- Bondi Junction users do not identify a compelling reason for large scale improvements or additions to Council’s property portfolio as a way to enhance the role and function of Bondi Junction.
  - The location of Council property at the edge of Bondi Junction; issues with traffic and parking; lack of cross-block permeability; poor navigability of the pedestrian and cyclist networks; and potentially regular influxes of large numbers of people to an area with limited pedestrian and vehicle movement capacity are key reasons for this.
  - However, users do identify a need for smaller-scale improvements and additions to council and community services and facilities provided in Bondi Junction. In particular, users identify a need for improved tourist and visitor information and youth services.

- It is widely viewed that improvements to community services and facilities have not kept pace with demographic change across the LGA.
  - There are a diverse range of views on the type of community services and facilities, and most appropriate model of provision (particularly for services for the elderly) that would best support a growing Waverley population into the future.
  - However, youth and teenage services were identified as those most needed in light of expected changes to the LGA’s demographic profile. Ensuring youth and teenage services account for current and future changes in the tastes and preferences of this demographic should be a key consideration for Council.

- An innovative traffic and parking response is needed in Bondi Junction to de-clutter movement networks, and enable pedestrians and cyclists, not cars, to dominate the urban environment.
  - This response needs to be supported by enhanced cross-block linkages, and creation of outdoor plazas and open spaces that are safe and engaging for people of all ages and abilities.
Westfield has come to dominate the spatial form of Bondi Junction. There is a need to re-integrate the edge and core of Bondi Junction, with particular emphasis on creating a unique and fine grain urban environment outside of Westfield.

- In particular, the connection to and way in which it serves as the gateway to Bondi Beach, and the broader LGA and Eastern suburbs is an important characteristic of the spatial form of Bondi Junction.

Bondi Junction is a place that serves a diverse range of users, it is a place where everyone should and largely can satisfy their daily needs.

- However, whilst Bondi Junction adequately provides for day to day needs of those who seek more affordable or high end shopping, convenience and speciality retail options, the offering needs rebalancing to better cater for those who seek quality mid-range options.

Whilst Westfield has significant attractor qualities, the wider Bondi Junction area lacks place-like qualities that could transform this place into a destination in its own right.

- It requires small-scale place-shaping initiatives that enliven and create an engaging urban realm. This will assist with changing current perceptions of Bondi Junction as a transport interchange and the home of Westfield and shopping in the Eastern suburbs.
- Lifestyle attachment to Centennial Park and Bondi Beach could inform future Bondi Junction place-shaping initiatives.
- Attractive and interactive human scale outdoor plazas, open space and active recreation are key needs for Bondi Junction users and could be used to emphasise the lifestyle based place-attachment to Bondi Junction.

The mall presents a key opportunity for place-shaping and enhancing the identity and vibrancy of Bondi Junction, particularly through small scale fine dining, arts and culture, and entertainment uses.

- However, there is a need to clearly distinguish how such uses might reflect the distinct lifestyle qualities of Bondi Junction and differentiate from those on offer in other parts of inner Sydney.

Street level amenity, small scale night time activation, a de-cluttered pedestrian and cyclist network, and better environmental design are crucial to creating an enjoyable and safe user experience of Bondi Junction.
## Appendix A  Council’s existing projects and programs in Bondi Junction

<table>
<thead>
<tr>
<th>Project / program</th>
<th>Description</th>
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<tr>
<td><strong>Green Infrastructure Masterplan</strong></td>
<td>Bondi Junction accounts for over 40% of Waverley LGA’s greenhouse gas emissions. Council is developing a Green Infrastructure Masterplan that looks at energy, water and waste usage across Bondi Junction. Research, development and delivery of the masterplan is being supported by an expert Technical Working Group.</td>
</tr>
<tr>
<td><strong>Building Futures Partnership</strong></td>
<td>Council is working with owners of large buildings in Bondi Junction that can have the greatest impact on energy, waste and water management. Through the partnership, Council encourages members to implement cost effective and practical solutions, and seek Green Star building accreditation.</td>
</tr>
<tr>
<td><strong>Cycleway and Streetscapes Project</strong></td>
<td>The <em>Complete Streets: Cycleway and Streetscapes</em> project focuses on Spring Street, Denison Street and Oxford Street where Council will be:</td>
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<tr>
<td></td>
<td>• creating a separated cycleway with some shared paths connecting Bondi Junction to the Sydney CBD</td>
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<td>• significantly improving footpaths and planning new street trees.</td>
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<td></td>
<td>We’re inviting feedback on the preliminary design until 26 November 2014. See <a href="http://haveyoursaywaverley.com.au/cyclewaystreetscapes">haveyoursaywaverley.com.au/cyclewaystreetscapes</a> for more information. The preliminary design is based on feedback and research from:</td>
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<tr>
<td></td>
<td>• Our Complete Streets project</td>
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<td></td>
<td>• The Waverley Bike Plan</td>
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<td></td>
<td>• Key transport authorities, including Transport for NSW, Roads and Maritime Services, and Sydney Buses.</td>
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<tr>
<td><strong>Bondi Junction Pedestrian Access Mobility Plan</strong></td>
<td>Council has developed the PAMP to make it easier and safer for pedestrians to get around Bondi Junction. The PAMP includes improving pedestrian access between Bondi Junction and surrounding streets, identifying accident hotspots, improving pedestrian and public transport integration, ensuring access during special events and making it safer to cross major roads.</td>
</tr>
<tr>
<td><strong>Eastgate Car Park Upgrade</strong></td>
<td>The Newland Street entrance has been converted to a two way entry and exit and an additional Ebley Street exit lane has been added. Council is also considering closing the Spring Street entry to make it safer for pedestrians.</td>
</tr>
<tr>
<td><strong>Partnership with Transport for NSW</strong></td>
<td>Council is partnering with Transport for NSW to identify service improvements for the Bondi Junction to Bondi Beach corridor. The partnership will include consultation with the community and interviews with passengers on potential changes to the function and location of Bondi Rd bus stops for the 333, 380 and 381 services.</td>
</tr>
<tr>
<td><strong>West Oxford Street Precinct Plan</strong></td>
<td>Council has worked with the Government Architect’s Office in commissioning three architectural firms to develop concepts for the future of West Oxford Street. The concept designs were on public exhibition in late 2014 and Council will consider the concepts and the submissions in early 2015.</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Complete Streets</strong></td>
<td>The Complete Streets project is part of Council’s plan to enhance the vibrancy of Bondi Junction. It involves beautifying the footpaths and public spaces, and creating more inviting meeting places. Pop up and moveable urban spaces have been created at Spring Street, Bondi Road, Gray Street, Newland Street and Denison Street.</td>
</tr>
<tr>
<td><strong>Raingardens</strong></td>
<td>Two raingardens have been built at the corners of Hollywood Avenue and Ebley Street and Gray Street and Bronte Road to capture run off from roofs, driveways and roads and act as natural stormwater treatment systems whilst creating a small urban oasis that reduces the urban heat effect and makes streets more inviting.</td>
</tr>
</tbody>
</table>
Appendix B  Information sheet and questions provided to Precinct Committees, Waverley Business Forum, Building Futures Partnership, and Community Service Provider participants

Waverley Local Government Area is fortunate to be home to Bondi Junction - the premier urban centre of the Eastern Suburbs. Throughout prior engagement processes, the community have consistently told Waverley Council that Bondi Junction is a great place to live, work, shop and play. The community has also suggested a range of ways Bondi Junction can better serve the needs of the people who use this place. Council is currently undertaking a number of projects and programs that respond to these suggestions (Attachment A).

Context

As part of community consultation for Waverley Together 3 (WT3), the community expressed a desire for Council to develop a strategic vision to guide how Bondi Junction changes in the future. Council responded to these suggestions by including development of the vision as a strategy in WT3. Council is now undertaking the Bondi Junction Vision process by seeking views on how this place can best serve users well into the future. Led by Associate Professor Roberta Ryan, the Australian Centre of Excellence for Local Government at UTS is engaging with residents, businesses, visitors, school children, community service providers and other daily users to understand what sort of place Bondi Junction needs to be for them in the future.

Waverley and Bondi Junction are changing

Waverley is growing and changing. The NSW Department of Planning and Environment 2014 Population Projections forecast the Waverley population is to increase 20% by 2031. The total number of households will grow by 18%, and average household size will also increase. By 2031, Waverley will be both younger and older, with the 10-19 and 70-84 year age groups all increasing by 50% or more. Growth in the 5-19 and 40-54 year age groups will make up over two thirds (67%) of Waverley’s total population growth, whilst the number of 25-34 year olds will decline as a proportion of the total population size.

Bondi Junction is more than Westfield, it extends from Syd Einfeld Dr and Old South Head Rd to the north, Waverley and Centennial Parks to the east and west, and Birrell St to the south. At the heart of Bondi Junction are Ebley, Denison, Spring, Newland and Oxford Streets. This area is home, workplace, playground and leisure space for many and is a central hub for the local, Waverley LGA and Eastern Suburbs communities. Turn up and go public transport, the ability live close to work, friends and family, great shopping, beautiful seaside microclimate - all so close to some of Sydney’s best regional open space, the world’s most famous beach and harbour, and the best major facilities inner Sydney has to offer. Many of the 13,500 new Waverley residents by 2031 will call Bondi Junction home, sharing in the daily conveniences that make this place great. As these people come to live in newer, greener buildings Waverley will become more sustainable and Bondi Junction more lively, vibrant and safer.

As the population composition of Waverley changes, new demands will be placed on Bondi Junction. This change also brings challenges – traffic, parking, and providing for the growing need for different types of services and facilities. With more workers, residents and visitors coming to Bondi Junction, Council has a big responsibility managing how the Eastern Suburbs premier urban centre changes
into the future. As a major landholder, Council is also in the unique position of being able to utilise its’ own property portfolio to ensure Bondi Junction best provides for the needs of the people who will use this place in 2031.

**This engagement process**

This engagement process is up front and in advance of any project brief or other planning, enabling the community early capacity to influence. The objective of the engagement process is to:

- Provide Council with a better understanding of what the current and future community feel is missing from Bondi Junction now, and what might be needed in the future;
- Understand the views on council, cultural, civic and community services and facilities that might enhance the role and function of Bondi Junction and benefit the community in the near, medium and long terms;
- Develop a narrative vision that draws on the best of Council’s existing projects and programs to articulate where Bondi Junction is going, what it should be like in 2031 and what can be done to enhance Bondi Junction’s future role and function;
- Inform development of consultant technical briefs to prepare, in consultation with the community, a master plan for the street block bound by Newland, Ebley, Denison and Spring Streets.

**Questions to think about prior to the <Meeting / Interview>**

To assist with providing targeted input into these issues, we have developed some questions to prompt your thinking prior to the meeting:

<table>
<thead>
<tr>
<th>Question focus:</th>
<th>Questions</th>
</tr>
</thead>
</table>
| Where we are now | • What currently makes Bondi Junction such a great place to live, work, shop and play?  
• What most concerns you about Bondi Junction currently, and in thinking to the future?  
• What are the best aspects of Council’s existing suite of Bondi Junction projects and programs (refer to the attached information sheet)  
• What council, cultural, civic and community services and facilities are currently missing that would:  
  o enhance the role of Bondi Junction?, and  
  o ensure this place better serves the needs of the local, Waverley, Eastern Suburbs and Greater Sydney communities more than it does now? |
| Where we are going | • As more and different kinds of people come to live in and visit Bondi Junction, what do you think they might need from this place?  
• What sort of future role and function do you see Bondi Junction playing for the local, Waverley LGA, Eastern Suburbs and Greater Sydney communities?  
• What are the types of council, cultural, civic and community services and facilities that are needed to best support changing communities?  
  o where are the opportunities for providing these in Bondi Junction? |
### Question focus: What the future looks like

- What do you consider to be good examples of liveable, sustainable and vibrant urban centres that are like Bondi Junction in servicing a regional community?
  - what works well about these places?
  - what doesn’t work so well about these places?

### Specific questions for Community Service Provider Interviews

#### Topic area: Community services in general

- First of all, please tell me a little bit about your organisation such as what you do, the services you provide and whom they are provided to?
- In your view, what would you say are the key needs of the Waverley and Eastern Suburbs communities currently?
  - How do you see these needs changing into the future?
  - What do you see as the major issues facing community service providers in responding to the current and future needs of the community?
- Waverley Council provides community services from 14 different locations, what is your view on this model of provision? (i.e. do you think it best meets the needs of the community)
  - do you think any particular model of provision is better suited to the Waverley and Eastern Suburbs community context? (i.e. co-location etc.)
  - in your view, are there any particular community services or facilities that are best co-located over others?

#### Topic area: Bondi Junction

- How well, or otherwise, would you say Bondi Junction serves the needs of those to whom your organisation provides services?
- Thinking about whom your organisation provides services too, what most concerns you about how Bondi Junction functions currently?
- As more and different kinds of people come to use Bondi Junction in the future, what do you think they might need from this place?
- What sort of future role and function do you see Bondi Junction playing for the local, Waverley LGA, Eastern Suburbs and Greater Sydney communities?
| Topic area                                      | Questions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |<Attachment: Council’s existing projects and programs in Bondi Junction>|
Appendix C  Online and Walk-up Survey Instrument

Q In the past 12 months, have you been actively involved in any service club or sporting, social, welfare, emergency services or recreation group in your community?

1. Yes
2. No
3. Don’t know

Q Here are some statements about the place where you live. Please indicate whether you agree or disagree with each:

<table>
<thead>
<tr>
<th>ROTATE STATEMENTS</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I have the type of housing I need</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. I have transport to get to where I need to go regularly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. I am able to live close to my friends and family</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. I have access to the services I need such as education, health care, child care, libraries etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. I like the look and feel of the area</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Where I live supports a healthy and active lifestyle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Everyone feels they are part of the local area</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Taking into account that some respondents might live in Bondi Junction, this next set of questions is about activities you might undertake when in Bondi Junction,

Q When you undertake activities at Bondi Junction, which of the following activities do you undertake?
You can answer never, rarely, occasionally or frequently

<table>
<thead>
<tr>
<th>ROTATE ACTIVITIES</th>
<th>REASON FOR GOING</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>never</td>
</tr>
<tr>
<td>1. Grocery shopping</td>
<td></td>
</tr>
<tr>
<td>2. Other retail shopping</td>
<td></td>
</tr>
<tr>
<td>3. Visit friends</td>
<td></td>
</tr>
<tr>
<td>4. Working</td>
<td></td>
</tr>
<tr>
<td>5. On the way to or home from work</td>
<td></td>
</tr>
<tr>
<td>6. On the way to or home from my place of study</td>
<td></td>
</tr>
<tr>
<td>7. Visiting a library or other community facilities</td>
<td></td>
</tr>
<tr>
<td>8. Recreation, including walking</td>
<td></td>
</tr>
<tr>
<td>9. Using cafes, restaurants or markets</td>
<td></td>
</tr>
</tbody>
</table>
## Q How often would you say you undertake activities at Bondi Junction?

1. Daily or several times a day
2. Several times a week
3. About once a week
4. Several times a month
5. About once a month
6. Less than once a month
7. Never
8. Unsure

## Q When you undertake activities at Bondi Junction, do you mostly do this:

1. During the day
2. At night time

## Q When you undertake activities at Bondi Junction, how long do you usually spend there? Is it

1. Less than 1 hour
2. 1 to 3 hours
3. 3 to 5 hours
4. All day
5. Unsure
6. Not applicable

## Q If you are not a resident of Bondi Junction, how do you typically travel to Bondi Junction?

1. Car
2. Train
3. Bus
4. Walking
5. Cycling
6. Other (please specify): ________________________________
7. Not applicable

## Q Please indicate if you agree or disagree with the following statements about Bondi Junction?

<table>
<thead>
<tr>
<th>ROTATE STATEMENTS</th>
<th>Agree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>It has a lively atmosphere</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Statement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>It is a vibrant and active place during the day</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is a vibrant and active place at night</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is a safe place to visit during the day</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is a safe place to visit at night</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is a good place for young children to live</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is a good place for teenagers to live</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is a good place for seniors to live</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is a good place for families to live</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It has most of the retail and shopping facilities I need</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It has attractive public spaces</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It has outdoor spaces that are comfortable for sitting and relaxing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is easy to get to by public transport</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is easy to get to by car</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It has a vibrant economy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It has a wide range of cultural activities and facilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It has a wide range of café and restaurant options</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Q** What two things do you:

a) Like most about Bondi Junction?
   1. 
   2. 

b) Like least about Bondi Junction?
   1. 
   2. 

**Q** Thinking about Bondi Junction currently, what three words would you use to describe this place?

1. 
2. 
3. 

ONLINE AND WALK-UP SURVEY INSTRUMENT
Bondi Junction is undergoing change and will continue to change into the future. Thinking about what would make it a better place in the future do you think Bondi Junction needs more or less of the following things, or does it have enough as it is?

<table>
<thead>
<tr>
<th>ROTATE ATTRIBUTES</th>
<th>More</th>
<th>Less</th>
<th>Enough now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affordable places to live</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pedestrian paths and cycle ways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cafés and restaurants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Places to shop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Markets selling local goods and produce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public artwork</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street festivals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Places for active recreation, such as a swimming pool or sports complex or fields</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional services, such as medical, lawyers, accountants, banking etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community facilities such as libraries and child care centres etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotels, accommodation and conference venue options</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks and other places to enjoy the outdoors such as public plazas and seating etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Museums and art galleries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auditoriums and other spaces for large events or performances</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office space for larger businesses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office space for start-up businesses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car parking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measures to encourage sustainability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic improvements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High rise apartment buildings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify):</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q. In your view, what are the top three most important things that would improve the future of Bondi Junction?

1.
2.
3.

The next couple of questions ask about community services and facilities.

Community facilities are public locations where the community can go for group activities, public information, special events or other purposes. They can include:

- Public sports facilities
- Libraries
- Youth and neighbourhood centres

Community services provide social and other support to members of the community. They can include things like:

- Resident and visitor information services
- Free community transport
- Multi-cultural services
- Beach patrols
- Other services provided by your local council

Q. Thinking about community services and facilities, overall, how important would you say providing community services and facilities in Bondi Junction is to you?
1. Very important
2. 
3. 
4. 
5. Not important at all
6. Unsure

Q
From the following list of community services and facilities provided in Waverley, please indicate how frequently you use them.

<table>
<thead>
<tr>
<th>ROTATE SERVICES</th>
<th>Never</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>library services,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>child care centres,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>public sports facilities,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>neighbourhood and community centres,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>youth and seniors centres,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waverley Council’s customer service centre,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify):</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q From the same list, please indicate any you think Waverley might need more or less of in the future.

<table>
<thead>
<tr>
<th>ROTATE SERVICES</th>
<th>Need More</th>
<th>Need Less</th>
</tr>
</thead>
<tbody>
<tr>
<td>library services,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>child care centres,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>public sports facilities,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>neighbourhood and community centres,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>youth and seniors centres,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council customer service or information centres</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q Waverley Council provides services from 14 different locations. Would locating these services in a fewer number of locations make any difference to you?

1. Yes
2. No
3. Don’t know
Q From the following list of places in the Waverley Local Government Area, where you do think community services and facilities are best located?

1. The library in Spring Street
2. Council’s customer service centre in Spring Street
3. Council Chambers and administration offices on Bondi Road
4. No change from where they are currently located
5. Don’t know
6. Other (please specify): __________________________________________________________

DEMOGRAPHICS

And finally, please answer some questions about you...

Are you?

1. Male
2. Female

What is your age group?

1. Under 18
2. 18-29
3. 30-39
4. 40-49
5. 50-59
6. 60-69
7. 70-and over
8. Prefer not to answer

What is the name of the suburb in which you live:________________________________________

What is the name of the street in which you live:________________________________________

Please indicate if any of the following phrases apply to you?

<table>
<thead>
<tr>
<th>Phrase</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I have dependent children under the age of 18</td>
<td></td>
</tr>
<tr>
<td>2. I have children studying at university or TAFE</td>
<td></td>
</tr>
<tr>
<td>3. I receive a government pension or benefit</td>
<td></td>
</tr>
<tr>
<td>4. I rent the home I live in</td>
<td></td>
</tr>
<tr>
<td>5. I am paying off a mortgage</td>
<td></td>
</tr>
<tr>
<td>6. I am under financial pressure</td>
<td></td>
</tr>
<tr>
<td>7. I was born overseas</td>
<td></td>
</tr>
<tr>
<td>8. Housing affordability is a problem for me and my family</td>
<td></td>
</tr>
</tbody>
</table>
9. I have a university degree

10. I have a TAFE trade or other certificate or diploma

11. I have not completed Year 12

**D2** Please indicate the total annual income before tax for your whole household:

<table>
<thead>
<tr>
<th>Income Bracket</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Under $20,000</td>
<td></td>
</tr>
<tr>
<td>2. $20,001 - $40,000</td>
<td></td>
</tr>
<tr>
<td>3. $40,001 - $60,000</td>
<td></td>
</tr>
<tr>
<td>4. $60,001 - $80,000</td>
<td></td>
</tr>
<tr>
<td>5. $80,001 - $100,000</td>
<td></td>
</tr>
<tr>
<td>6. $100,001 - $120,000</td>
<td></td>
</tr>
<tr>
<td>7. $120,001 - $150,000</td>
<td></td>
</tr>
<tr>
<td>8. Over $150,000</td>
<td></td>
</tr>
<tr>
<td>9. Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

**D3** What’s your current employment status? Are you:

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Self-employed</td>
<td></td>
</tr>
<tr>
<td>2. In full time paid work</td>
<td></td>
</tr>
<tr>
<td>3. In part time or casual paid work</td>
<td></td>
</tr>
<tr>
<td>4. Full time home duties</td>
<td></td>
</tr>
<tr>
<td>5. Retired</td>
<td></td>
</tr>
<tr>
<td>6. Unemployed</td>
<td></td>
</tr>
<tr>
<td>7. Studying</td>
<td></td>
</tr>
<tr>
<td>8. Other</td>
<td></td>
</tr>
<tr>
<td>9. Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

**D4** What type of dwelling do you live in?
## Housing Type

1. Standalone or detached House
2. Semi-detached/duplex
3. Terrace house or townhouse
4. Unit/Apartment

---

### D5 (SKIP IF YES TO D3 4-6,9) How do you usually travel to work / study?

<table>
<thead>
<tr>
<th>Housing Type</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Private Car</td>
<td></td>
</tr>
<tr>
<td>2. Motorbike</td>
<td></td>
</tr>
<tr>
<td>3. Train</td>
<td></td>
</tr>
<tr>
<td>4. Bus</td>
<td></td>
</tr>
<tr>
<td>5. Bicycle</td>
<td></td>
</tr>
<tr>
<td>6. Walk</td>
<td></td>
</tr>
<tr>
<td>7. Work from home [DNR]</td>
<td></td>
</tr>
<tr>
<td>8. Combination of walking and public transport</td>
<td></td>
</tr>
<tr>
<td>9. Other [DNR]</td>
<td></td>
</tr>
</tbody>
</table>
**Appendix D  Telephone Survey Instrument**

**Q** In the past 12 months, have you been actively involved in any service or sporting club, social, welfare, emergency services or recreation group in your community?

1. Yes
2. No

**Q** Here are some statements about the area where you live. Please tell me whether you agree or disagree with each:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree / Disagree/Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I have the type of housing I need</td>
<td></td>
</tr>
<tr>
<td>2. I have transport to get to where I need to go regularly</td>
<td></td>
</tr>
<tr>
<td>3. I am able to live close to my friends and family</td>
<td></td>
</tr>
<tr>
<td>4. I have access to the services I need such as education, health care,</td>
<td></td>
</tr>
<tr>
<td>child care, libraries etc.</td>
<td></td>
</tr>
<tr>
<td>5. I like the look and feel of the area</td>
<td></td>
</tr>
<tr>
<td>6. Where I live supports a healthy and active lifestyle</td>
<td></td>
</tr>
<tr>
<td>7. Everyone feels they are part of the local area</td>
<td></td>
</tr>
<tr>
<td>8. I am able to live close to where I work</td>
<td></td>
</tr>
</tbody>
</table>

**Q** Now thinking about the future of the area where you live, I want to understand which of these are the most important. As I read each one, tell me whether each is extremely, very, slightly or not important saving extremely only for those it would be unliveable without:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Scale: Extremely/ Very/ Somewhat/ Not Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A vibrant economy</td>
<td></td>
</tr>
<tr>
<td>2. High environmental standards</td>
<td></td>
</tr>
<tr>
<td>3. Good educational opportunities</td>
<td></td>
</tr>
<tr>
<td>4. Access to community services such as libraries and child care centres</td>
<td></td>
</tr>
<tr>
<td>5. A local area that respects diversity</td>
<td></td>
</tr>
<tr>
<td>6. Good public transport</td>
<td></td>
</tr>
<tr>
<td>7. Wide choice of housing types</td>
<td></td>
</tr>
<tr>
<td>8. Wide range of retail and shopping facilities</td>
<td></td>
</tr>
<tr>
<td>9. Wide range of cultural activities</td>
<td></td>
</tr>
</tbody>
</table>
10. Pleasant landscapes and buildings
11. Places to socialise with friends or family
12. A local area that is easy to get around on foot or by bike

The next couple of questions ask about community services and facilities.

Community facilities, are public places like libraries, youth, community and child care centres. Community services provide social support to members of the community, such as council information, beach patrols, and free transport for the elderly and people with a disability.

Q How important would you say community services and facilities such as these are to you?

SCALE

1. Extremely important
2. Very important
3. Somewhat important
4. A bit important
5. Not important

Q From the following list of community services and facilities provided in the Waverley Municipal Council area, please indicate how frequently you use them.

<table>
<thead>
<tr>
<th>Service</th>
<th>Never</th>
<th>Occasionally</th>
<th>Frequently</th>
</tr>
</thead>
<tbody>
<tr>
<td>library services,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>child care centres,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>public sports facilities,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>neighbourhood and community centres,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>youth and seniors centres,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council customer service centre,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify): ______________</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q Are any other community services and facilities provided by Waverley council that you use regularly?

a) Yes
b) No

Q (IF Q Above = a) What are these?

<OPEN>

I’m now going to ask you some questions about the suburb of Bondi Junction, which includes Westfield Bondi Junction, Bondi Junction Mall and surrounding street blocks.

Q What is the ONE word that best describes Bondi Junction?

<OPEN SINGLE WORD>
Q How often do you visit Bondi Junction?
   1. Daily
   2. Several times a week
   3. About once a week
   4. About once a month
   5. Less than once a month
   6. Never
   7. Unsure

Q How long do you usually spend there? Is it
   1. Less than 1 hour
   2. 1 to 3 hours
   3. 3 to 5 hours
   4. All day
   5. Unsure

Q Do you mostly visit Bondi Junction:
   1. During the day
   2. At night

Q How do you usually travel there?
   1. Car
   2. Train
   3. Bus
   4. Walking
   5. Cycling
   6. Other (please specify):_________________________________________________

Q When you visit Bondi Junction, what is your main reason for going there?

<table>
<thead>
<tr>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Convenience or grocery shopping</td>
</tr>
<tr>
<td>2. Retail shopping</td>
</tr>
<tr>
<td>3. Visit friends</td>
</tr>
<tr>
<td>4. Working</td>
</tr>
<tr>
<td>5. On the way to or home from work</td>
</tr>
<tr>
<td>6. On the way to or home from my place of study</td>
</tr>
<tr>
<td>7. Visiting a library or other community facilities</td>
</tr>
<tr>
<td>8. Walking, cycling or other types of recreation</td>
</tr>
<tr>
<td>9. Cafes, restaurants or markets</td>
</tr>
<tr>
<td>10. To catch the train or bus services</td>
</tr>
</tbody>
</table>
11. Using professional services (medical, lawyers, accountants, banking etc.)
12. On the way to the beach
13. On the way to Centennial Park
14. Visiting Council’s customer service centre
15. Other (please specify):

Q What are the other reasons you visit Bondi Junction? Are there any others?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Apply / Not Apply/unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Convenience or grocery shopping</td>
<td></td>
</tr>
<tr>
<td>2. Retail shopping</td>
<td></td>
</tr>
<tr>
<td>3. Visit friends</td>
<td></td>
</tr>
<tr>
<td>4. Working</td>
<td></td>
</tr>
<tr>
<td>5. On the way to or home from work</td>
<td></td>
</tr>
<tr>
<td>6. On the way to or home from my place of study</td>
<td></td>
</tr>
<tr>
<td>7. Visiting a library or other community facilities</td>
<td></td>
</tr>
<tr>
<td>8. Walking, cycling or other types of recreation</td>
<td></td>
</tr>
<tr>
<td>9. Cafes, restaurants or markets</td>
<td></td>
</tr>
<tr>
<td>10. To catch the train or bus services</td>
<td></td>
</tr>
<tr>
<td>11. Using professional services (medical, lawyers, accountants, banking etc.)</td>
<td></td>
</tr>
<tr>
<td>12. On the way to the beach</td>
<td></td>
</tr>
<tr>
<td>13. On the way to Centennial Park</td>
<td></td>
</tr>
<tr>
<td>14. Visiting Council’s customer service centre</td>
<td></td>
</tr>
<tr>
<td>15. Other (Please specify):</td>
<td></td>
</tr>
</tbody>
</table>

Q In your view, do the following descriptions apply or not apply to Bondi Junction?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Apply / Not Apply/unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vibrancy and safety</strong></td>
<td></td>
</tr>
<tr>
<td>It has a lively atmosphere</td>
<td></td>
</tr>
<tr>
<td>It is a vibrant and active place during the day</td>
<td></td>
</tr>
<tr>
<td>It is a vibrant and active place at night</td>
<td></td>
</tr>
</tbody>
</table>
### General

- It has most of the retail and shopping facilities I need
- It has most of daily services I need
- It seems like a pleasant place to live
- It has attractive buildings and public spaces
- It has outdoor spaces that are comfortable for sitting and relaxing
- It is easy to get to by public transport
- It is easy to get to by private vehicle
- It has a vibrant economy
- It has a wide range of cultural activities and facilities
- It has a wide range of café and restaurant options

#### Q Would you say Bondi Junction is a good place, or not so good a place to visit for:

1. Children  
2. Families  
3. Teenagers  
4. Young adult professionals  
5. Seniors

**Scale:**

1. Good
2. Not so good
3. Unsure

#### Q What’s the one thing you like most about Bondi Junction?

#### Q What’s the one thing you like least about Bondi Junction?

#### Q Thinking about what would make it a better place in the future do you think Bondi Junction needs more or less of the following, or does it have enough now?

<table>
<thead>
<tr>
<th>Attribute</th>
<th>More</th>
<th>Less</th>
<th>Enough now</th>
</tr>
</thead>
<tbody>
<tr>
<td>A variety of affordable places to live</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A wide range of employment opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pedestrian paths and cycle ways connecting to surrounding areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A wider range of cafés and restaurants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A wider range of places to shop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Markets that sell local hand made goods and produce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public artwork</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street festivals that celebrate local arts and culture</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Places for active recreation, such as a swimming pool or sports complex or fields</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional services, such as medical, lawyers, accountants, banking etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community facilities such as libraries and child care centres</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education institutions like primary schools, high schools and universities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A variety of hotels, accommodation and conference venue options</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks and other places to enjoy the outdoors (i.e. public plazas, seating etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Museums and art galleries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auditoriums and performance spaces for large events</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office space for larger businesses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small office spaces that support start-up businesses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creative work spaces that provide a platform for new and emerging artists</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car parking and traffic improvements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better urban architecture and building design</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measures to encourage sustainability, such as more urban greenery</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Q** Does Bondi Junction need any more of anything else? What specifically?

<OPEN>

**Q** Does it need any less of any else? What specifically?

<OPEN>

**Q** Thinking about the future, in your view, what are the top two most important things that would improve the future of Bondi Junction?
Q Waverley Council currently provides community services from 14 different locations. Would providing these in a fewer number of locations affect you personally?

1. Yes
2. No

Q (If Q Above = 1) In what ways would it affect you?

Q If community services and facilities were to be located in just one of the following locations, which should it be?

1. The library in Spring Street
2. Council’s customer service centre in Spring Street
3. Council Chambers and administration offices on Bondi Road
4. Other (please specify):_______________________________________________________________
Appendix E  Primary School Student Postcards from Bondi Junction

Information sheet

Waverley Council is undertaking a community participation process to help define a vision for Bondi Junction. The Australian Centre of Excellence for Local Government at the University of Technology, Sydney is facilitating this process on behalf of Council.

As part of the process, Council is looking to involve local primary school students in an exercise that is aptly named Postcards from Bondi Junction. Thank you in advance for your participation and encouraging your students to think about the future of their area. To complete this assignment, students should be supplied with the following paragraph.

Imagine yourself in Bondi Junction in the year 2030 and write a brief post-card, including illustration, to your parents or friends telling them what you are enjoying about Bondi Junction in the year 2030.

Below are some notes to assist you with explaining the assignment to your students. We hope it will be both interesting and fun, and look forward to seeing how the future custodians of Bondi Junction envision Bondi Junction in 2030.

Speaking guide for primary school teachers (years 5 and 6)

Waverley Council has invited our school along with other Primary Schools in the area to participate in an activity called Postcards from Bondi Junction.

“Imagine yourself in Bondi Junction in the year 2030. By then you will be an adult and no longer at school.

... 

Think about what you might see. How might the area have changed? How you would like it to be? What sort of fun and interesting things could you be doing at Bondi Junction in 2030?

...

Keep that in your mind as you create your post-card. Include a drawing and write a short message to your parents or friends telling them what it's like at Bondi Junction in the year 2030.”
<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Woolworth's</td>
<td>Supre</td>
</tr>
<tr>
<td>Betts</td>
<td>Cotton on</td>
</tr>
<tr>
<td>Hollister</td>
<td>Bardot on</td>
</tr>
<tr>
<td>Dotti</td>
<td>Boost</td>
</tr>
<tr>
<td>Max Brennar</td>
<td></td>
</tr>
</tbody>
</table>

- Rooftop Cafe
- Pool with people
- Trees near pool
- Building with a thatched roof and windows
Appendix F    Precinct Committee Meeting Notes

Bondi Junction Precinct Committee Meeting Notes

Wednesday 19th November, 2014 Waverley Library Theatrette

Attendees: Peter Monks (Director, Waverley Futures, Waverley Council), Roberta Ryan (UTS), Alex Lawrie (UTS), Marcella McAdam (Bondi Junction Precinct Committee Executive and Meeting Convenor), Various Precinct Committee Meeting attendees

<table>
<thead>
<tr>
<th>Discussion Item</th>
<th>Points Raised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of Bondi Junction Visioning process, and master planning for Council’s property portfolio in the street block bound by Denison, Spring, Ebley and Newland Streets (Peter Monks, Waverley Council, and Roberta Ryan, University of Technology, Sydney)</td>
<td></td>
</tr>
</tbody>
</table>

**Purpose of this session and process**

Participant comment

I would like to raise some concerns about the full agenda we have for this meeting and that there is insufficient time allocated to these discussions.

**Peter Monks**

I provided an extensive briefing at the last precinct committee meeting regarding what this process is about, so I won’t reiterate that this evening in order to give more time for the discussions. Having said this, Council is seeking to achieve two things out of this process.

The first is to respond to community demand, expressed through the Waverley Together 3 Community Strategic Plan (WT3) process, to develop a vision statement for Bondi Junction. This initiative was incorporated as a specific action within WT3. We really want to know what Bondi Junction means to you, what you would like to see for this place in the future.

The second is about how Council can manage Council-owned properties in Bondi Junction in order to get the best return for the community in terms of how these properties are used. Some of Council’s property in the area is reaching the end of its effective life, there are significant maintenance issues and there is the issue of the Boot Factory.

The first part of the discussion tonight is to take a high level strategic view of Bondi Junction, what is important, what do we value. We have collected a lot of valuable information about this in recent times and this information will also feed into writing a brief for technical consultants to prepare a master plan for the street block bound by Spring, Denison, Ebley and Newland Streets. We are focusing on the Bondi Junction core, not the residential periphery. The brief has not yet been written and the outputs of this process will feed into the brief.

**Roberta Ryan**

We have not prepared a presentation; rather we have developed some questions to prompt a conversation. But we are happy for you to lead the conversation and take it wherever you think it needs to go. We have twenty five
minutes and happy to take general questions if that is what people want to do.

As Peter said, the purpose is twofold. Whilst Council has been undertaking a lot of separate initiatives in Bondi Junction, there were views that came through WT3 that there wasn’t an overall strategic vision about what the community want to see from Bondi Junction. This is what we are trying to capture through this process – what you would like to see for Bondi Junction in the future and how Council’s properties, services and facilities can best be used to meet the needs of the community. This is up front engagement, there are no pre-determined views or plans and the outputs we get will be made publically available.

**Participant Question**

Do you know how Council acquired the properties we are considering? Do you know the history of Council’s compulsory acquisition from private individuals?

**Roberta Ryan**

No, I do not know that history.

I would like to step you through the process of how we have got to where we are now. Council approached UTS to develop new guidelines on how to engage in a way that alleviates some of the recent concerns about Council’s engagement. The guidelines will seek to update Council’s approach to include some of the newer thinking around engagement. In the midst of this, Council asked us to design an engagement process in response to community concerns about recent engagement processes and model some of the thinking in the guidelines. Specifically, the focus was to be on engaging and getting comprehensive feedback from the community up front and in advance of any briefs or plans being written. That way, we can provide Council frank feedback on community perceptions and issues to enable Council to make decisions about what goes into the briefs and master plan process.

The Bondi Junction vision engagement process commenced with workshopping and agreeing the approach with Councillors to try and incorporate the unease they were hearing from the community regarding recent engagement processes. To date, the process has included three focus groups with residents from across Bondi Junction and the broader LGA; internal meetings with staff working on initiatives currently underway in Bondi Junction to understand the history of engagement in this place; engaging with primary school students through a ‘Postcards from Bondi Junction’ activity, secondary schools were offered an opportunity to be involved but unfortunately it isn’t the right time of year for them with exams; interviews with community service providers; a random dial telephone survey across the Waverley LGA and surrounding LGAs of Randwick and Woollahra; walk up surveys around Bondi Junction; meetings with the precinct committees; and an online survey on Council’s website, for which the link is being widely circulated. We are also capturing existing publically available documents, including prior engagement reports and community needs analyses prepared by Council. We are about half way through the process at the moment.
Meeting Convenor

I know that Council wants to move towards making Bondi Junction a more cohesive centre based around this civic precinct idea. I know from my experience that, driving through Chatswood, you come across this big building with performance halls, auditoriums, civic halls and spaces etc. I know Council are using words like ‘aspirational’ and ‘vision’, but Chatswood is what I see when I visualise what Council wants to do with a ‘civic precinct’. Council censored this from being put in the agenda and minutes of the last meeting, instead focusing on all the other community services and fun things that a civic precinct would bring. I am concerned Council is working towards a large service centre or facility very close to a residential area, it says that here in point 4 of the information we have been provided. We need to think about what the impact of this is on the residential area, plus on other assets Council owns like the Officeworks building, Mill Hill Centre and the library. We are lucky to be in a quiet residential periphery area but soon we could have the same impact as what is experienced in the heart of Bondi Junction.

Roberta Ryan

From my point of view, this process is about what a civic precinct might be for you, where it might be located. We are asking people about whether Council’s properties can be consolidated, what this will mean for them, what is great about what is here now, and what is missing from Bondi Junction that will serve the future community. Council has substantial assets in Bondi Junction – are there things the community think Council can do with these properties that can lead to good outcomes. We are not of a view that a civic precinct has a particular form – we are here to find out what you think a civic precinct could be like. Council’s buildings are spread out over a number of locations, and there is the effective life and maintenance issues mentioned by Peter. Your views are very important in terms of what Council does from here.

Participant comment

I have deep concerns about this whole process. We have been through one like this before and our views were not considered at all. Our views were secondarily considered with Council coming up with proposals and precinct plans that are completely contrary to what the community wanted. Council did not accommodate the community in making those plans, we were denied access to the design charettes – we have been through all of this before. There appears to be a hidden agenda, they want to convert this library into a multi-storey building. We’ve already declared that the west and southern side of Denison St are transitional zones, whatever that means. Then we had the West Oxford St process – can you convince us that we are doing nothing more than affirming these proposals that we know already exist?

Roberta Ryan

What I can convince you about is there is no fixed agenda in terms of what the outcome of this process is. Everything I do is fairly and transparently available to decision-makers and the community alike. What Council does with the information we provide you will have to take up with Council.
Participant comment
To <Participant X>’s point – the community is not overly fussed with development processes. We had an LEP process two years ago that was very well considered. What the community is concerned about is over-development and democracy. Roberta, one thing you could say to Council is to listen and give us a voice. The original plans for West Oxford St were for 30 storey buildings. If Council thought that was what the community wanted they were wrong. If Council just wanted to do that they should have told us rather than deliberately not telling us. Then it would be up to the community to judge whether we have democracy in this Council.

Roberta Ryan

Everything we hear, every bit of information will be fed back to Council. From an engagement point of view, that is what we have been asked to do.

Participant Comment

But then Council just say ‘Roberta has done the report’ and then they stop listening to us. What kind of recommendations would you be making to Council?

Roberta Ryan

We won’t be making any recommendations to Council

Participant Comment

Why wouldn’t you be making any recommendations?

Roberta Ryan

Because that isn’t our job. We are telling Council the range of views on the issues. We are not making any recommendations from a precinct point of view. We want to get an idea of what the community says in response to the issues being considered and report this to Council.

Participant Comment

You might say ‘people are worried about this’ or ‘people are worried about that’, but can your report reflect that the frustration the community is feeling is about every development application in Bondi Junction

Roberta Ryan

Yes, we can report that, we are taking verbatim notes which will be added to our report as an appendix. We have already heard about this issue through this process and through our review of the outcomes of prior engagement processes.

Participant Comment

Roberta it is important you understand the frustration, suspicion and tension we have with Council. It is very difficult for us, we recognise you are an outsider not employed by Council but it is important you understand this.
Participant comment

I would like to put something on the record. We don’t want to see Council moving into the centre of Bondi Junction. Council workers aren’t going to get out of their cars, even though we have heard the Mayor telling people to get out of cars and onto a bike. I don’t see the Mayor riding a bike when Bondi Junction is cluttered with traffic from people coming here all the time. I don’t want the Council moving to Bondi Junction, I would sooner move out of here than have Council administration here. I would prefer to keep Spotlight, Officeworks etc. as it is now.

Participant comment

We have had meetings before and asked the Mayor to rule out that we are not going to lose the library, but she wouldn’t rule it out. We then put to her that there are plans, and she didn’t respond. Our view is that, if she isn’t going to rule it out, then it is on the table. What the Mayor talked about is other developments going on in Bondi Junction and that nothing is locked in. We saw plans for a civic precinct under the previous General Manager that included demolition of boot factory. Council has already passed a motion to demolish the Boot Factory - there was an article in the Wentworth Courier. A lot of this information is already out there.

Roberta Ryan

Can I put the position that <Participant X> has just articulated back to everyone, do people agree with this?

*From those participants that acknowledged this question, most agreed by nodding their heads.*

Participant comment

Roberta, it was in the press that Mayor Betts wanted to build a big building for her staff. That was when the alarm bells were triggered and it became all about a building.

Participant comment

I am finding this process quite bizarre. Last time there was someone here from Council talking about a brief to consolidate Council offices, which meant getting rid of the Boot Factory, Mill Hill Centre, Officeworks and the library.

Roberta Ryan

As I understand it, my brief is that this is the opportunity for people to express their views on all of this. I have not seen any prior plans. Council is looking at developing a brief for a master plan for its own properties, which will be informed by the outcomes of this engagement.

Participant comment

I have a big concern about the Church, a heritage property, which faces the library. The Boot Factory is also heritage; does that mean they can knock down
the Boot Factory and the Church?

**Participant comment**

What is your process, are you going out to the community?

**Roberta Ryan**

Yes, as I mentioned at the start, we are doing walk up surveys, telephone survey, focus groups, and discussions with community services providers. The questions are online and we are very happy to take your views on these. We are also very happy to have the discussion now about what you might want from Bondi Junction in the future.

**Participant comment**

The problem is, if I haven’t been to this meeting, I wouldn’t know about it. You want our views on very specific things and what should go where, yet you are telling us there is no proposal.

**Roberta Ryan**

We are asking your views on these things to develop an overall vision and then more specific information to feed into the brief for master planning for Council’s property portfolio. What are you concerned about for the future?, what would you like to see in Bondi Junction in the future?.

**Participant comment**

Can we have a Council staff member explain to us the presence or otherwise of a plan for the Civic Precinct.

**Peter Monks**

I did see a plan a few years ago. It was done under the previous General Manager and never shown to Council and then it ceased. It was not a detailed plan, just an outline plan looking at different opportunities for different properties. Some of the privately owned properties in the street block, as well as Officeworks and what would happen to them in the future. It did not suggest demolishing the Boot Factory. We recognise we need to make some decisions about the Boot Factory and what we do with Council’s properties in the future.

We struggled for a while about what to call the street block. We called it a civic precinct because Council owned some properties there, but maintaining existing social and community services is a priority for Council. Council has a good record in this area. Now we want to know what the best use for Council’s properties is - keeping the Bondi Junction properties for community services, or is there other opportunities? Are there other uses the community would like in Bondi Junction? Are there some facilities that other parts of Sydney have and we do not have as a community – theatres, auditoriums etc., does this matter to us as a community? As Roberta said, we need to have a higher level conversation. What sort of facilities would you like to see in this area, is there anything you would like to see on this streetblock, or should it be kept as it is.
Participant comment
There was a plan – but it wasn’t announced?

Peter Monks
Yes, that is correct

Participant comment
So it was a covert operation?

Participant comment
In fairness to Peter Monks, he wasn’t here at the time. Residents were active and interested in these plans. We heard there were plans being developed so we asked some questions but weren’t given any answers so we suspected things were being hidden from us. After a year, the plans that we saw were done by Leighton’s and they were a particularly sophisticated and detailed concept plan, but we didn’t see anything more than this. Although Peter wasn’t here, that is the process that is feeding the suspicion and mistrust. We heard a rumour and weren’t given any information and were lied to. I have a copy of the plans somewhere, it was some years ago. It damaged our trust with things going on behind the scenes.

Participant comment
We were told by Council the Boot Factory had to be demolished. We had an engineer give us a report and they advised there hasn’t been sufficient examination of the foundations or the building itself. The engineer advised because it is the only heritage building in the area there is not sufficient evidence to justify demolition.

Participant comment
There is no open space in Bondi Junction yet we are the most densely populated local government in Australia, the idea we have to build this area up is ridiculous. The current LEP as it stands exceeds the employment targets by 2036 by 430% and exceeds residential targets by 20%.

Participant comment
The Boot Factory should be preserved and kept as a focal point for the area, there aren’t too many other things that are like it. The Mill Hill centre needs to be retained for the purpose it is used for at the moment. Otherwise what are they going to do?, put us up near the chambers which is totally accessible for the Council, but totally inaccessible for the elderly.

Participant comment
What concerns me most about the future is that Bondi Junction will be the wind tunnel capital of the world. More high rises is the real issue, if more go up then there will be more wind and there will also be less sun.
**Participant comment**

My main concern is based on traffic and the lack of planning around traffic. I have seen some traffic engineer reports that Bondi Junction is at capacity, yet there has been no integrated traffic plan done for the whole of Waverley Council area. The cumulative effect of more high-rise and the civic precinct on traffic is an issue. Adding 20% more people into Waverley would be a dereliction of Council’s duty. Some of our infrastructure is not in a good state, sewerage is old and this is an issue. What the real issue with traffic and parking issue is the lack of planning around it. It is expensive and takes time so a lot of these processes are rushed through, rather than proper planning. The community is fine with population growth, communities have to grow, but first we need to sit back and think about how to properly plan for this.

**Peter Monks**

At the Council meeting last night the Mayor put forward a recommendation calling for an integrated traffic, parking and land use study for the whole of Waverley. The last one was done 20 years ago. It will focus particularly on Bondi Junction, Charing Cross and Bronte.

**Meeting Convenor**

I have a pretty good idea that twenty five minutes has not been enough time for us and that we have only just scratched the surface without directly addressing the questions posed by Roberta. I can hear from participants that there are concerns about heritage impacts, about Council staff driving around Bondi Junction, and concerns about the impact on adjoining residential uses. I suggest that we put forward a motion that Waverley Council hold and advertise a much bigger version of this conversation. The precinct committees consider precinct based issues but this is a much bigger issue that needs a lot more input.

**Participant comment**

We heard a rumour that Council wants to sell off assets to pay for other things; can we put that on the motion as well?

<Discussion with Roberta Ryan ends>
**Purpose of this session and process**

**Peter Monks**

Council is seeking to achieve two things out of this process. The first is to respond to community demand, expressed through the Waverley Together 3 Community Strategic Plan (WT3) process, to develop a vision statement for Bondi Junction. Associate Professor Roberta Ryan and her team from UTS are asking people for their views on how they envisage the future of Bondi Junction.

The second is about how Council can manage their responsibility for Council owned properties in Bondi Junction in order to get the best return for the community with respect to how these buildings are used. Council owns a number of properties close to each other and in close proximity to the library. In addition, the Boot Factory cannot be left as it is, and the master planning process for the whole street block will consider options for reusing the Boot Factory.

The Bondi Junction Vision process will help identify what these options might be by looking at what the community see as their vision for how Bondi Junction functions in the future, and whether everything the community needs from Bondi Junction is currently provided – things like accommodation options, conference venues, cultural spaces etc. Having said this, it is Council’s absolute priority to protect the range of social and community services currently provided in Bondi Junction. Council is responding to concerns about prior engagement by taking a different approach where, before thinking about a brief for a master plan, we have engaged the UTS team to find out from the community what the focus of the brief should be.

**Roberta Ryan**

We have developed some questions to prompt a conversation, but are happy for you to lead the conversation and take it wherever you think it needs to go. I have been doing community engagement for a long time and working with communities on outcomes that affect them. Council approached us to develop new guidelines on how to engage in a way that alleviates some of the recent concerns around Council’s approach to engagement, and updates Council’s approach to include some of the newer thinking around engagement. In the midst of this, Council asked us to design an engagement process in response to recent concerns and modelling some of the thinking in the guidelines.

Specifically, engaging and getting comprehensive feedback from the community up front, this is the best way to do it. That way, we can give Council frank feedback on community perceptions and issues to enable Council to make decisions.

The overall engagement process commenced with a workshop with Council to develop the process and incorporate a response to the unease Councillors were hearing from the community regarding recent engagement processes. To date, the process has included three focus groups with residents from across Bondi Junction and the broader LGA; internal meetings with staff working on programs currently underway in Bondi Junction and to understand the history of engagement in this place; engaging with primary school students through a ‘Postcards from Bondi Junction’ activity, secondary schools were offered an opportunity to be involved but unfortunately it isn’t the right time of year for them with exams; interviews with community service providers; a random dial
A telephone survey across the Waverley LGA and surrounding LGAs of Randwick and Woollahra; walk up surveys around Bondi Junction; meetings with the precinct committees; and an online survey on Council’s website, which the link is being widely circulated for. We are also reviewing existing publicly available documents, including prior engagement outcomes and community needs analyses undertaken by Council. We are about half way through the process at the moment.

### Initial discussion – first question

**Roberta Ryan**

I’m aware there are a lot of Council initiatives currently underway in Bondi Junction, what I’d like to know is whether you think there is a sense of unified action amongst these programs and initiatives. What are the strengths of these programs, what do we need to better plan for, how do these programs respond to what Waverley needs? Happy to take general comments and questions

**Participant Comment**

Our prime concern and frustration with government is around all these planning processes, there are so many of them and they are always retrospective. Australia lacks vision – somebody has to sit down and come up with the big vision for Australia. Just think: Bondi Junction could be a new technology precinct, but we wouldn’t get this kind of outcome generically from the community, someone needs to come up with what the big vision is for Australia first.

**Participant Comment**

I grew up in Clovelly and have visited Bondi Junction for many years, it has changed a lot – a huge amount – but it’s always been the central place for shopping, going to the cinema, entertainment etc. As it expands it would be good to have things such as low cost housing. The community needs diversity, otherwise it becomes a boring place. We also have a lot of ageing people so they need to be provided accommodation. Bondi Beach is where our hotel accommodation options are and there are only two places there. Bondi Junction does not have a lot of accommodation so people can come to Bondi Junction instead of going to the City.

**Roberta Ryan**

Is Bondi Junction missing a range in hotel accommodation options?

**Participant Comment**

Yes, it can’t all be high end accommodation

**Participant Comment**

I’m interested in Bondi Junction being as green as possible. We can’t complain about the wind because it’s sitting on top a ridge and gets a north-easterly wind from the ocean, but environmental design is important.

**Participant Comment**

Bondi Junction also needs attractive places to sit, at the moment people just drive in and drive out, it would be good to have somewhere nice to sit down and relax with friends.

**Participant Comment**

It’s interesting that back in 2003 the idea for Westfield was to provide an economic hub that would draw in people from all over the eastern suburbs peninsula that would otherwise go to the CBD. Maybe we now want to be intercepting people who go to the CBD. Bondi Junction needs arts and cultural
events, theatre and concert halls – we don’t have a decent hall in Bondi Junction and this is something that is definitely needed.

Participant Comment
I have an idea of where Council would put that hall.

Participant Comment
We don’t want a massive concrete building out there pumping out heat – we have to retrofit the urban environment with trees and other things that are good for biodiversity. We can put in lightweight systems that don’t have to be structurally-intensive.

Participant Comment
I might be the only person who didn’t grow up here, I grew up in the northern suburbs but I moved and changed my tribe to Bondi Junction and chose this place deliberately as it has a train, is close to the beach, has all sorts of things – it is convenient. Now the traffic is the curse and now this boom has also become the curse. In the last 20 years traffic has become worse – it terribly chokes up everything. All we need to do is get the traffic out, but that isn’t the right thinking because as soon as we remove some traffic, someone else just comes in to fill their place. Perhaps we need more pedestrian paths and dedicated service access lanes for trucks which is unfriendly to cars, and allow access only to pedestrians. We need viable bypasses and streets that are wide. All of the changes with Westfield seriously messed up the traffic and they can’t be easily rolled back. Byrell Street needs work, but it is too difficult to do it all in isolation and whatever you do impacts on something else. People from Queens Park are on the edge of Bondi Junction and are afraid it will all get worse and traffic will come to a crawl, people can’t ride bikes into the place as it is.

Participant Comment:
Yes, there are things available for cyclists, but cyclists aren’t able to ride around due to traffic.

Participant Comment
I grew up here in the 1970s. Someone had big thinking to buy up all the land in Bondi Junction and alleviate the big bottle neck of traffic coming north - south along Byrell Street as well as from Randwick. Other than a tunnel, I can’t see a solution – the biggest issue is traffic. Also, people don’t want another Chatswood.

Roberta Ryan
What is it about Chatswood?

Participant Comment
Chatswood is everything we don’t want – a big mass of high rise. Meriton built big high rises with views, then built another high rise that blocked those views, and then built another. It’s amazing – they were able to sell those views three times over.

Participant Comment
Chatswood is about not wanting a wall of high rise. Council has done a lot of work in the past on the high rise interface and setting limits but all that work seems to have unravelled, West Oxford Street has certainly deviated from that.

Participant Comment
Looking back 70 years, the tallest building used to be the Methodist Church with 2 storeys, we thought that was something, and then the trains came through.
have been to Chatswood and it feels like all the buildings are closing in on you when all you want to see is it open up so that you have a view of the open sky. You don’t just go to a place for shopping, you go there for the experience.

**Participant Comment**
Years ago the popcorn factory and ice skating rink used to be here too.

**Participant Comment**
If I had a magic wand I wouldn’t put high rise here, it would all be 5 storeys over a larger area like Paris and other European cities, like what is about to happen along parts of Oxford Street. What’s happened now is that the view to the CBD has been blocked off by high rises on the other side of the road. We need higher density but lower height terrace and townhouse developments, rather than continual higher rise. If I really had a magic wand I would demolish between Spring Street and the Mall and make it a plaza with a fountain. The other long term trend we need to be aware of is fewer shops; in the long term if shops are not going to exist then this should be addressed in the plan, for example issues such as shoppers preferring online shopping. The downside of living in a popular area is that it becomes crowded. The tourists and visitors all leave when it is off season and then the place changes back to a more liveable place – it is very much cyclical. This is why hotel accommodation should be encouraged; we’re congested as it is.

**Participant Comment**
I like to compare Bondi Junction to Bondi Beach. Why aren’t we making use of roofs? This is a congested area and people are packed into it. It would be good to have places to relax as well as interesting spaces so that people can talk and get to know each other. It’s very important to get to know your neighbours. Also Council must always get to know residents, it’s very important that Council keeps us close to its heart, that’s what makes for successful councils everywhere. We have to do something about Bondi Road especially when festival such as the Festival of Wind is on. Bondi is a famous place and people come to have such a good time but due to traffic and congestion frustration builds up amongst people at those events. Council should direct someone to look into this or else Council has to do something themselves.

**Participant Comment**
I’ve lived here most of my life but for the last 20 years I’ve avoided Bondi Junction for reasons other than going to work and to the library. I travel to Edgecliff where 99% of the time I can spot same people week-in week-out. Congestion on our roads has reached a stage where it can’t get much worse – I can’t imagine that what is being looked at will make situation better, it will only make it worse. The theatre building was originally built in ’95 or ’96 and it’s structurally sound. Knocking it down and redeveloping it would concern me because I like the library, it’s still a very functional building. I’m also philosophically highly opposed to the high rises going up.

**Participant Comment**
I’ve lived in Bondi for nearly 20 years and I may come across as cynical but first I want to see improvement, the wind tunnels are ghastly, there is a lack of sunlight and West Oxford Street also needs to be improved. You’re all visitors but Bondi Junction is my home, my asset. I’m passionate about community and I’m happy about where I live. It’s great we get the chance to represent residents but we have to speak to people who actually live in Bondi Junction. The property
portfolio referenced by Council also sets alarm bells ringing for me, they’re our assets we want to be involved in any planning that happens in that area. Cycling is great but walking isn’t an option either. I agree with the comments made about the mall. I want to preserve Spotlight but Council has already ruled it out, and I don’t want to see the library gone. We’re concerned about anything aspirational – we have to make sure aspirational plans don’t have too much of an impact on heritage which is special, it’s rare to have something like this, there are fears about Queens Park being too close to redevelopment. Whatever happens with this vision the congestion will get worse. Low cost housing is a big necessity. I thought voluntary planning was a good idea. I would like all precincts to know we’re not against improvements and developments, we know something is happening but want to be part of what is happening there, and right now I’m very fearful because this is the first time I’ve heard about accommodation in Bondi Junction, and these are the things that I want you to know will set off alarm bells for other residents.

Participant Question
Are your concerns about heritage preservation and shopping in Bondi Junction?

Participant Response
Down Hollywood Street and Grafton Street where there’s discussion around putting in civic precinct, the proposed plan concerns block developments which border on heritage sites.

Roberta Ryan
We will discuss where redevelopments will occur and what they might look like not in the current stage of this process but the stages to follow.

Participant Comment
We’re discussing the idea of a single focus on Bondi Junction but there are so many different focus areas. Some places have a manufactured process and Bondi lacks that, a lot of current planning tends to be not to solve it here but shift it somewhere else. We have to look at transport etc. and make it a holistic plan that is apart from plans for Sydney. A good example is a new city in Saudi Arabia, it’s very interesting to see how it’s being done, everything is below ground, people bring their cars and it’s synced to GPS, water sewage etc. is completely integrated. It’s also unrealistic to say Bondi Junction won’t be high rise but if one doesn’t negate the other nexus between high and low level spaces, it’s a problem. A lot of spaces in Saudi Arabia are low level development with things that happen on the ground.

Participant Comment
My vision for Bondi Junction includes central, public transport - visiting relatives from Perth comment on how easy it was to jump on one train from Central to Bondi Junction, they enjoy being in Bondi from the perspective of being Perth residents. Bondi Junction is seen as a place for shopping, but like [fellow participant] I also go to Edgecliff where it’s easy to find a parking spot. I was there yesterday at 5:00 PM, it was very busy, there were lot of stalls up with organic produce and all of a sudden it dawned on me how small it was. We need passageways for people to get through, a plaza for people to come through and buy bread fresh daily. I come from Perth which is a city where they created very nice cycle paths for people to use, from that point of view it is a visible issue. I come home from work late at night and I look behind my back all the time, that’s how it is - pub is full of people drinking and there are always police cars
and there is always something happening. I love the place and it has a lot of potential; often I say I want to move but I keep coming back to Bondi and that’s why people want to come there.

Participant Comment
What I like about Bondi Junction is that transport is easy, and the shopping. What I don’t like is lack of greenery and green spaces, the mall isn’t that great. We need some space where the community could gather, something that integrates library and other areas. The transport interchange is not at all connected to Westfield or the mall and it’s been difficult since it was redone. In the evening it doesn’t feel safe, including on trains and buses.

Participant Comment
What I like about Bondi Junction is obviously shopping and visiting friends that live in nicer streets. The only issue most of the time is really functionality. High rises don’t have to be bad, Central Park is beautifully designed and there was a lot of fear because it borders on heritage. It’s possible to have green walls and encourage innovative ideas, imagine if Bondi Junction had green walls and a really good design, unfortunately the planning process doesn’t allow Council to control the quality of the development. So it can be done well but it hasn’t been done well. I also like medium density but we’re past that point. Cycling is a big part of the connection to Bondi Junction, it’s terrible at the moment but there are plans to improve that. There are lots of dangerous traffic movements in a minimally separated space. Cycling isn’t about cyclists; it’s about reducing pollution and a brighter future for children. The other thing I’m a fan of is City of Sydney – their planning strategy and vision encourages creative industries - rather than dictate, Sydney creates the environment which brings people into the space. For example if there was warehouse space and development in Bondi I would relocate my current studio in Surry Hills, and when things like that are done it opens up more spaces and places - cafes, small bars pop up and that would be important part of rejuvenation. The last thing I’m concerned about is changes occurring to Kings Cross and because of this how things have moved and shifted to Bondi Junction in terms of licenses; people now have a nightclub culture in Bondi, it’s not safe to cycle in.

Participant Comment
There’s no evidence to say crowds from Kings Cross have moved in to Bondi Junction, the shift has been more to Double Bay or perhaps to Bondi Beach.

Participant Comment
We could have a library short cut on the roof, as well as an exoskeleton for building form. Chatswood has a very wide bridge, if there was a narrow bridge on Oxford Street it would help a lot. I absolutely agree that we need a town square.

Participant Comment
I’m concerned about the mention of high technology, Bondi is not to be a high technology place. This is concerning because it is a residential area and residents are very important and I think how many people can a place bear? These matters will be finalized long after I’m gone, but I am still concerned.

Participant Comment
[In reference to Bondi Junction being ‘residential area’] The comments made by Council and the Mayor refer to a ‘city’.
<table>
<thead>
<tr>
<th>Participant Comment</th>
<th>Following on the call for a town square and piazza, a town hall would also be nice.</th>
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<tbody>
<tr>
<td>Participant Comment</td>
<td>We had it years ago but they knocked everything down, including church halls.</td>
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<tr>
<td>Participant Comment</td>
<td>Commenting on the idea of high rises with nice green buildings, I’ve got nothing against Chatswood but if you build another high rise next to a green garden it would destroy all the greenery. High rise when planned is fine but not when they pack buildings in like in Spring Street. Building next to the library is lovely but they built another one so that if one person in one building puts a hand out the people in the other building people could touch hands. We need separation between buildings.</td>
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<tr>
<td>Second question</td>
<td>Roberta Ryan, Second Question</td>
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<td></td>
<td>What are some of the things that Bondi Junction will need in the future? For example critical services for seniors, childcare, community, professional services etc. - are there things missing now? Think about things you want to do in Bondi Junction but can’t do, for example arts and culture and sports…</td>
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<tr>
<td>Participant Comment</td>
<td>We need a high school, we’re very low on government ones.</td>
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<tr>
<td>Participant Comment</td>
<td>The issue of addressing transport and the congestion. For example - for tourists - put express buses that only take people who want to go to the beach straight there.</td>
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<tr>
<td>Participant Comment</td>
<td>One solution proposed earlier is heavy rail, it was proposed and canvassed highly and then thrown away, would that solve many problems because it seems on the face of it to solve traffic and provide a reason for people to take public transport all the way to the beach for Festival of the Wind and Sculpture by the Sea etc.</td>
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<tr>
<td>Participant Comment</td>
<td>I attended a presentation by Council’s Peter Monk on light rail and the reason heavy rail is not a good idea is that there aren’t enough numbers to support it, but there are enough people to support light rail.</td>
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<tr>
<td>Participant Comment</td>
<td>But how many people will be here in the future? We have to consider that.</td>
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<tr>
<td>Participant Comment</td>
<td>But there is a projection.</td>
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<tr>
<td>Roberta Ryan</td>
<td>The issue of traffic and congestion is an issue that has to be addressed; it has been addressed by Council in other forums but not at this particular time. I’ll invite Peter to elaborate on Council’s current plans.</td>
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<tr>
<td>Peter Monks</td>
<td>I’ll provide a very brief comment – Council is calling for integrated traffic study for parking and land use to look at all issues raised. It will be a Waverley-wide study; the last Waverley-wide study was done 17 years ago. However, this is not the forum for the transport conversation.</td>
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</table>
**Participant Comment**
I believe a tourist information centre would be a good addition.

**Participant Comment**
A place to give blood transfusions.

**Participant Comment**
I would like to see something happening in the pavilion, for example music etc. so that when going shopping there is entertainment that doesn’t require extra spending. Leave Bondi Junction the way it is, but it does need improvements to what is already there.

**Participant Comment**
Netball courts.

**Participant Comment**
Sporting facilities.

**Participant Comment**
Restaurants.

**Participant Comment**
We’ve got netball courts at Waverley Oval.

**Participant Comment**
In winter this area isn’t great so it would be good for Bondi Junction to have some indoor pools.

**Participant Comment**
The pools are fine in Bondi Junction during winter; they’re not cold, don’t be soft.

**Participant Comment**
We talked about Chatswood not being a good role model, but what about St Leonards on the north side? It’s narrow but it’s functional - it doesn’t have a big shopping centre and maybe that’s why it’s functional.

**Roberta Ryan**
This question relates to Council buildings and surrounding area. Is there a need to bring council functions together in one place? Does Bondi Junction need a central place to house community services and staff?

**Participant Question**
How many floors do council need?

**Participant Comment**
That work hasn’t been done.

**Participant Comment**
I’m thinking that if you build a building next to Mill Hill does it have to be 20 storeys high to house everything like swimming pool, hall, courts...? Five levels for council - is that what people are thinking?

**Participant Comment**
Look at Burwood, Concord, Monash Councils - everything seems to be contained there. At Waverley everything spread out - how efficient is that?

**Participant Comment**
The way I see the industry in Australia is that most people seem to be moving towards not having offices, people are working from home etc.
Participant Comment
How would Peter Monks like to work from home?

Participant Comment
Council buildings are currently all over the place but in reference to this Council Building, I like that it’s here, I can find a parking spot, it’s nice, it’s next to a space - why does everything in council have to be in one space? Some things are better down there and I can’t see that bringing everything together is ideal. However I assume council wants to keep everything together, I mean Spotlight is Council Building - it’s one building.

Participant Comment
Don’t get rid of Spotlight! There will be big trouble if that happens.

Participant Comment
This Council Building is a beautiful old building but certainly upgrading this one building means that rate payers will be paying money for this. As ratepayers are the ones paying, there should be drive to maximize the return - maybe just improve this place.

Participant Comment
I don’t think this is a lovely building, I think it’s a lovely spot though but someone said can’t put anything in here but Council chambers.

Participant Comment
Why have are we having this discussion now?, what if there are big amalgamations of councils like Woollahra, Randwick… then Council might end up being in South Head Road!

Participant Comment
We did bring that up at Bondi Junction two meetings ago, we were concerned that this was all in the pipeline and we wanted to know what would happen in the particular space discussed, why is this being done pre-amalgamations because then suddenly we’ve got huge buildings. We need to reassess assets as Peter said - but they’re not Council’s assets they are our assets, Council is only caretaker - the library is ours, Spotlight is ours. Spotlight brings half a million dollars to Council as does Officeworks, so we have to ask what will new developments bring back to us and what will the return be? Council can’t just sell one building.

Participant Comment
But that being said, these assets belong to everybody.

Participant Comment
No, I meant ‘we’ as the LGA as the community.

Participant Comment
The point is we have a Council staffed by people who have expertise in these matters, who have the expertise to look after our assets. Maybe people sitting around this room have some sort of expertise but Council has expertise to decide - hopefully in a very intelligent manner. Let’s wait to hear what is being decided before having these discussions.

Participant Comment
But the feedback from our residents is concern over the commercial creep, Spotlight borders on a residential area, yes something can be done but what will the impact be?
| Participant Comment | But everything is about what the impact will be. When you have high rise it’s acceptable to put retail on the bottom.  
Participant Comment | No; if I choose to live on a particular street, I will not be happy if 100 meters down the road from home a wine bar opens up. Hopefully the idea is that it can all be managed well.  
Participant Comment | But the goal of this exercise is that change will occur whether we like it or not. Change will occur, but has to be sympathetic change.  
Participant Comment | Yes, ‘sympathetic’ is the right word to use.  

| Third question | Roberta Ryan  
What about the physical aspects of Council buildings? One criticism is that it’s on the edge, not the heart of Bondi.  
Participant Comment | But it’s in Waverley.  
Participant Comment | But it’s actually almost the same distance as the library from Bondi Junction station if you walk – it’s only about 2-3 minutes to walk.  
Participant Comment | Bondi Junction is right on the edge of Waverley.  
Roberta Ryan | Is there anything in Bondi Junction that is a central place?  
Participant Comment | The mall.  
Participant Comment | Oxford Street.  
Participant Comment | The intersection of Bronte Road and Oxford Street.  
Roberta Ryan | Where does the centre fit?  
Participant Comment | The mall.  
Participant Comment | Westfield.  
Participant Comment | It is Westfield because it’s open late, we can go to the movies at night.  
Participant Comment | Westfield - that’s where most people are.  
Participant Comment | Centre for me is about the mall, but we need a cultural centre.  
Participant Comment | Can I just say: I don’t know I might be very cynical but I think you’re very trusting when you say leave it in Council’s hands.  

PRECINCT COMMITTEE MEETING NOTES
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<thead>
<tr>
<th>Participant Comment</th>
<th>You’re talking about Council, politics will sway them. Do you trust the architects etc.? They have their way, look at Bays Precinct for example.</th>
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<tbody>
<tr>
<td>Participant Comment</td>
<td>We’re talking about Council staff doing preparations.</td>
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<tr>
<td>Participant Interjection</td>
<td>But why wouldn’t Council staff be swayed? It’s their job, they’re employed by people who are going one way.</td>
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<tr>
<td>Participant Comment</td>
<td>They are paid not to be swayed.</td>
</tr>
<tr>
<td>Roberta Ryan:</td>
<td>Thank you for participating</td>
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