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URBIS

CONSULTATION OUTCOMES REPORT

Riverwood Estate
State Significant Precinct

Prepared for

LAND AND HOUSING CORPORATION

5 July 2022

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ABBREVIATIONS

Table 1 Abbreviations

Term of Abbreviation	Description
ACHAR	Aboriginal Cultural Heritage Assessment
DA	Development Application
DCJ	Department of Communities and Justice
DPE	Department of Planning and Environment
GA NSW	Government Architect NSW
GCC	Greater Cities Commission (formerly known as Greater Sydney Commission)
IAP2	International Association of Public Participation
LAHC	Land and Housing Corporation
LGA	Local Government Area
PRP	Project Review Panel
SDRP	State Design Review Panel
SEARs	Secretary's Environmental Assessment Requirements
SSDA	State Significant Development Application
SSP	State Significant Precinct
Urbis	Urbis Pty Ltd

1. INTRODUCTION

1.1. PURPOSE OF THIS REPORT

NSW Land and Housing Corporation (LAHC) has engaged Urbis to support it with stakeholder and community engagement for a planning proposal for the Riverwood Estate State Significant Precinct (SSP). The purpose of this report is to provide evidence of the consultation carried out in accordance with the Study Requirements outlined in Section 1.5.

This report provides an outline of previous consultation, how the planning proposal and draft master plan have responded to community feedback, the activities undertaken to provide an update on the project, and future consultation activities.

1.2. PROJECT OBJECTIVE

LAHC is seeking to renew the estate to facilitate the redevelopment of ageing social housing and provide fit for purpose and integrated social and private housing. LAHC is seeking to deliver public benefit through high quality new open spaces, public domain, community facilities, improved accessibility and connectivity, and local retail that supports the current and future needs of the community.

As part of the master planning for the Riverwood Estate, LAHC has undertaken stakeholder and community consultation to inform stakeholders, understand opportunities, seek feedback, identify key issues and opportunities, and inform the draft master plan.

1.3. THE PROPOSAL

LAHC has prepared a draft master plan for the redevelopment of Riverwood Estate, that proposes renewing social dwellings and providing for additional private dwellings, new streets, parks, and community uses.

Extensive stakeholder and community consultation took place in 2017 to inform stakeholders, and seek feedback on key issues to inform the emerging master plan.

LAHC has since revised the draft master plan to reduce building density and heights. The number of dwellings has been decreased from approximately 5,000 social and private dwellings in the 2017 master plan, to approximately 3,900 social and private dwellings in the updated master plan. The height of buildings has been reduced from 22 to 12 storeys maximum. The fundamental features of the 2017 master plan such as community facilities, open spaces in Roosevelt Park and Play Street (now named Community Greenway), neighbourhood parks and connectivity remain unchanged. LAHC continues to target no loss of social housing.

1.4. LOCAL CONTEXT

The suburb of Riverwood is located within the Canterbury Bankstown and Georges River Local Government Areas (LGAs). Riverwood is located 18km from Sydney CBD and 5km from the district centres of Bankstown and Hurstville.

Riverwood is well supported by public transport, and is serviced by the T2 Airport, Inner West, and South Train Lines. It is also serviced by bus services on Belmore Road that provide connections to key centres such as Bankstown and Hurstville. The area also has excellent road access provided by the M5 motorway, Belmore Road, and King Georges Road.

Salt Pan Creek Reserve, to the west of the Riverwood Estate, is a significant green corridor containing important ecological communities, mangroves, wetlands, recreational facilities and walking cycling trails on both sides of the creek. The Riverwood Skate Park and Morris Iemma Indoor Sports Centre are also within proximity of the Riverwood Estate.

The main retail shopping strip for Riverwood is located on Belmore Road, to north and south of Riverwood Train Station, providing the primary local retail centre for the area.

1.5. STUDY REQUIREMENTS

This report aligns with the Study Requirements issued by the Department of Planning and Environment (DPE).

Table 2 Study consultation requirements

Study Requirement	Consultation	How study requirement is addressed in this document
16.2	<p>Provide a consultation outcomes report that:</p> <ul style="list-style-type: none"> Includes evidence of consultation (including letters, minutes of meetings, charrette/drop in event summaries and formal advice) and provide a summary of and outline the general outcomes of early consultation and demonstrate how the outcomes have been incorporated into the proposal. 	<p>Evidence of consultation is provided in Section 4 and Appendix A, B and C of this document.</p> <p>A summary of the consultation outcomes, and detail of how these have been incorporated into the proposal are provided in Section 5.</p>
	<p>Author</p> <p>There are no specific requirements for the author of these studies.</p>	
	<p>Guidance documents</p> <p>The following documents provide guidance for the strategy:</p> <ul style="list-style-type: none"> Web Content Accessibility Guidelines 2.0 (WCAG2.0AA); and Australian Government's Digital Service Standard. 	<p>Documents on the project website will be WCAG2.0AA compliant.</p>

1.6. ABORIGINAL CONSULTATION AND CONNECTING WITH COUNTRY

LAHC acknowledges we all stand on Aboriginal land, and demonstrates an ongoing commitment to planning and creating places that respect Aboriginal cultural heritage and respond to the contemporary social, cultural, and economic needs of Aboriginal people.

The Study Requirements issued by DPE refer to consideration of ongoing consultation with the local Aboriginal community, and application of the Government Architect NSW's (GA NSW) *Connecting with Country draft framework* and *Designing with Country guidelines*.

The *Connecting with Country draft framework*, released in December 2020, is intended to embed a process by which "connections with Country inform the planning, design, and delivery of built environment projects in NSW" (2020: p8.). LAHC is committed to implementing the draft framework's principles during ongoing development of the project. As development of the master plan predates the release of the *Designing with Country guidelines*, these will be embedded in the future planning framework for the project.

Engagement and consultation with the First Nations community will occur concurrently with exhibition of the draft master plan and planning proposal. This engagement will include a Walk with Country and consultation to inform the development of a Heritage Interpretation Strategy. Engagement associated with GA NSW's *Connecting with Country draft framework* will also occur in tandem with the exhibition.

A total of 12 stakeholder groups have registered their interest in the consultation process. This includes one group which requested its details not be disclosed publicly (not listed below). These groups include:

- A1 Indigenous Services
- Butucarbin Aboriginal Corporation
- Clive Freeman
- Didge Ngunawal Clan
- Gulaga
- Kamilaroi Yankuntjatjara Working Group
- Metropolitan Local Aboriginal Land Council
- Murra Bidgee Mullangari Aboriginal Corporation
- Ngambaa Cultural Connections
- Wori Woilywa
- Wurrumay Pty Ltd

Additional statutory consultation with the First Nations community has been carried out by Artefact during preparation of an Aboriginal Cultural Heritage Assessment Report (ACHAR).

2. PREVIOUS CONSULTATION

The Riverwood Renewal project was announced in July 2016, and master planning commenced in December 2016. On behalf of LAHC, Cred Consulting undertook extensive stakeholder and community consultation to inform the development of the master plan and planning proposal for the Riverwood Estate SSP.

Between January and September 2017, there were more than 500 individual points of contact with community members and stakeholders across four rounds of community consultation.

Community feedback centred on the following key themes:

- Housing and built form
- Open space
- Transport and street networks.

The master plan design evolved in response to each round of feedback. Following further community and stakeholder feedback, the revised proposal includes a reduction in dwellings and density, while retaining the amenity, open space, and community facilities.

The full findings can be found in the Appendix C.

3. ENGAGEMENT PROCESS

Since initial engagement was carried out in 2017, there have been changes to how SSP Planning is managed. On 5 March 2021, the Minister for Planning and Public Spaces declared Riverwood a SSP and LAHC resumed responsibility for planning the Riverwood Renewal.

LAHC works in line with the International Association of Public Participation's (IAP2) Public Participation spectrum and utilises the participation principles outlined below:

- Inform: To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions
- Consult: To obtain public feedback on analysis alternatives and/or decisions
- Involve: To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered
- Collaborate: To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.

Overall, the engagement approach is underpinned the International Association of Public Participation's (IAP2) Public Participation principles and guided by DPE's, *Community and Stakeholder Engagement Guidelines*, June 2017.

3.1. PROJECT UPDATE

Given the extensive engagement undertaken to date and changes made to the master plan in response to community feedback, LAHC sought to inform key stakeholders, tenants and the broader community of the changes and future consultation activities. The method of engagement for each respective group is outlined in Table 3 Stakeholders.

The purpose of the project update was to:

- Communicate information about how the master plan and planning proposal has responded to stakeholder and community feedback
- Communicate the benefits of the proposal for the local and wider community
- Deliver clear and factual key messages
- Outline the planning and approval process and opportunities for feedback through public exhibition
- Provide information about the project timeline
- Outline the tenant relocation process and support available, in collaboration with DCJ.

3.2. PROJECT STAKEHOLDERS

Stakeholders are individuals, groups of individuals or organisations that may be impacted (positively or negatively) by a project.

The following table outlines the key stakeholders who form a part of the ongoing consultation process. The stakeholder identification matrix is based on the principles in accordance with the IAP2 Public Participation spectrum.

Table 3 Stakeholders

Stakeholder	Level of engagement	How this group could participate
<p>Riverwood residents:</p> <ul style="list-style-type: none"> ▪ social housing tenants ▪ community housing tenants ▪ private owners and tenants 	Inform	<p>Newsletter</p> <p>Website</p> <p>Enquiry line</p> <p>Drop in and ask a question session</p>
<p>Residents and community members located on:</p> <ul style="list-style-type: none"> ▪ Coleridge Street ▪ Morotai Avenue ▪ Price Lane ▪ William Road ▪ Bennett Road ▪ Bennett Lane ▪ Henry Road ▪ Mary Street ▪ Union Street ▪ Hardy Avenue ▪ Keats Avenue ▪ Sirius Place ▪ Hannans Road ▪ Coorabin Place <p>Refer to Appendix A for a map of the catchment.</p>	Inform	<p>Newsletter</p> <p>Website</p> <p>Enquiry line</p> <p>Drop in and ask a question session</p>

Stakeholder	Level of engagement	How this group could participate
Department of Planning and Environment	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information
Government Architect NSW	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information
Greater Sydney Commission	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information
City of Canterbury Bankstown: <ul style="list-style-type: none"> ▪ Mayor and Councillors ▪ Council officers 	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information.
Georges River Council: <ul style="list-style-type: none"> ▪ Mayor and Councillors ▪ Council officers 	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information.
NSW Health	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information.
School Infrastructure	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information.
Transport for NSW	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information.
NSW EPA	Inform and consult	Meetings and briefings Refer to Section 4.1.5 for further information.
Federal Member for Banks	Inform	Briefing
State Member for Lakemba	Inform	Briefing
State Member for Oatley	Inform	Briefing

4. COMMUNICATION ACTIVITIES

4.1.1. Community newsletter

A community newsletter was distributed to the mailboxes of approximately 3,468 households in the Riverwood area on 16 March 2021.

The purpose of the community newsletter was to outline key features of the proposal and invite members of the community to contribute feedback on the proposal.

The distribution catchment area is shown in Appendix A.

The community newsletter is shown in Appendix B.

Copies of the community newsletter were made available in English, Chinese, Vietnamese, and Arabic, and were provided to the Morris Iemma Sports Centre, Riverwood Community Centre, and Riverwood Library and Knowledge Centre.

4.1.2. Website

To ensure access to information about the proposal, a dedicated project information website was developed and updated on Tuesday 16 March 2021.

The website www.dpie.nsw.edu.au/riverwoodrenewal provides information about the proposal, the planning process and contact information.

This engagement activity was designed to be used as an inform tool, with easily accessible information available anywhere, at any time.

The website also included contact details for a project email address and phone number managed by LAHC engagement, to enable people to provide feedback on the project.

The website will be updated periodically and at key milestones during the project.

4.1.3. Drop in sessions

Two two-hour drop in sessions were held in March 2021.

Session one was held on Saturday 20 March 2021, 11am – 1pm for local residents and the community. The session was planned for the park located next to the Riverwood Community Centre, however due to heavy rain it was relocated to Riverwood Library and Knowledge Centre, with signage informing people of the change in venue.

A total of four people attended the session.

Session two was held on Tuesday 23 March 2021 from 2.30pm – 4.30pm for local residents, the community and parents and guardians of Riverwood Public School. The session was held at Riverwood Public School. A total of eight people attended the session.

Seven attendees provided their contact details to be kept up to date on the project in the future.

A phone interpreter service was made available at both sessions.

4.1.4. Email and phone line

Members of the public were invited to contact LAHC by phone and email.

RiverwoodRenewal@facilities.nsw.gov.au.

Tenant enquiries: 1800 422 322

One person contacted LAHC via phone or email during the period from Tuesday 16 March to Friday 26 March.

Community feedback and responses are included in Section 5.1 of this report.

4.1.5. Key stakeholder meetings and briefings

LAHC provided project information and offered regular meetings and briefings with key government agency stakeholders from March 2020. Further engagement with key stakeholders was carried out via a series of meetings and presentations at the established Project Review Panel (PRP) and State Design Review Panel (SDRP) meetings.

Project Review Panel (PRP)

In November 2020, DPE established a PRP for the Riverwood Estate renewal. The PRP comprises representatives from the Government Architect NSW (GA NSW), Greater Sydney Commission, City of Canterbury Bankstown, and Georges River Councils. PRP meetings were held on the following dates:

- 5 November 2020
- 17 November 2020
- 1 December 2020
- 2 February 2021.

State Design Review Panel (SDRP)

The SDRP is a program managed by GA NSW that delivers independent advice on projects that are set to be assessed through the state approvals process. Attendees of the SDRP presentations included: The GA NSW, Greater Sydney Commission, City of Canterbury Bankstown, and Georges River Councils.

Presentations were made to the SDRP on the following dates:

- 28 April 2020
- 2 December 2020
- 3 February 2021.

A summary of the engagement activities carried out with key stakeholders is provided in Table 4. Engagement with these key stakeholders is ongoing.

Table 4 Engagement with key stakeholders

Stakeholder	Engagement activity
Government Architect NSW (GA NSW)	GA NSW representatives attended PRP meetings and SDRP presentations between 28 April 2020 and 3 February 2021. An additional presentation was made to GA NSW on 22 December 2020.
Department of Planning and Environment (DPE) <ul style="list-style-type: none">• Place Design and Public Spaces Division• Population and Demographics Division• Energy and Science Group (EES)	Meetings were held with DPE's Place Design and Public Spaces Division on the following dates: <ul style="list-style-type: none">• 30 November 2020• 16 December 2020• 10 March 2021. On 21 April 2021 LAHC provided the Draft Green Infrastructure Report to DPE's Place Design and Public Spaces Division. Comments were received on 23 April 2021. A meeting was held with DPE's Population and Demographics Division on 3 December 2020.

Stakeholder	Engagement activity
	<p>On 12 March 2021, LAHC provided the Draft Population and Demographics Report to DPE's Population and Demographics Division, for comment. Comments were received on 23 April, and a revised Residential Market Analysis was provided to DPE's Population and Demographic Division on 3 May 2021.</p> <p>Meetings were offered to DPEs Energy and Science Group (EES) in December 2020.</p>
Greater Cities Commission (GCC) (formerly known as Greater Sydney Commission)	<p>GCC representatives attended PRP meetings and SDRP presentations between 28 April 2020 and 3 February 2021.</p> <p>A separate meeting was offered to GCC on 10 December 2020.</p>
Canterbury Bankstown Council	<p>Canterbury Bankstown Council representatives attended PRP meetings and SDRP presentations between 28 April 2020 and 3 February 2021.</p> <p>The draft master plan was presented to Canterbury Bankstown Council technical staff on 14 January 2021.</p> <p>On 29 January, a presentation on engineering, infrastructure, stormwater, and sustainability was made to Council technical staff.</p> <p>Draft copies of all studies related to the proposal were provided to Canterbury Bankstown Council on 12 March 2021.</p> <p>Further meetings were held with Canterbury Bankstown Council on 3 May 2021 and 8 March 2022.</p>
Georges River Council	<p>Georges River Council representatives attended PRP meetings and SDRP presentations between 28 April 2020 and 3 February 2021.</p> <p>Draft copies of all studies related to the proposal were provided to Georges River Council on 12 March 2021.</p> <p>A presentation on the draft master plan was presented to Georges River Council Councillors on 3 May 2021.</p> <p>A meeting was held with Georges River Council on 10 May 2021.</p>
NSW Health	<p>Briefings were offered to NSW Health on 10 and 17 December 2020.</p>
School Infrastructure	<p>A meeting was held with Schools Infrastructure on 2 February 2021.</p> <p>On 17 February 2021, a copy of the Social Infrastructure report was provided to Schools Infrastructure for comment.</p>

Stakeholder	Engagement activity
Transport for NSW	<p>On 24 January 2022, a copy of the concept design for proposed intersection upgrades on Belmore Road was provided to TfNSW for comment.</p> <p>A meeting was held with TfNSW on 8 February 2022.</p>
NSW EPA	Briefings were offered to NSW EPA in December 2020.
Sydney Water	<p>A feasibility application was submitted to Sydney Water on 4 February 2021.</p> <p>Following Sydney Water's response to the feasibility application on 22 June 2021, meetings were held with Sydney Water on the 9th and 17th of December 2021.</p> <p>LAHC subsequently provided a copy of the updated water and wastewater strategy to Sydney Water for comment.</p>
Ausgrid	<p>A feasibility application was submitted to Ausgrid on 2 March 2017.</p> <p>Ausgrid provided feedback on the application on 4 May 2017.</p>
Jemena	<p>A feasibility application was submitted to Jemena on 6 March 2017.</p> <p>Jemena provided feedback on the application on 19 April 2017.</p>
Telstra	<p>A feasibility application was submitted to Telstra on 6 March 2017.</p> <p>Telstra provided feedback on the application on the 6 March 2017.</p>
NBN Co.	<p>A feasibility application was submitted to NBN Co. on 27 March 2017.</p> <p>NBN Co. provided feedback on the application on 27 March 2017</p>

5. ENGAGEMENT FEEDBACK

Overall, community and stakeholder feedback collected across various channels demonstrated mixed sentiment about the proposal.

Most of the feedback was collected during the drop in sessions and a small amount of feedback was provided through the email and phone enquiry line.

5.1. COMMUNITY FEEDBACK AND RESPONSES

Feedback generated from the community engagement activities is detailed in Table 5 below.

Table 5 Summary of community feedback

Feedback	Response
Transport and access	
Increased congestion and traffic impacts on Belmore Road, Hannans Road and the bridge located at the cross section of Belmore Road and Thurlow Street.	<p>A comprehensive <i>Transport Strategy and Transport Impact Assessment</i> for the precinct has been developed. The draft master plan features a new road pattern, widening of Roosevelt Avenue, Widening of Kentucky Avenue, Union Street and Truman Avenue and upgrades to major intersections.</p> <p>A <i>public domain strategy</i> addresses movement corridors and connectivity for pedestrians including people who are mobility impaired.</p>
Ability for residents to turn onto Hannans Road and Belmore Road both the North and South sides of Belmore Road.	
The width of roads and streets and ability for emergencies services to access properties.	
Access for people with disabilities or are mobility impaired and require the use of a scooter	
Building heights	
Interest in the location of building heights and potential shadowing.	Over the last two years LAHC has been working to refine the proposal in response to community feedback. The revised plans propose reducing the height of buildings from a maximum of 15 to 22 storeys to a maximum of 12 storeys.
Increased population	
Pressure on local services including health and schooling. Provision of high schools.	<p>See the <i>Social Infrastructure Study</i> which assesses needs and/or demands of the existing and future population.</p> <p>An <i>Equity-Focused Health Impact Assessment</i> will assess the likely impacts on health and health infrastructure.</p>
Impact on tenants and relocations	
Enquiries were received on the tenant relocations process and anticipated timeframes	Subject to planning approval, Riverwood Renewal will be delivered in stages over a period of 15-20 years. Following planning approval, staging and

Feedback	Response
	<p>anticipated relocation timeframes will be communicated.</p> <p>When social housing residents do need to move, they will be given at least 6 months' notice, and will be assisted to relocate to another home by a specialist team from the Department of Communities and Justice (DCJ).</p>
Acquisition of properties	
Concern whether private properties will be acquired as part of the process.	There is no current intention to acquire any private property.
Project timeline	
Enquiries were received about the project timeline	Subject to planning approval, Riverwood Renewal will be delivered in stages over a period of 15-20 years.
Staging and construction impacts	
Concerns were expressed about the timeframes and impacts of construction activity.	An indicative staging strategy has been prepared as part of the draft master plan, and identifies how staging may occur. This strategy will be further developed during the planning process and will consider measures to minimise impacts on existing residents/tenants.
Consultation process	
Concerns were received by residents about the knowledge of the project update and how future consultation would be undertaken.	<p>In 2017, extensive consultation took place over a period between January and September 2017, where we had more than 500 individual points of contact with community members and stakeholders.</p> <p>The purpose of the communications in March 2021 intended to inform residents and the local community of changes made to the proposal, and outline the statutory planning process.</p> <p>The community will be invited to provide feedback on the revised master plan during public exhibition of the draft master plan and planning proposal.</p>

5.2. KEY STAKEHOLDER FEEDBACK AND RESPONSES

Feedback received during engagement with key government stakeholders is detailed in Table 6 below.

Table 6 Summary of key stakeholder feedback

Stakeholder	Feedback	Response
Government Architect NSW (GA NSW)	GA NSW has provided consistent and important feedback in the development of the draft master plan and relevant studies. GA NSW has also provided advice on implementing the Connecting with Country framework and methods of engagement with other key stakeholders.	LAHC will continue to involve and consult with GA NSW as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.
Department of Planning and Environment <ul style="list-style-type: none"> Place Design and Public Spaces Division Population and Demographics Division Energy and Science Group (EES) 	<p>The DPE Place Design and Public Spaces Division has provided important feedback to assist LAHC in developing a robust approach to approach Green Infrastructure, Ecology, Urban Forest, and Greening.</p> <p>The DPE Population and Demographics Division provided feedback on the Draft Population and Demographics Report and the Residential Market Analysis. Feedback included confirmation of the data and methodology utilised for social housing demographics in the Residential Market Analysis.</p> <p>The DPE EES division advised that they would like to be consulted on the planning proposal and draft master plan during exhibition of the proposal.</p>	<p>LAHC has incorporated advice from the DPE Place Design and Public Spaces Division into the final version of the Green Infrastructure Report.</p> <p>LAHC has incorporated advice from the DPE Population and Demographics Division in the Population and Demographics Report and Residential Market Analysis.</p> <p>LAHC will continue to involve and consult with DPE as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p>
Greater Cities Commission (GCC) (formerly known as Greater Sydney Commission)	<p>Engagement with GCC has been carried out via PRP and SDRP meetings and presentations.</p> <p>No further comments have been received to date.</p>	LAHC will continue to involve and consult with GCC as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.
Canterbury Bankstown Council	Feedback received from Canterbury Bankstown Council	The feedback provided by Canterbury Bankstown Council

Stakeholder	Feedback	Response
	<p>has focussed on technical aspects of the draft master plan, including:</p> <ul style="list-style-type: none"> • Consideration in the design to enable waste collection truck access • Discussions regarding stormwater design • Requests for the proposal to consider ambitious sustainability initiatives • Master plan to consider providing enough land for key future infrastructure, such as substations • Discussion of proposed zoning changes • Discussions regarding proposed local road changes, specifically: <ul style="list-style-type: none"> ○ Investigating options to restrict the “dog-leg” movement on Belmore Road between Washington Avenue and Hannans Road ○ support for keeping Washington Avenue open ○ Consideration of an providing a cycleway on an alternative route to Belmore Road. 	<p>has been incorporated in the draft master plan and relevant studies.</p> <p>Further consideration of supporting infrastructure, including stormwater design will be addressed during the detailed design phases of the project.</p> <p>In response to Council feedback, zoning documentation was amended as part of the Test of Adequacy response.</p> <p>Restriction of the “dog-leg” movement between Washington Avenue and Hannans Road will be investigated further with TfNSW in the detailed design stage of the project.</p> <p>Provision of a cycle path between the renewed Riverwood Estate and Riverwood town centre will be subject to further detailed discussions with TfNSW, Canterbury Bankstown and Georges River Councils to ensure safety and connectivity can be achieved.</p> <p>LAHC will continue to involve and consult with Canterbury Bankstown Council as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p> <p>A pre-exhibition briefing is scheduled for 1 July 2022 with Canterbury-Bankstown Council.</p>
Georges River Council	<p>Feedback received from Georges River Council Councillors has focussed key amenity features of the draft master plan, including:</p> <ul style="list-style-type: none"> • Considering the provision of parking at Riverwood Train Station for rainy days 	<p>The provision of parking at train stations, including Riverwood Train Station, is under the remit of Transport for NSW and Georges River Council. The project proposes rerouting the current bus service, so all</p>

Stakeholder	Feedback	Response
	<ul style="list-style-type: none"> Considering the increased demand on Georges River Council sporting fields as a result of the project Considering locating higher density buildings closer to Riverwood Train Station. <p>LAHC and Georges River Council also discussed the proposed zoning changes.</p>	<p>residents are within 200m walking distance of a bus stop.</p> <p>The proposal will provide 5 hectares of open space, including six new local parks.</p> <p>LAHC note the preference of Georges River Council Councillors for locating the proposed higher density buildings closer to Riverwood Train Station.</p> <p>In response to Council feedback, zoning documentation was amended as part of the Test of Adequacy response.</p> <p>LAHC will continue to involve and consult with Georges River Council as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p> <p>A pre-exhibition briefing is scheduled for 30 June 2022 with Georges River Council.</p>
NSW Health	None to date.	LAHC will continue to reach out to NSW Health as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.
School Infrastructure	Schools Infrastructure provided feedback on the draft Social Needs Infrastructure Report.	<p>LAHC has incorporated advice from Schools Infrastructure into the Social Needs Infrastructure Report.</p> <p>LAHC will continue to involve Schools Infrastructure as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p>
Transport for NSW (TfNSW)	LAHC held a meeting with TfNSW to discuss proposed changes to public transport provision and the intersection	LAHC has incorporated advice from Transport for NSW into the Traffic and Transport Assessment.

Stakeholder	Feedback	Response
	<p>upgrades on Belmore Road. Feedback included:</p> <ul style="list-style-type: none"> TfNSW suggested some changes to the existing bus routes to enable Riverwood Estate greater access to public transport. This included in-principle support of the proposed re-routing of Bus Service 944. TfNSW also provided In-principle support for building a right turn bay on Belmore Road to Roosevelt Avenue to improve bus movements into and out of Belmore Road, and remove the “dog-leg” movement at the Belmore Road intersections with Washington Avenue and Hannans Road. <p>TfNSW provided advice following an initial review of the Traffic and Transport Assessment. This included subsequent comments on the modelling results and traffic generation rates in early May 2022.</p>	<p>Changes to the provision of local public transport services and the proposed intersection upgrades on Belmore Road will be investigated further with TfNSW in the detailed design stage of the project.</p> <p>LAHC provided clarification on the modelling results and traffic generation rates via email on 11 May 2022.</p> <p>LAHC will continue to reach out to TfNSW as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p>
NSW EPA	None to date.	LAHC will continue to reach out to NSW EPA as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.
Sydney Water	<p>Sydney Water provided feedback on the provided servicing arrangements, including:</p> <ul style="list-style-type: none"> General consensus that the existing Sydney Water infrastructure has capacity, with proposed upgrades to the pump station. This is to be confirmed during more 	<p>LAHC has incorporated advice from Sydney Water into the Infrastructure Services Report.</p> <p>LAHC will continue to involve Sydney Water as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p>

Stakeholder	Feedback	Response
	<p>during the detailed design phase.</p> <ul style="list-style-type: none"> It is the preference of Sydney Water that the Bankstown Sewer Submain remain in its current location. Should the proposed be located over the submain, these assets would likely need to be relocated in accordance with Sydney Water build-over and relocation policies. 	
Ausgrid	<p>Ausgrid provided feedback on the feasibility application on 2 March 2017. This feedback included:</p> <ul style="list-style-type: none"> Punchbowl and Riverwood Zone Substations have minimal capacity to service the development. Bankstown, Hurstville North, and Mortdale all have capacity to service the development, however additional infrastructure would be required. 	<p>LAHC has incorporated advice from Ausgrid into the Infrastructure Services Report.</p> <p>LAHC will continue to involve Ausgrid as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p>
Jemena	<p>Jemena provided feedback on the feasibility application on 19 April 2017. This feedback included:</p> <ul style="list-style-type: none"> Gas supply is available subject to an economic viability check from Jemena to determine any required contributions. 	<p>LAHC has incorporated advice from Jemena into the Infrastructure Services Report.</p> <p>LAHC will continue to involve Jemena as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p>
Telstra	<p>Telstra provided feedback on the feasibility application on 6 March 2017. This feedback included:</p>	<p>LAHC has incorporated advice from Telstra into the Infrastructure Services Report.</p> <p>LAHC will continue to involve Telstra as the project progresses, to ensure the best outcome is</p>

Stakeholder	Feedback	Response
	<ul style="list-style-type: none"> Telstra has an existing tower that serves Riverwood Estate. Telstra have plans to relocate the tower to another site within the precinct post 2026. 	achieved for the renewed Riverwood Estate.
NBN Co.	<p>NBN provided feedback on the feasibility application on 27 March 2017. This feedback included:</p> <ul style="list-style-type: none"> NBN servicing is available to the precinct NBN provided indicative costs for providing connections to the NBN network within the renewed Riverwood Estate. 	<p>LAHC has incorporated advice from NBN Co into the Infrastructure Services Report.</p> <p>LAHC will continue to involve NBN Co as the project progresses, to ensure the best outcome is achieved for the renewed Riverwood Estate.</p>

5.3. OVERVIEW OF FUTURE CONSULTATION

LAHC will be consulting with stakeholders and the community throughout and following the Statutory public exhibition process.

5.3.1. Statutory public exhibition

The purpose of the statutory public exhibition phase is to inform and consult with stakeholders and the community on the planning proposal and draft master plan. Stakeholders and the community will be provided with information about how to provide feedback via a submission to DPE.

Activities during this phase will include:

- Newsletter update
- Online and in person community drop in sessions
- Website update
- Enquiry email and phone
- Stakeholder meetings
- Social media.

5.3.2. Post public exhibition update

After the public exhibition, key stakeholders, tenants, and the broader community will be informed of the outcomes of the public exhibition process.

Activities during this phase will include:

- Newsletter update
- Website update
- Enquiry email and phone
- Stakeholder meetings.

DISCLAIMER

This report is dated 5 July 2022 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date which may affect the validity of Urbis Pty Ltd (**Urbis**) opinion in this report. Urbis prepared this report on the instructions, and for the benefit only, of Land and Housing Corporation (**Instructing Party**) for the purpose of Land and Housing Corporation - Riverwood Renewal State Significant Precinct (**Purpose**) and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

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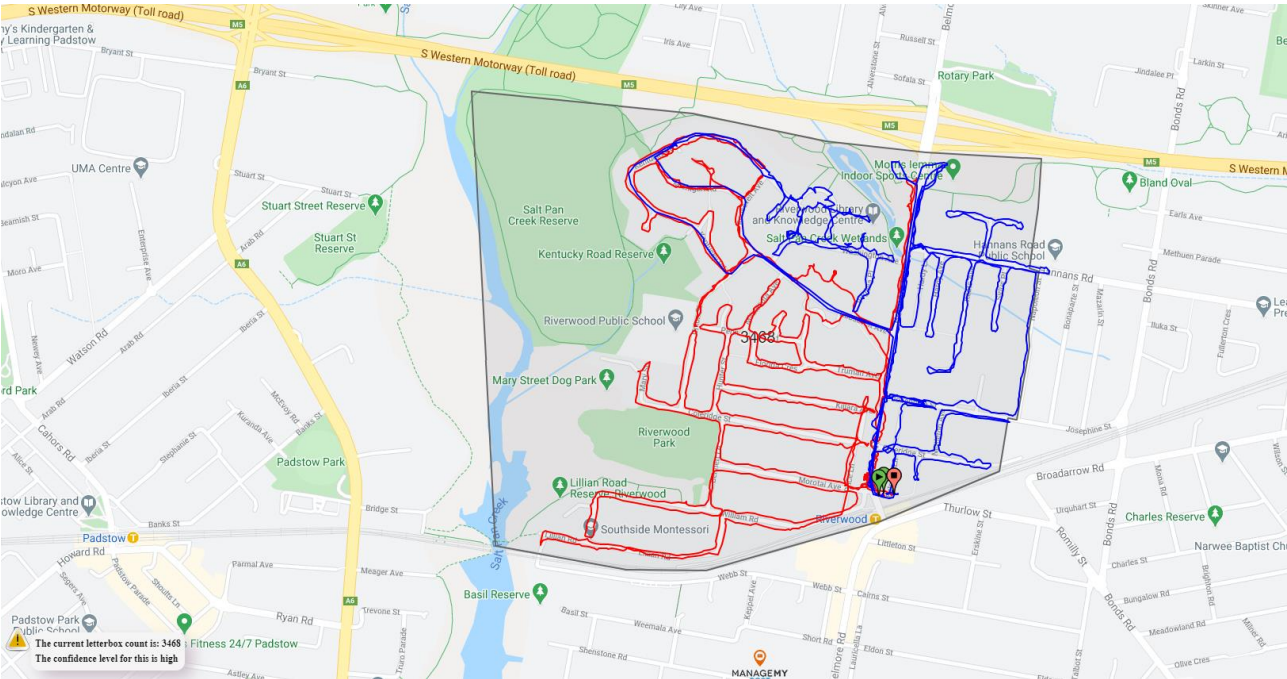
Whilst Urbis has made all reasonable inquiries it believes necessary in preparing this report, it is not responsible for determining the completeness or accuracy of information provided to it. Urbis (including its officers and personnel) is not liable for any errors or omissions, including in information provided by the Instructing Party or another person or upon which Urbis relies, provided that such errors or omissions are not made by Urbis recklessly or in bad faith.

This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

APPENDIX A

LETTERBOX DROP CATCHMENT

Letterbox drop catchment



APPENDIX B

NEWSLETTER

Riverwood Renewal

Community Update



MARCH 2021

Land and Housing Corporation (LAHC) is renewing Riverwood estate to create a safe, active and healthy community with a mix of modern private and social homes and connected open spaces.

Over the last two years, LAHC has been working to refine our renewal plans in response to community feedback.

The revised plans reduce the height of buildings and the total number of dwellings but retains the open and community spaces in the original plans.

This newsletter provides an overview of what's changed, what's stayed the same, who you can contact for more information, and when you can expect to see and comment on the plans.

Important information for tenants

The Riverwood Renewal will be staged over the next 15 to 20 years so that impacts on residents are reduced.

LAHC is targeting no loss of social housing. All social housing residents will have the option to return to the redeveloped Riverwood if a suitable property is available. It is anticipated that some residents will be able to move directly from their old home to a newly built home at Riverwood.

A small number of social housing residents will need to temporarily relocate into nearby areas. Once the master plan is approved, we will know more about the timing of the project and when residents will need to temporarily relocate. Residents will be provided at least 6 months' notice and be assisted by the Department of Communities and Justice.

The Riverwood Renewal aims to provide:



Welcoming community spaces that support people to connect with others



A variety of open and outdoor spaces



A safe neighbourhood where it is enjoyable to walk, play and relax



Improved paths to the school, reserve and nearby neighbourhoods



A range of modern, quality homes that suit different lifestyles

What we heard

During our consultation in 2017, members of the community told us they would like to see:



Lower buildings



A range of homes to encourage families to the area



Parks, green spaces and community gardens in the design



Connected bike and walking paths and improved streets



Playgrounds for a range of ages

What's changed

Reflecting this feedback, the plans have been revised to:

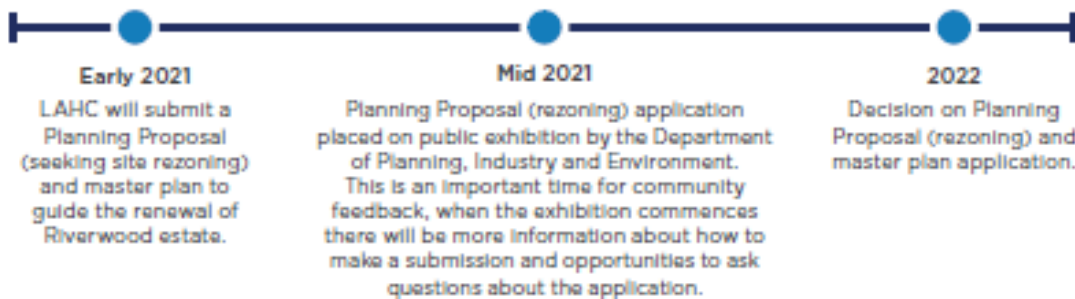
- Reduce the number of homes by almost half to approximately 3,900
- Reduce heights to a maximum of 12 storeys

What's stayed the same?

The plans still include:

- A mix of social and private housing
- A range of apartments and terrace homes for singles, couples and families
- Over 5 hectares of open space
- Improved bike and walking paths
- Wider streets and roads to allow cars, buses, pedestrians and cyclists to move about safely

Next steps



Drop in and ask your questions



Saturday 20 March
11.00am – 1.00pm
The park located next to the Riverwood Community Centre



Tuesday 23 March
2.30pm – 4.30pm
Riverwood Public School

Find out more at

www.dpie.nsw.gov.au/riverwoodrenewal or contact RiverwoodRenewal@facs.nsw.gov.au.

Tenant enquiries: 1800 422 322

APPENDIX C

RIVERWOOD RENEWAL MASTER PLAN COMMUNITY ENGAGEMENT SUMMARY REPORT, 2017





LAHC

Riverwood Renewal Master Plan Community Engagement Report

June 2017



**Report Title: Riverwood Renewal Community
Consultation Outcomes Report**

Client: Land and Housing Corporation

Version: Final

Date: 26 June 2017



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1. Introduction

1.1. Background

The Riverwood Renewal project was announced in July 2016. As part of the Communities Plus program, the plan is to renew the remainder of the social housing estate at Riverwood and increase the number of social housing dwellings through a mixed tenure development, staged over 10 to 15 years.

Master planning for the estate renewal commenced in December 2016. The Riverwood Master Plan will set out an overall approach that includes urban design, parks and playgrounds, service provision, community facilities and built form. It will help determine the mix of social, private and affordable housing and the staging of the development.

1.2. Purpose of this report

This report provides the outcomes of community consultation for the Riverwood Renewal Master Plan. Community consultation took place in three rounds.

1.3. Round 1 consultation objective and activities

Round 1 ran from 5 July 2016 to 15 March 2017.

The objectives of Round 1 consultation were to:

- Inform stakeholders about the Riverwood Renewal Master Plan process, and
- Understand site assets, opportunities and constraints to inform the Master Plan.

Table 1 Round 1 consultation activities

Consultation Completed	Timeframe	Description
Newsletter	25 January 2016	Delivered to 2,354 dwellings and businesses within and neighbouring the Riverwood Renewal Study Area (Appendix 1). Additional copies including in Traditional and Simplified Chinese, Arabic and Vietnamese were available at the Riverwood FACS office, Riverwood Library and Riverwood Community Centre. Copies were also sent to stakeholders including the City of Canterbury Bankstown

Consultation Completed	Timeframe	Description
		<p>Council, the office of local member of NSW Parliament, Jihad Dib, and other stakeholders that had requested copies.</p> <p>The newsletter is available at Appendix 2.</p>
Drop-in session	<p>Tuesday 21 February, 3:30pm to 6:30pm</p> <p>Friday 24 February, 10am to 1pm</p>	<p>75 people attended the drop-in sessions.</p> <p>Drop-in sessions held in the Riverwood Community Centre with the Communities Plus team and master planning team.</p> <p>Drop-in sessions were promoted with a flyer distributed to dwellings and businesses within and neighbouring the Study Area, and available at the Riverwood FACS Office, Riverwood Library and Riverwood Community Centre. Posters were displayed at the Riverwood Community Centre, Riverwood Library, and Riverwood FACS Office, and Lincoln and Jefferson buildings. Flyer and poster are available at Appendix 3.</p>
Online and intercept surveys	21 February to 15 March 2016	<p>117 surveys were completed.</p> <p>Surveys were completed at the drop-in sessions.</p> <p>Intercept surveys were conducted throughout the study area, at the Belmore Road Shops, and at the Riverwood Community Centre on Thursday 2 March, 1pm to 3pm; Friday 3 March, 3:30pm to 5:30pm; Tuesday 7 March 11am to 12:30pm and 1pm to 3:30pm; and Friday 10 March 3:30pm to 5pm.</p> <p>A link to the online survey was distributed to service providers including the schools, Riverwood Community Centre, and FACS Client Service Officers.</p> <p>Paper surveys were available and advertised at the Riverwood FACS Office, Riverwood Library and Riverwood Community Centre.</p>
Stakeholder interviews	13 February 2016 to 15 March 2016	<p>12 stakeholder interviews were completed.</p> <p>Stakeholder interviews were completed with:</p>

Consultation Completed	Timeframe	Description
		<ul style="list-style-type: none"> ▪ Riverwood Community Centre CEO, HCP worker and family services provider ▪ Kick Start Youth Café manager and Riverwood Community Centre youth worker ▪ Riverwood FACS team leader ▪ Riverwood Public School principal ▪ Hannans Road Public School principal ▪ Department of Education and Training ▪ Morris Iemma Indoor Sports Centre centre manager ▪ SGCH Place Manager and Manager, Operations ▪ Brooks Community Consultants ▪ Local child care providers ▪ Riverwood Library ▪ Riverwood/Mortdale Men's Shed ▪ Campsie Local Area Command

1.4. Round 2 consultation objectives and activities

Round 2 ran from 10 April 2017 to 11 May 2017.

The objectives of round 2 consultation were to:

- Provide information on the key issues and opportunities identified so far through technical reports and community consultation
- Consult on concept plans for the Draft Master Plan.

Table 2 Round 2 consultation activities

Consultation Completed	Timeframe	Description
Newsletter and poster	10 April 2017	<p>Delivered to 2,354 dwellings and businesses within and neighbouring the Riverwood Renewal Study Area (Appendix 1).</p> <p>Additional copies including in Traditional Chinese, Arabic and Vietnamese were available at the Riverwood FACS office, Riverwood Library and Riverwood Community Centre.</p>

Consultation Completed	Timeframe	Description
		<p>Copies were also sent to stakeholders including the City of Canterbury Bankstown Council, the office of local member of NSW Parliament, Jihad Dib, local schools and other stakeholders that had requested copies.</p> <p>The newsletter is available at Appendix 4.</p>
Drop-in session	<p>Wednesday 26 April, 3pm to 6pm</p> <p>Friday 28 April, 1:30pm to 4:30pm</p>	<p>50 people attended the drop-in sessions.</p> <p>Drop-in sessions held in the Riverwood Community Centre with the Communities Plus team and master planning team.</p> <p>Drop-in sessions were promoted in the April newsletter and with a poster at the Riverwood FACS Office, Riverwood Library, Riverwood Community Centre, community garden, Lincoln building noticeboard. The poster is available at Appendix 4.</p>
Stakeholder interviews	26 April 2017 to 11 May 2017	<p>3 stakeholder interviews were completed for Round 2 consultation.</p> <p>Stakeholder interviews were completed with:</p> <ul style="list-style-type: none"> ▪ Riverwood Community Centre ▪ Riverwood FACS team leader ▪ Campsie Local Area Command

1.5. Round 3 consultation objectives and activities

Round 3 ran from 26 May 2017 to 8 June 2017.

The objectives of round 3 consultation were to:

- Report back on how feedback to date was incorporated into the emerging draft Master Plan, and
- Consult on the emerging draft Master Plan for inform to draft for submission to the Department of Planning and Environment.

Table 3 Round 2 consultation activities

Consultation Completed	Timeframe	Description
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Consultation Completed	Timeframe	Description
Newsletter and poster	26 May 2017	<p>Delivered to 2,354 dwellings and businesses within and neighbouring the Riverwood Renewal Study Area (Appendix 1).</p> <p>Additional copies including in Traditional Chinese, Arabic and Vietnamese were available at the Riverwood FACS office, Riverwood Library and Riverwood Community Centre.</p> <p>Copies were also sent to stakeholders including the City of Canterbury Bankstown Council, the office of local member of NSW Parliament, Jihad Dib, local schools and other stakeholders that had requested copies.</p> <p>The newsletter is available at Appendix 6.</p>
Drop-in session	<p>Tuesday 6 June, 3pm to 6pm</p> <p>Thursday 8 June, 2pm to 5pm</p>	<p>45 people attended the drop-in sessions.</p> <p>Drop-in sessions held in the Riverwood Community Centre with the Communities Plus team and master planning team.</p> <p>Drop-in sessions were promoted in the April newsletter and with a poster at the Riverwood FACS Office, Riverwood Library, Riverwood Community Centre, and community garden. Posters are available at Appendix 7.</p>

1.6. Riverwood Community Liaison Officer

The Riverwood Community Liaison Officer was located onsite at the Riverwood FACS office for questions from residents and the community (Table 4 shows availability). In total, 202 visits and calls were received.

Table 4 Riverwood Community Liaison Officer Availability

Time period	Availability
5 July 2016 to 10 April 2017	Monday to Friday, 9am to 5pm
11 April 2017 to 26 May 2017	Monday, Tuesday and Friday, 9am to 5pm
27 May 2017 to ongoing	Tuesday and Friday, 9am to 5pm

2. Summary of round 1 key findings

This section provides a summary of the key findings across all consultation types in the round 1 consultation.

2.1. Open space and public domain

Open space

Currently, the parks and greenery including the wetlands park are one of the things that people like the most about Riverwood. People said that one of the things they don't like about Riverwood is the lack of facilities in parks including exercise equipment, seating and tables.

The community identified a need for open space where people can congregate and meet each other. There is a need for safe places close to homes for children to play, and the semi-private communal open spaces within the buildings at Washington Park have been quite successful.

The main open space and recreation facilities that people would like to see are:

- Playgrounds including with connections to nature
- Parks for socialising with more furniture and BBQ/picnic areas, seating, and fitness equipment
- Parks for sports including soccer, football, basketball, tennis and badminton
- Areas for senior's exercise e.g. Tai Chi and dance
- Table tennis and tables for card and chess games
- Community gardens, and opportunities to garden close to people's homes

The Peace Park mural is quite significant to the community and should be preserved in some form. People would also like to see the mature native trees kept (client liaison officer discussions, survey, submissions).

Public domain

Regarding the public domain, rubbish dumping, graffiti and dirty streets are one of the things that people like the least about Riverwood.

Stakeholders particularly identified a need for a universally designed public domain as important to support the high population of older people and people with disability. Bike paths and walking paths were supported in the survey, and have also been suggested by stakeholders as something that would be well used by children to get to school, and by the Chinese community to get around.

Crime, drugs and alcohol are one of the things that people like the least about Riverwood. People are worried about safety, including at night with a lack of lighting. Local community organisations identified that casual surveillance, avoiding back areas where "things could happen", and a dwelling mix that avoids concentration of single men are priorities. People would also like to see improved lighting throughout.

2.2. Community facilities and services

Community facilities

The community centre is a highly valued part of Riverwood, and the existing meeting rooms that are usable are well utilised. Local child care centres are usually full or nearly full, however there is fairly high turnover and a lot of competition for places.

The most important community facilities to include in the Riverwood Renewal are:

- Spaces for older people
- A library, or spaces for education and training and access to computers and the internet
- Spaces for young people
- Meeting rooms
- Accessible facilities, including improving the men's shed to be accessible
- Community centre, or improving the existing Riverwood Community Centre.¹

Shops and services

Currently, the convenient shops are one of the things that people like the most about Riverwood. However, the lack of a diversity of retail and the distance to the shops are one of the things that people don't like about Riverwood. In terms of desire for future shops, the most common responses were supermarkets and shops for groceries, clothes shops, and chemists. People also thought that food shops like cafes, takeaway and restaurants will be useful. People would also like to see multicultural grocery shops and restaurants (survey, drop-in sessions).

People thought that the most important community services to include are health services including medical centres and imaging services. Stakeholders interviews identified an opportunity to co-locate a FACS office with other services such as family, community and health services. Some community participants noted a need for a post office on the northern side of the rail line as many residents visit the post office regularly (e.g. to make rental payments).

¹ There are opportunities to improve the community centre. The centre is currently in the middle of a consultation process to determine future directions of the centre, and a facilities audit will be a part of that.

2.3. Traffic and transport

Traffic and parking

People are concerned about traffic issues in the study area, in particular that the streets need to be wider, and intersections with Belmore Rd are slow and unsafe for traffic and pedestrians.

One stakeholder commented that if the roads are changed, the names of the existing streets should be maintained as they reflect the heritage of the area.

People said that they would like to see more parking including more offstreet parking, allocated parking and parking permits, and car parking for carers and visitors.

Transport

Currently, the convenient transport is one of the things that people like the most about Riverwood. However, people would like to see more frequency on weekends, new bus routes including direct routes to centres, school buses, and cheaper and more reliable services.

2.4. Housing and built form

Some community members would like to see a nursing home in the area for the ageing population. There was also a desire for 3 and 4 bedroom dwellings, and terraces and town houses to encourage families to live in the area. People also hope that there will be some low-rise areas, rather than a "concrete city". The open space between buildings is one of the things that people like about Riverwood.

Building design concerns that are important to people include accessible and adaptable dwellings, quality building materials, secure buildings, and buildings with direct light, good ventilation, soundproofing, wide balconies and large kitchens.

2.5. People

Currently, the people and community, including people's neighbours, are one of the things that people like the most about Riverwood. Priorities for the relocation process including maintaining networks of neighbours that look after each other. Many people were also concerned about possible rent increases and changes to social housing management.

3. Summary of round 2 key findings

Round 2 consultation focused on four different concept options, and interrogated the preferred location and type of community facilities, retail uses, open space, new streets, and housing densities. Overall, community members and service providers were supportive of one large park with a range of uses, a central community hub, retaining and improving Roosevelt Ave as the main spine, and higher density areas located closer to the train station. Responses regarding increased retail uses were quite split, with some people supporting a larger amount of new retail areas, and others concerned about low performance of existing retail. Regarding housing and the built form, community members and service providers were concerned that the dwelling mix should allow for those currently living in the area to be relocated into a dwelling that meets their needs including for 3 and 4+ bedroom dwellings and accessible and adaptable dwellings.

3.1. Open space and public domain

Key questions at the round 2 drop ins and stakeholder interviews focused on the provision of one large park vs. several small scattered parks, the location of open space, and the location of different types of open space and facilities.

Key findings were that a large park located in the South-Eastern part of the study area would allow socialising and lots of different uses, be a buffer to Belmore Rd, and be good for community events. One large park could also be safer, offering different uses to draw people in and avoid antisocial behaviour, and easier management of antisocial behaviour. Small parks were also supported in the drop-in sessions, particularly as more people would be able to walk to a park. Young people said that they would prefer small parks where they can have active play without getting in the way of children. The LAC noted that small parks should all have activators, such as BBQs, fitness equipment or a children's playground so that there aren't any areas that are just a space with nothing to do where people may congregate. Stakeholders at the RCC noted that there is a need for a good provision of equipment including play equipment in parks to reduce conflict.

The types of facilities that services and community members would like to see correlated with round 1 findings, including accessible play equipment and features, walking paths, gym equipment, community gardens, off leash dog areas, a fitness track, pool and basketball courts.

3.2. Community facilities and services

Key questions focused on the location of a community hub, and the facilities that it could include, as well as the amount and location of a mixed use area.

Across all engagement types, people said that the community hub should connect to open space. There were varying opinions on the location, including that it be located closer to the existing community centre, and that it be located in the lower density North-Western section of the study area as an activator. It is important that the location consider noise impacts on residents, for example it could be located as a separate building. It is important that the community hub be a space that people see as being for them, whether they are social and private housing residents.

The types of community facilities that services and community members said are needed correlate with round 1 findings and included leisure and gym facilities, a swimming pool, a men's shed, and spaces for gathering and activities such as table tennis, badminton, dancing, cooking and playgroups in the community hub. Young people said that they would like to see study spaces such as a computer room, where they can work away from other people. The RCC identified a need for a women's space, a fenced playground and café attached to the community hub for meetings with clients, onsite health services, social enterprise, and a space for children and families programs.

Regarding retail uses, some people thought that more shops would be beneficial as they would be more accessible, and increase activity and safety. Some people thought that additional shops on Belmore Rd would not work and the existing retail areas already had a high turnover. There could be opportunities for a social enterprise/business incubator amongst the retail uses.

As in round 1, the types of shops and services that services and community members think are needed are cafes and places for lunch, chemists, cheap convenience stores, and an Islander supermarket. People thought that car parking at new retail areas would be important. Services said that liquor shops should not be included in the study area.

3.3. Traffic and transport

Key questions in round 2 related to the provision of green links, a move to a grid street layout, providing a road around Salt Pan Reserve, and widening Roosevelt St as a main spine.

Services and community members were supportive of the green links, a more logical street layout, and widening Roosevelt St as a main spine. People said that if Roosevelt was the main intersection with Belmore Rd, it would alleviate some of the build up at the Hannans Road/Washington Ave/Belmore Rd intersection. There is a need for traffic lights at the intersection with Belmore Rd. Some people were supportive of a road around Salt Pan Reserve as an alternate exit from the area. Services would like to see the street names maintained, and improved bus access throughout the site including bus stops in the quieter North Western section of the site.

Overall, services and community members said that there is a need for wider streets and accessible streetscapes, particularly for safety, for bus access, for emergency vehicle access, and for spaces for retail, cafes and more attractive streets. People also said there is a need for more parking including for any new retail areas and the community hub.

3.4. Housing and built form

Key questions in round 2 focused on the location of low- medium- and high-rise housing throughout the site. Overall, most people and services were supportive of higher density being located closer to the train station. Local residents were supporting of lower density along Truman Ave to avoid overlooking.

There were some concerns, including the need to avoid a “concrete jungle”, and a need for more activation in the North West part of the study area. Some people suggested that higher density could be dotted throughout this area, particularly if there were nice views of Salt Pan Reserve. Services and community members were concerned that there should be some lower density areas including townhouses/terraces/free standing houses, particularly for families. Services and community members identified that there is a need for a dwelling mix that allows for those currently living in the area to be relocated into a dwelling that meets their needs including for 3 and 4+ bedroom dwellings and accessible and adaptable dwellings.

Regarding housing design, there is also a need for ensure that people are able to have pets in the new buildings. While this can create conflict, pets are very important for loneliness and wellbeing in an older population and area of higher mental illness.

4. Summary of round 3 key findings

Round 3 consultation presented an emerging master plan, which incorporated feedback from previous consultation. Precedent images of low, medium, high rise and mixed use dwellings, and different open space uses were presented. Round 3 consultation was an opportunity to provide feedback on the Master Plan in a draft form before it was finalised and submitted to the Department of Planning.

Feedback from Round 3 consultation largely reflected findings from rounds 1 and 2, particularly regarding comments about the types of facilities and open space that could be provided. People were supportive of the plan to widen Roosevelt Ave as a main spine, and liked that the street layout retains some of the original features, including Kentucky Rd and Roosevelt Ave. Some residents were concerned about impacts from high rise buildings on privacy and solar access for residents on Killara Ave. Some people said that they thought the mid-rise dwellings looked nice, and that they preferred lower scale, wider apartments. Others commented that they didn't mind the high rise dwellings, as long as they were designed well. Some people said that there is a need for low rise or ground floor options for people in social housing. With regards to open space, the Tote Park precedent was popular, as were the tai chi areas and ping pong tables.

Some ideas and comments that had not come up previously include:

Open space:

- Waterplay for little kids to bring in new families and beat the heat
- Dog friendly parks
- BMX course
- Kiosks in the parks to bring families in

Traffic and transport

- Additional and safe pedestrian crossings

Community facilities

- Facilities in the library could include free wifi, a computer lab, tutoring spaces, a makerspace, photography equipment and access to software. Have a soundproof room in the library for young people like at Liverpool Library with Wii, Just Dance etc
- There is a need for a large, special space that can be hired out for parties such as engagement parties, wakes, a birthday party or bridal kitchen tea. The senior citizen's center was an affordable space that has been lost in Stage 1. This space would need a kitchen area.

Other

- There is a need for careful timing/staging of development to minimise construction impacts.

5. Round 1 Outcomes

5.1. Survey outcomes

117 surveys were received.

Intercept surveys were conducted throughout the study area, at the Belmore Road Shops, and at the Riverwood Community Centre on Thursday 2 March, 1pm to 3pm; Friday 3 March, 3:30pm to 5:30pm; Tuesday 7 March 11am to 12:30pm and 1pm to 3:30pm; and Friday 10 March 3:30pm to 5pm. Surveys were completed at the drop-in sessions. A link to the online survey was distributed to service providers including the schools, Riverwood Community Centre, and FACS Client Service Officers. Paper surveys were available and advertised at the Riverwood FACS Office, Riverwood Library and Riverwood Community Centre.

At the drop-in sessions, some surveys were completed in pairs or groups, and so the total number of people represented by the survey is likely to be higher than 117.

What do you currently like the most about the Riverwood estate?

265 comments were received for this question. The things that people liked the most about the Riverwood estate are the convenient shops and public transport, the people, the parks and the community centre.

Topic	# of comments (% of comments)
Transport, including: <ul style="list-style-type: none"> Train (11 comments) Convenience (5 comments) Routes (2 comments) 	45 (17%)
Shops, including: <ul style="list-style-type: none"> Convenience (12 comments) Plaza (3 comments) Family businesses (2 comments) Charity shops (2 comments) Variety (2 comments) Woolworths (2 comments) 	45 (17%)
The people, including neighbours, friends and family	34 (13%)

Topic	# of comments (% of comments)
Parks, including:	26 (10%)
▪ The wetlands park and playgrounds (8 comments)	
Community centre, including:	20 (8%)
▪ Basketball court (3 comments)	
▪ Child care (3 comments)	
▪ Services (1 comment)	
▪ Youth service (3 comments)	
Location	13 (5%)
Community facilities, including:	12 (5%)
- Morris lemma centre/gym (6 comments)	
The schools, including:	11 (4%)
▪ Convenient (3 comments)	
Being able to garden near to my house	6 (2%)
It's home, been here a long time	6 (2%)
How it looks, including:	5 (2%)
▪ Green and natural (3 comments)	
It's improved	5 (2%)
Medical services	4 (2%)
Skate park	3 (1%)
New buildings at Washington Park	3 (1%)
"My house"	2 (1%)

What are the things you like the least about the Riverwood estate?

197 comments were received for this question, the least of all questions in the survey. The things that people don't like about the Riverwood estate are the shops, including a lack of particular types of shops, rubbish dumping and graffiti, crime, drugs and alcohol and feeling unsafe.

Topic	# of comments (% of comments)
The shops, including: <ul style="list-style-type: none"> ▪ Lack of particular shops (11 comments) ▪ Too many massage parlours (2 comments) ▪ Distance from the estate (3 comments) ▪ Closed businesses (2 comments) ▪ The plaza (2 comments) 	24 (12%)
Rubbish dumping, dirty streets and graffiti	22 (11%)
Crime, drugs and alcohol	21 (11%)
Safety concerns, including: <ul style="list-style-type: none"> ▪ At night (3 comments) ▪ Lack of lighting (4 comments) ▪ Need for more police (4 comments) ▪ Alleyways in the estate (1 comment) 	19 (10%)
Lack of facilities in parks, including: <ul style="list-style-type: none"> ▪ Exercise equipment (6 comments) ▪ Seating and tables (6 comments) ▪ Playground close to shops (2 comments) ▪ Activities for young people (1 comment) 	16 (8%)
Transport, including <ul style="list-style-type: none"> ▪ Low frequency particularly on weekends (9 comments) ▪ More bus routes and stops (3 comments) ▪ High cost (2 comments) 	15 (8%)
How it looks, including being "neglected", "run down", "scary"	9 (5%)
Antisocial behaviour	9 (5%)

Topic	# of comments (% of comments)
Lack of services and recreation facilities for older people	8 (4%)
Stray pets	8 (4%)
Accessibility, including: <ul style="list-style-type: none"> For older people (2 comments) Footpaths and street/shop furniture (2 comments) At the train station (1 comment) Rest stops on the walk to the shops (1 comment) 	6 (3%)
Lack of parking, including: <ul style="list-style-type: none"> Undercover parking (1 comment) Parking at the station (1 comment) 	6 (3%)
Traffic and pedestrian safety	5 (3%)
Poor quality of housing	4 (2%)
The people	3 (2%)
Washington Park height and aesthetics	3 (2%)
Lack of spaces and activities for young people	2 (1%)

What are the most important community facilities to include in the Riverwood Renewal Master Plan to support the future population?

200 comments were received for this question. Respondents thought that the most important community facilities to include in the Riverwood Renewal are spaces for older people, a library, spaces for young people, meeting rooms and a community centre (or improving the existing centre).

Topic	# of comments (% of comments)
Spaces for older people, including: <ul style="list-style-type: none"> Senior's centre (27) 	32 (16%)
Library	30 (15%)
Spaces for young people, including: <ul style="list-style-type: none"> Youth centre (22) 	29 (15%)
Meeting rooms, including: <ul style="list-style-type: none"> With kitchens (2) 	28 (14%)
Community centre, including: <ul style="list-style-type: none"> Making the existing centre bigger or improving it (6) 	27 (14%)
Schools, including: <ul style="list-style-type: none"> High school (4) 	24 (12%)
Accessible facilities and meeting rooms	4 (2%)
Community hall	3 (2%)
Improving school facilities including the school library	3 (2%)
Community kitchen	2 (1%)
Family centres	2 (1%)
Games space for chess, Mah Jong, pingpong	2 (1%)
Meeting places for community connections	2 (1%)
Music and performance spaces	2 (1%)

What are the most important open space and recreation facilities to include in the Riverwood Renewal Master Plan to support the future population?

This was the most popular topic, with 336 comments. The open space and recreation facilities that people would like to see are playgrounds, parks, areas for sports including soccer, football, basketball, tennis and badminton, and more furniture and gym equipment in parks.

Topic	# of comments (% of comments)
Playground, including: <ul style="list-style-type: none"> close to the shops (2) safe playground (2) accessible equipment 	47 (14%)
Parks, including: <ul style="list-style-type: none"> central parks parks closer to the home parks within buildings as in Washington Park 	45 (13%)
Sports fields and areas, including <ul style="list-style-type: none"> Soccer (10) Football/rugby (5) Batting cage Baseball 	40 (12%)
Sports courts, including: <ul style="list-style-type: none"> Badminton (6) Tennis (11) Basketball (11) Netball (2) Indoor courts 	33 (10%)
Furniture in parks including: <ul style="list-style-type: none"> BBQs and picnic areas (15) Tables and seats (5) Meeting spaces (7) Covered and shaded areas (9) Bins 	30 (9%)

Topic	# of comments (% of comments)
<ul style="list-style-type: none"> Bubblers Graffiti and break proof furniture 	
Gym equipment in parks	21 (6%)
Pool	18 (5%)
Walking paths	17 (5%)
Spaces for older people, including <ul style="list-style-type: none"> Sheltered hard surface exercise spaces with grass around for Tai Chi and dancing (11) 	16 (5%)
Bike paths, including <ul style="list-style-type: none"> For kids (2) 	9 (3%)
Better lighting	8 (2%)
Gardens, including <ul style="list-style-type: none"> Community gardens (2) Gardens for children Bird gardens Flowers Landscaping (2) 	8 (2%)
Table tennis and snooker tables	6 (2%)
Natural areas	5 (1%)
Recreation centre, including <ul style="list-style-type: none"> Dance and gymnastics 	5 (1%)
Improve Salt Pan Creek Reserve	5 (1%)
Accessible public domain including: <ul style="list-style-type: none"> Improved footpaths Rest stops for older people Removing shop furniture from the building line 	4 (1%)

Topic	# of comments (% of comments)
Skate park and BMX track	4 (1%)
Dog park	3 (1%)
Event space	2 (1%)

What are the most important community services to include in the Riverwood Renewal Master Plan to support the future community?

251 comments were received for this question. People thought that the most important community services to include are health services including medical centres and imaging services, and transport including more routes and more frequent weekend services.

Topic	# of comments (% of comments)
Health services, including: <ul style="list-style-type: none"> Medical centre (25), including 24 hour centre and walk in centre Dentist (2) Doctors (3) Hospital (6) Specialists (3) Xray and imaging (7) 	80 (32%)
Transport, including <ul style="list-style-type: none"> Frequency (6) New bus routes including more direct routes to centres (8) School buses (4) More services (4) Cost (2) Light rail (2) More reliable (2) 	72 (29%)
Child care, including: <ul style="list-style-type: none"> Not religious centres (2) OSHC (2) 	25 (10%)

Topic	# of comments (% of comments)
Support services, including: <ul style="list-style-type: none"> -Seniors (6) Drug and alcohol (3) 	16 (6%)
Banks	15 (6%)
Post office	12 (5%)
Emergency services, including: <ul style="list-style-type: none"> Police (7) 	9 (4%)
Centrelink and public services	5 (2%)
Nursing home	4 (2%)
Employment services including: <ul style="list-style-type: none"> Apprenticeships Education 	3 (1%)
Free wifi	2 (1%)
Security guards	2 (1%)
Sports team	2 (1%)
Youth services	2 (1%)

What are the most important types of shops to include in the Riverwood Renewal Master Plan to support the future community?

281 comments were received for this question. There was a diverse range of answers. The most common responses were supermarkets and shops for groceries, clothes shops, and chemists. People also thought that food shops like cafes, takeaway and restaurants will be important.

Topic	# of comments (% of comments)
Supermarket	34 (12%)
Clothes, including mens and kids clothes	32 (11%)
Groceries, including: <ul style="list-style-type: none"> Fruit shop (5) Health food (3) 	31 (11%)
Chemists, including 24 hour chemists	24 (9%)
Cafes	19 (7%)
Takeaway, including: <ul style="list-style-type: none"> Chinese takeaway (7) McDonalds (7) 	17 (6%)
Restaurants, including: <ul style="list-style-type: none"> Chinese restaurant (6) Arabic restaurant (1) 	16 (6%)
Multicultural shops, including: <ul style="list-style-type: none"> Arabic grocery (1) Chinese grocery (8) 	11 (4%)
Large retailers such as Myer, Big W	10 (4%)
Newsagent	10 (4%)
Furniture, homewares and appliances	9 (3%)
Shopping centre	8 (3%)
More variety	7 (2%)

Topic	# of comments (% of comments)
Fish shop	6 (2%)
Bakery	5 (2%)
Butcher	4 (1%)
Family owned and independent shops	4 (1%)
Charity shops e.g. Vinnies	3 (1%)
Cinema	3 (1%)
Vending machines	2 (1%)

Other comments

Some respondents gave comments (40 comments) throughout the survey unrelated to these above questions. These mostly related to traffic concerns including parking and Belmore Rd intersections.

Topic	# of comments (% of comments)
Traffic, including <ul style="list-style-type: none"> ▪ Parking (8) ▪ Belmore Rd intersections and safety (5) ▪ Wider streets and more roads (3) ▪ Less cars on streets so children can play on the road 	15 (40%)
Accommodation with more than 3 bedrooms	6 (15%)
Poor experience with relocation for Stage 1	2 (5%)

Respondent profile

79% of respondents live in Riverwood (92 respondents). Of these, 62 respondents (53% of all respondents) live in the Riverwood Estate². 52% of respondents were FACS tenants (61 respondents). 6% of respondents were SGCH tenants (6%). 13 respondents (11%) work for a service provider in Riverwood.

Cultural and linguistic diversity

The respondent profile reflects the cultural and linguistic diversity of the Riverwood population. 78% of respondents speak a language other than English at home, including

- 19 Arabic speakers (16% of respondents)
- 18 Mandarin speakers (15% of respondents)
- 12 Cantonese speakers (10% of respondents)
- 8 Vietnamese speakers (7% of respondents), and
- 7 Greek speakers (6% of respondents).

Other languages represented were Cambodian, Croatian, German, Hindi, Italian, Macedonian, Maori, Pakistani, Samoan, Somali, Spanish, Swahili, Teo Chew, Thai, Turkish, Vietnamese, and Yugoslavian.

Gender Profile

59% of respondents were female (69 respondents). 38% of respondents were male (44 respondents).

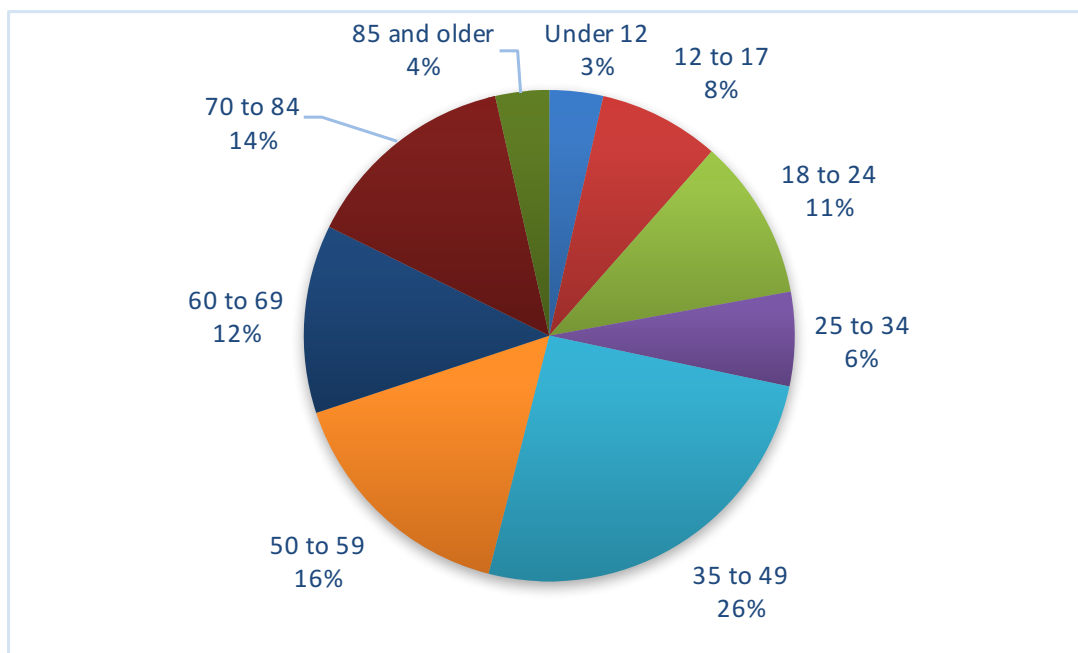
Age Profile

The respondent age profile reflects the age profile of Riverwood, with a fairly high proportion of older people. There is also a good representation of young people. However, there is a slightly low proportion of respondents aged 25 to 49.

² 62 people living in the Riverwood estate represents around 4% of the total estate population of around 1,600 people.

Table 5 Respondent age profile compared to Riverwood age profile

Age group	Number of respondents	Percentage of respondents	Percentage of Riverwood population (Source: Profile.id)
Under 12	4	3%	13%
12 to 17	9	8%	7%
18 to 24	12	10%	7%
25 to 34	7	6%	11%
35 to 49	29	25%	19%
50 to 59	18	15%	14%
60 to 69	14	12%	13%
70 to 84	16	14%	13%
85 and older	4	3%	3%

Figure 1 Respondent age profile

5.3. Stakeholder interviews

Stakeholder interviews were completed face to face and over the phone between 14 February and 15 March 2017.

Open space and public domain

Regarding the public domain, stakeholders commented that:

- Walking paths and bike paths would be popular including for children going to school and for the Chinese community who use bikes (3 stakeholders), and
- A universally designed public domain is important for older people and people with disability (1 stakeholder).

Regarding the types of parks needed, stakeholders commented that:

- Communal areas within buildings have been successful in Washington Park, and would create safe spaces close to home for children to play (2 stakeholders)
- Parks where people can congregate and meet (1 stakeholder)
- Parks for children, including play areas and connection to nature (2 stakeholders)
- Community gardens and spaces to garden close to the home (2 stakeholders),
- Picnic areas (1 stakeholder)
- The Peace Park mural should be preserved in some form (1 stakeholder), and
- Spaces for young people (1 stakeholder).

Comments about sports and recreation facilities included providing:

- Sports fields, for example at Kentucky Road Reserve and Salt Pan Reserve (3 stakeholders)
- Opportunities for affordable participation in sport (2 stakeholders)
- Athletics track
- Basketball courts, soccer, and walls to kick a ball against (2 stakeholders), and
- More women's sports and opportunities for senior's exercise (1 stakeholder).

Regarding utilisation of existing sports facilities, stakeholders commented that:

- The indoor courts at Morris Iemma Sports Centre are underutilised
- Both schools have sufficient open space, and
- Playgrounds and picnic areas at the Salt Pan Reserve are well-used, particularly on weekends.

Community facilities and services

Regarding community facility utilisation and capacity:

- Both schools' facilities including kitchen and halls are used by community groups
- Both schools, and the local high school, have capacity for significant growth
- The men's shed has a limited space, which limits the number of users
- Community rooms, including FACS rooms, the rooms at the Riverwood Community Centre, and the SGCH room, are well utilised, and
- Local child care centres are usually full or nearly full, however there is fairly high turnover and a lot of competition.

Regarding opportunities and priorities for community facilities:

- There are opportunities to improve the grounds and buildings of Riverwood Public School, including so that it fits in with new buildings
- Accessible facilities, including accessible toilets at the men's shed to allow for participation of people with disability and older people
- Additional community rooms would definitely get used, and the loss of the Jefferson Room will mean that there is a need for a space for the playgroup to meet (2 stakeholders), and
- There are opportunities to improve the community centre. The centre is currently in the middle of a consultation process to determine future directions of the centre, and a facilities audit will be a part of that.

Regarding services:

- There will be a need for a FACS office as part of the renewal. This could be co-located with other family and community services and health services. There will also be a need for onsite workers for the community housing providers, at least a few days a week at the beginning of people moving in.
- Need for additional public transport and routes
- Library services and homework help is important for children in the area (2 stakeholders)
- Access to the internet and adult education are key community needs. Access to computers and computer classes are currently popular (3 stakeholders)
- Other key community needs including mental health and well being, social isolation, and helping young people to find meaningful employment and work (2 stakeholders), and
- A post office on this side of the railway line is important.

Regarding shops:

- Shops including supermarkets or a minimart are needed as it is a long way for residents without cars to bring shopping back from the centre of Riverwood
- Other shops could include cafes, grocer, restaurants (2 stakeholders), and

- There shouldn't be a liquor store as part of the renewal (1 stakeholder).

Traffic and parking

Stakeholders commented that key traffic and parking concerns were:

- Narrow roads (2 stakeholders)
- Safety at the intersections with Belmore Rd (2 stakeholders)
- Safety turning off Belmore Rd into the Riverwood Community Centre, and
- Lack of parking.

One stakeholder commented that if the roads are changed, the names of the existing streets should be maintained as they reflect the heritage of the area.

Housing and built form

- Stakeholders said that they would like to see more families in the area (4 stakeholders). Currently there is a low proportion of children and families (2 stakeholders). There is a need for 3 and 4 bedroom properties for families, terraces and villas (2 stakeholders).
- There is a need for adaptable properties, lifts and easy access to allow people to age in place, and accommodation for people with disability.
- Stakeholders would like to see the integration of the social and private housing to avoid "us vs them" mentalities, as well as a better mix of dwelling sizes to avoid areas of just single bedroom dwellings, which leads to areas of just single men and can feel dangerous.
- There is also a need for crisis accommodation for example for victims of domestic violence which is increasing.

Other

Other priorities for stakeholders included:

- Safety in the area, including casual surveillance and avoiding back areas where "things could happen" (2 comments)
- The relocation process, including:
 - Maintaining networks of neighbours that look after each other
 - Integrating residents into support systems when relocated
 - The long timeline of the project, which is "a whole life time" for some residents, and
- Social cohesion across the different demographics of the area, as well as connecting social and community housing residents elsewhere in the suburb.

5.4. Drop-in sessions

The first round of drop-in sessions were held at Riverwood Community Centre on Tuesday 21 February from 3:30pm to 6:30pm, and Friday 24 February from 10am to 1pm. 75 people attended the drop-in sessions.

Drop-in sessions were promoted with a flyer distributed to dwellings and businesses within and neighbouring the Study Area, and available at the Riverwood FACS Office, Riverwood Library and Riverwood Community Centre (Appendix 2).

Interpreters were available for Cantonese, Mandarin, Arabic and Vietnamese speakers at both sessions. A senior client services officer/team leader was also available at the drop-in sessions for residents to discuss tenancy issues.

At the drop-in sessions, attendees could read about the Riverwood Renewal project on information boards, talk to and ask questions of the Communities Plus team and master planning team, complete a survey, contribute to the suggestions box, and add to the collaborative maps.

Collaborative maps

There were four maps distributed on tables around the room, with four questions about Riverwood and the Riverwood Renewal. Attendees added their ideas and comments to each map.

What's good about Riverwood today?

43 comments were received on this map. The most common responses were:

- The parks and open space, including open space between buildings (8 comments)
- The shopping (4 people), including small, independent retailers
- The transport and location (8 comments)
- The people, neighbours and community feeling (4 comments)
- The community centre including the OSHC (4 comments)
- The library, including its location near transport (2 comments)
- The gym (2 comments)
- The schools (2 comments)
- Nothing wrong with Riverwood
- Kids love it because they've grown up here with good friendships
- Good scenery – river, trees
- Good security in the Riverwood area
- Apartment buildings are great – fit a lot of people, and
- Bike tracks.

"Friendly, never alone"

"Proportion of open space and green space around buildings"

"The library location near transport"

"Community Centre - great centre - don't change, it is perfect"

What don't you like about Riverwood today?

47 comments were received for this map. The most common responses were:

- Safety, illegal drug use and criminal activity (5 comments)
- The roads are too narrow (5 comments)
- Lack of facilities and spaces in parks including exercise equipment, space for seniors' exercise, seating and tables (3 comments), and
- Garbage bins and rubbish (4 comments)
- Security and safety (4 comments)
- Antisocial behaviour (2 comments)
- Traffic and parking (6 comments)
- Concerns about Washington Park including loss of green spaces (2 comments), central hot water, overheating due to orientation/poor ventilation, combined laundry/bathroom space
- Issues with young people including hanging around, loud music (2 comments)
- Transport including more trains in the morning, a train to Bankstown, and poor frequency of transport on weekends and holidays (3 comments)
- Building issues, including bathrooms without level access and leaking buildings (2 comments)
- Some people have a poor sense of common hygiene
- Trees are causing issues - falling branches and mess up plumbing
- Light pollution
- Overcrowded - too many people
- Too far to salt pan creek
- Worried we will have to wait too long (to move), and
- Not enough variety of shops.

"Emergency services can't get down Washington Park Road"

"Not enough park tables and seats"

"Drug dealers have places/alleyways to hide"

"Dumping of rubbish on streets by outsiders"

Where do you go, and how do you travel through Riverwood?

42 comments were received on this map. The most common responses were:

- Shopping in Roselands, Hurstville and Bankstown (9 comments)
- Travel by bus (7 comments)
- Travel by train (6 comments)
- More buses and faster trips (5 comments) including to Hurstville, Bankstown, Peakhurst, Bankstown Hospital and Riverwood Plaza
- More pedestrian crossings, particularly on Belmore Rd (4 comments)
- Shopping at Riverwood Plaza (4 comments)
- Travel by walking (4 comments)
- Visits to doctors in the city, Cabramatta (2 comments)
- School buses
- Travel by train to school in Kingsgrove
- Better maintained footpaths
- Travel to programs, and
- Do feel safe walking around, but not at night.

"Assisted shopping in Roselands"

"Need a crossing here (intersections of Belmore Rd and Truman, Roosevelt and Washington Ave)"

"Walk [to] Riverwood Plaza - good variety of shops"

"940 bus to Hurstville for shopping at Westfield"

What are your ideas to improve Riverwood in the future?

95 comments were received on this map.

Open space

- Area for physical exercise, dance, Tai Chi and exercise equipment (7 comments)
- Space for vegetable gardens near/between buildings (4 comments)
- Swimming pool, children's water play (3 comments)
- More lights (4 comments)
- More parks (3 comments)
- Table tennis (3 comment), badminton (2 comments), chess and card game tables, snooker tables
- Space for events (2 comments)
- Improved public domain including better footpaths and more shelter from the sun and rain (2 comments)

- Walking paths at Salt Pan Creek (2 comments)
- Children's playground
- More basketball courts
- Sports fields for children and the elderly
- Shooting range for all the people with illegal guns to relieve boredom, and
- Think about conflict with outdoor dining.

"Roof top gardens and parks"

"More shelter from the sun and rain"

"Open spaces with children's playground and area for physical exercise"

"The space between buildings that is big enough for gardens"

"Sheltered space for Tai Chi outdoors concrete with grass around"

Community facilities

- More shops including supermarkets (5 comments), , fish shop (2 comments), Arabic shops and restaurants, Chinese grocery store, chemist, McDonalds and fast food, hardware store, newsagent, cafes, clothes shops (16 comments)
- More services including post office (2 comments), banks (2 comments), medical centre and police station (6 comments)
- More schools including a high school (2 comments)
- Support services (3 comments) including activities for young people after 7pm, tutoring for local students, and community programs for example about littering
- Community facilities including nursing home (2 comments), library with more rooms for study/group meetings (2 comments), seniors and community centre (1 comment)
- Overall support for infrastructure, and
- Business complex.

"Arabic shops and restaurants, as at the moment we have to travel tp Bankstown"

"More activities after 7pm for young people"

"Major supermarket at Belmore Road"

Housing

- Lifts in high rise buildings (3 comments), including that children can't play with
- Secure buildings, that strangers cannot walk through
- Bigger kitchens
- Buildings that capture light and breeze
- Solar panels to alleviate the cost of power consumption

- Smoking and non-smoking homes, and
- Units/houses with more bedrooms.

"Lift access as soon as possible (27-30 steps are too many)"

Traffic

- Parking concerns, including more parking, allocated parking and parking permits, and car parking for carers, family, community support (4 comments)
- More buses, including to places that don't have parking e.g. Bankstown Hospital, and more frequent buses (944), and
- Consider road widths (for onstreet parking).

Other

- Move earlier (Minnesota Ave first, make the redevelopment fast) (3 comments)
- Move neighbours together (2 comments)
- Maintain community feeling - Riverwood is not Hurstville, peace and quiet (2 comments)
- Don't want to move twice
- Look up "Friends of Riverwood Park" Facebook page
- Provide feedback from community drop-in sessions (two-way conversation and one-way needed)
- Tenancy association doesn't feel listened to (CPH doesn't address concerns)
- Children want to buy a house here to live near mum, and
- Next generation - focus on kids.

Figure 2 What's good about Riverwood today?

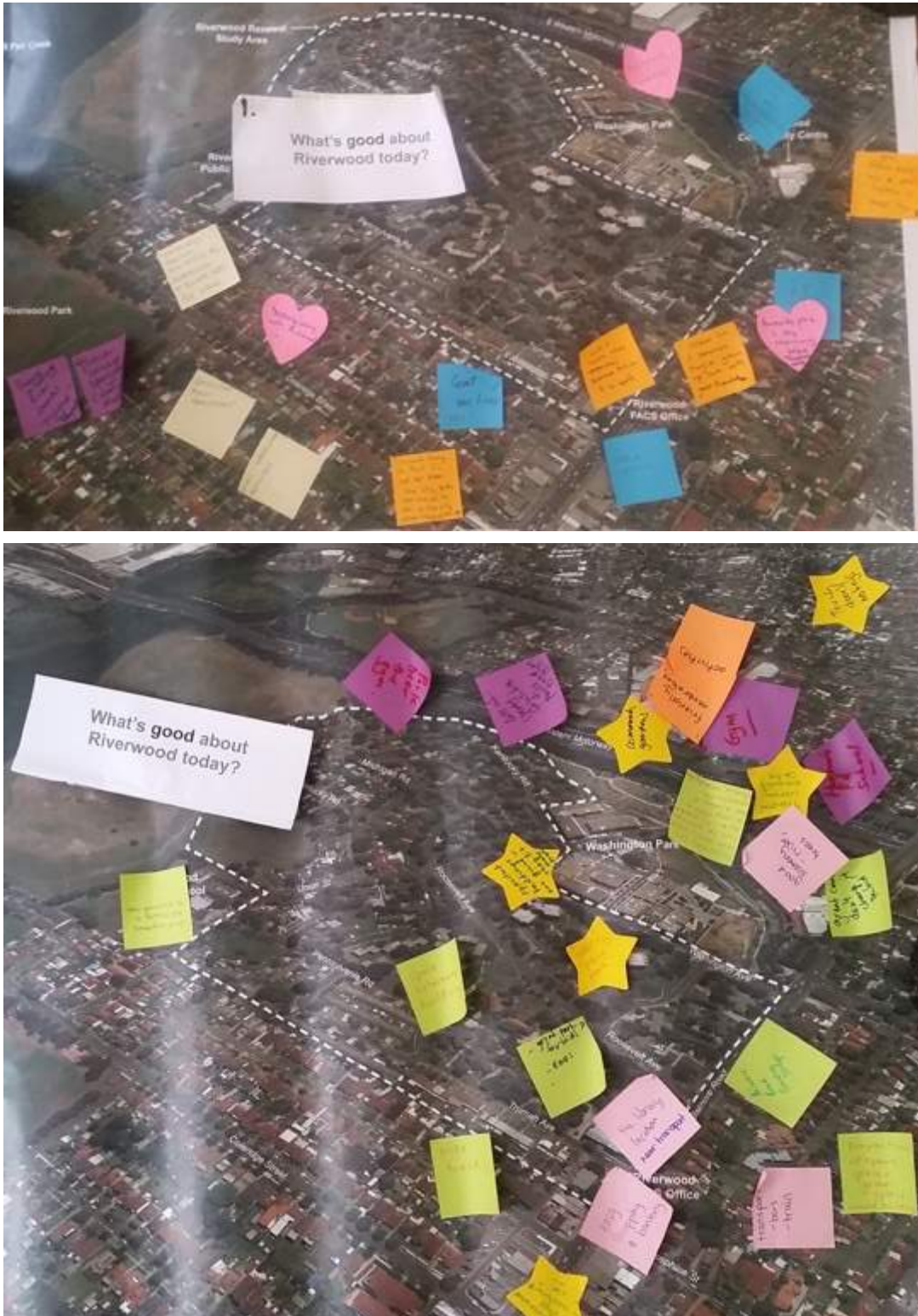


Figure 3 What don't you like about Riverwood today?



Figure 4 Where do you go, and how do you travel through Riverwood?

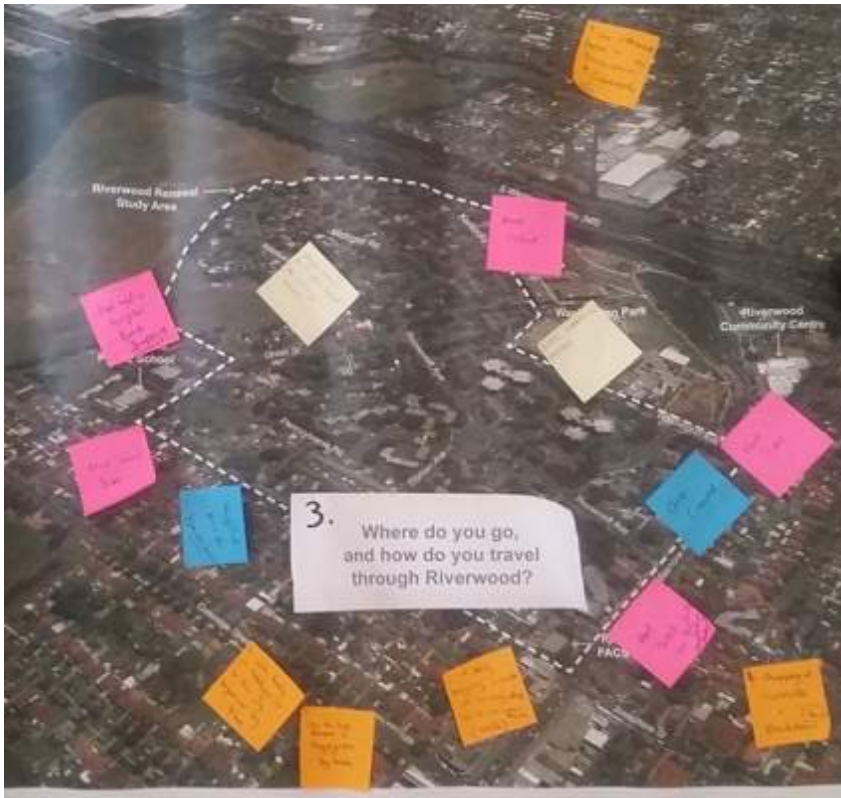
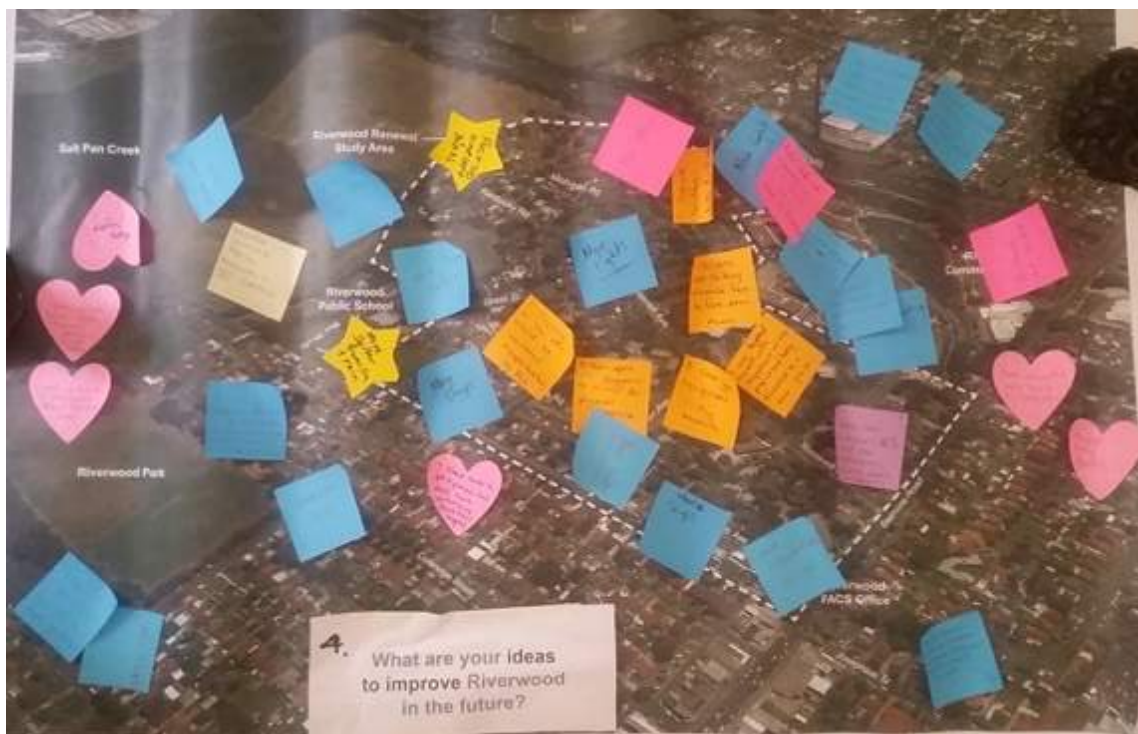


Figure 5 Where do you go, and how do you travel through Riverwood?



5.5. Submissions and suggestions

Submissions and suggestions were received in the suggestion box at the drop-in sessions, and spontaneously from residents and community centre.

Suggestion box

3 suggestions were received in the suggestion box at the drop-in sessions. Suggestions included:

- Improve footpaths particularly as some seem to be built on a swamp and sinking
- Concern about being “classed as a new tenant when I have lived in my old house for 46 years and worked very hard to look after it
- Homeowners in streets on council boundary be notified of any D.A.s; e.g., residents of Killara Ave live in the Georges River Council Area, however, their properties back onto the social-housing area (which is in Canterbury Council). These residents must be advised of D.A.s
- Include shopping centres, shopping complexes, playground for children and free gym facilities for adults, and
- Which buildings will be demolished first?

Riverwood Community Centre consultation

The Riverwood Community Centre held a “Kick-Off Forum”, a “public forum for Riverwood residents to share their thoughts, ideas & concerns on stage 2 of the Riverwood redevelopment commencing in 2018”. Around 90-100 people attended the forum. Findings included:

1. Consultation and communication – people wanted more information about the renewal process and regular meetings and opportunities for discussion
2. Building design and estate development – people were concerned about bedroom size and number of the possibility of moving to a smaller dwelling. They wanted the amenities they currently enjoy to be maintained or improved in the renewal. This included for example direct sunlight, soundproofing, wide balconies, car parking, public safety etc. Concerns were raised about possible overdevelopment and high density housing.
3. Social housing management – many people were concerned about possible rent increases and changes to social housing management. They want some security of tenure if they remain social housing tenants. There were many questions about the logistics of relocation and estate development which at that time could not be answered. In social mix there was a clear desire that at least the same number of social housing units be maintained in the new development.
4. Green space and environment – people wanted the retention of as much open space as possible. They wanted large trees kept and spaces for children to play and everyone to be able to have

access to open space. The management of waste was a concern. People want wildlife and habitat protected. There was also a suggestion of public toilets in the wetland.

5. Council issues, other services and facilities – people want services such as the library and senior citizen's hall kept and other services introduced. Outdoor recreational facilities and public transport were seen as important infrastructure. People were concerned about the increased population increasing traffic and the need for better traffic management and more parking.

Traffic submissions

Three residents and services sent in copies of submissions regarding traffic and parking in the area that had previously been submitted to other agencies for other consultation.

Two submissions relating to proposed athletics facility at Riverwood Park at a development application for 345 Belmore Road were received. Relevant comments about traffic and parking relating to the Riverwood Renewal are:

- Streets neighbouring Riverwood Park are already under significant traffic and parking pressure, including kerbside parking by residents and commuter parking for the Riverwood train station.
- Poor access to Belmore Road at intersections as there are no traffic lights, and instead a set of pedestrian traffic lights which restrict access to Coleridge St and Killara Ave when the lights are red and traffic is queued up
- Concern about access of emergency vehicles
- M5 entry and exit ramps already affect traffic on Belmore Road and this is likely to worsen with the addition of ramps in the city bound direction, and
- The proposed development at 345 Belmore Road is on a site currently used as "overspill" parking for patrons of the Conca D'Oro Reception Lounge located across the road. If the proposed development goes ahead this will further impact on parking, particularly on Killara Ave.

One submission was received from the Riverwood Community Centre, sent to RMS regarding road safety in the section of Belmore Road between M5 and Washington Avenue, specifically crossing time at the traffic lights at the intersection of Belmore Road/Hannans Road and Belmore Road / Washington Avenue. Numerous accidents have occurred including an older pedestrian hit by a car, and cars hitting the barrier in front of the Riverwood Community Centre. The submission also raises the need for a safer crossing between Morris lemma Indoor Sports and Recreation Centre and the skate park, as young people often cross between the two with no marked pedestrian crossing. The submission notes that traffic issues will be worsened with the future M5 city bound on/off ramps.

Submissions to Community Liaison Officer

Two submissions were received by the Community Liaison Officers.

Submission 1

Key comments are:

- The Study Area has high rates of disability, carers, health issues especially mental health, and educational, socio-economic and medical disadvantage. As a consequence the major problem is social isolation and disenfranchisement. Flowing from this, there are problems of confidence, lack of hope, safety, and fatalistic acceptance of removed and anonymous political and bureaucratic actions.
- Stage 1 is upheld as the model for future PPP development yet produced no return on the state's finances (instead a substantial loss). There needs to be a post mortem of Stage 1 and other PPP projects to identify problems.
- Because of the size and nature of the project and the consequent infrastructure demands, a true "whole of government" approach will be needed as well "whole of community" include the private and business areas. Rather than traditional urban planning methods alone, the project should include approach to evaluate the social impacts and a fresh model for consultation and involvement.
- Issues to consider include roads and traffic, parking, open space provision, protection of old-growth trees, public health (water and sewerage, power), asbestos management, demands on emergency services.
- Specifications for social housing should be the same as for private dwellings and measures should be taken to avert a caste system as apparent in Stage 1. What is to be the number and mix of social and private housing?
- Concerns regarding transparency of finances and security of tenure with SGCH, in comparison to the "exemplary" tenancy management of FACS Riverwood. What is the number and proportion of public and community housing?

Submission 2

Submission 2 generally relates to SGCH and the Stage 1 development. Feedback for the Riverwood Renewal include:

- Overheating apartments: lack of ventilation, and airconditioning cannot be installed. Tinted windows may be helpful.
- Privacy concerns with neighbouring buildings looking into bedrooms
- Insufficient ventilation in the roof space, including in the private buildings, leading to growth of fungus and electrical outages underneath
- Lack of flyscreens next to a wetland
- Security flyscreens/doors needed facing public roads

- Issues with hot water delivery including damage from birds from Salt Pan Creek
- Poor lighting in kitchens
- Kitchen rangehood not ducted to outside so flat fills with smoke, which takes a long time to dissipate due to poor ventilation
- Privacy baffles on balconies restrict air flow to doors or windows, with impacts for asthma sufferers. A north-south orientation may relieve this as the prevailing winds are from the north.
- Clotheslines fixed to wall 1m above the ground are impractical
- Confusing fire egress
- Overly complicated and insecure security systems
- Difficulties in changing phone plans to Telstra, and plans restricted to being with Telstra for the first 12 months
- Electricity supply to whole complex crashes, and electric garage doors fail frequently
- Combination extractor fan/light in bathroom wastes power
- Solar panels to reduce energy bills
- Difficulty in bringing in furniture through front doors when moving
- Construction: a no earthworks, no trucks on weekends rule should be instigated to allow people to dry their washing outside without dust and truck fumes
- Ensure all facilities are replaced in the new designs
- Inadequate parking provided
- Street parking is difficult, e.g. health workers cannot park close to the complex
- Traffic issues at intersection with Belmore Rd
- Provide car park for builders to reduce impact of construction
- Concerns about transparency of how rent is calculated with SGCH
- Confusing street addresses (3 blocks and entrances, but 2 addresses)
- Disability Discrimination Act violations
- Many residents express a desire to stay with NSW Housing and have no wish to be forced to move from social to community housing
- The use of 'Washington Park' as a name to separate Riverwood North Redevelopment Stage I from the rest of Riverwood is a focus of ill feeling, causing much disquiet and accusations of elitism levelled at residents, both public and private, by other members of the community

6. Round 2 consultation outcomes

6.1. Drop-in sessions

The round 2 drop-in sessions were held at Riverwood Community Centre on Wednesday 26 April from 3pm to 6pm, and Friday 28 April from 1:30pm to 4:30pm. 50 people attended the drop-in sessions.

Drop-in sessions were promoted in the April newsletter distributed to dwellings and businesses within and neighbouring the Study Area, and available at the Riverwood FACS Office, Riverwood Library and Riverwood Community Centre (Appendix 3). There was also a poster in the Riverwood FACS Office, Riverwood Library, Riverwood Community Centre, Lincoln building and community room, and the community garden.

Interpreters were available for Cantonese, Mandarin, Arabic and Vietnamese speakers at both sessions. A senior client services officer/team leader was also available at the drop-in sessions for residents to discuss tenancy issues.

At the drop-in sessions, attendees could read about the Riverwood Renewal project on information boards, talk to and ask questions of the Communities Plus team and master planning team, contribute to the suggestions box, and view and give feedback on four concept options for the Master Plan. The key features of each option are shown in the table below.

	Large central park Mixed use/retail uses that extend the high street along Belmore Road Medium density in the South of the site	Smaller scattered parks Limited small scale convenience retail Low density in the South of the site Focus on green streets/links
Retain Roosevelt as the main entry from Belmore Rd. Roosevelt Ave as a green boulevard creating a main spine through the study area.	Option 1	Option 2
A new grid street structure that creates new streets through the site with a focus on new street connections to Riverwood Public School, Washington Park and Salt Pan Reserve	Option 3	Option 4

As not all participants viewed all four options, and some comments relate to more than one option, comments are grouped below by theme rather than by option.

Community facilities

- Increased housing should be supported with new community facilities, services and open space
- People would like to see leisure and gym facilities, a swimming pool, a men's shed, and spaces for gathering and activities such as table tennis, badminton, dancing, cooking and playgroups in the community hub.
- Young people said that they would like to see study spaces such as a computer room, where they can work away from other people.
- People would like a home for the Kick Start Café.

Location

- Some people suggested having the community hub closer to the existing community centre.
- Some people suggested keeping the community hub away from the school, for children's safety.
- People would like the community hub to connect to open space.

Open space

- People would like to see tennis, running tracks, basketball and activities for older children. Other features suggested for parks included:
 - Accessible play equipment and features
 - Walking and cycling paths
 - Aboriginal sculptures
 - Gym equipment, and
 - Community gardens (including in a large central park).
- People were concerned about safety in parks.

Large central park vs small scattered parks

- Some residents said that they had a preference for one large central park, which would allow socialising and lots of different uses. A large park close to Belmore Rd would be a buffer to the road.
- Smaller parks were supported:
 - Make it easier for more people to walk to the park
 - Provide for more birds and ecology
 - Feel safer for children
 - Offer more garden areas

- Young people said that they would prefer scattered small parks so that they can have space for active play away from very young children.
- Some people were concerned that a large park near Belmore Rd is an opportunity for loitering and anti-social behaviour.
- People were concerned about smelly BBQs, so some people preferred to have these in large parks while others said small parks would be preferred.
- People like feeding the ducks in Salt Pan Creek and so would like to see direct connections, such as a small pocket park near this park.

Traffic and transport

- People like the green links and would like to see these in both options.
- People thought that wider streets with lighting are important for:
 - Space for retail, cafes, and more attractive streets
 - Safety
 - Access for emergency vehicles, and
 - Access for buses.
- People would like to see more car parking, particularly if there is new retail. GoGet might be good for this area. People were concerned about spillover parking along Coleridge and Killara St.
- Some residents were concerned about traffic on Union St, and particularly how traffic from Hunter St might move to the already busy Union St in any new street layouts.
- Connections to and pedestrian crossing for Belmore Road were important. People were worried about increased traffic with the new M5 ramps. People would like to see traffic lights at the intersections with Belmore Road.
- Well-marked and signed paths are important for accessibility. Streets should be accessible for all abilities.
- People would like to see improvements to footpaths on Belmore Rd.
- People would like to see lanes and smaller streets between buildings for pedestrians.

Grid street layout

- The grid street layout may be more accessible for people with disability.

Roosevelt layout

- Some people thought that keeping Roosevelt as a main spine made it easier to get to the station rather than a grid pattern.
- People thought there was need for an additional connection to Belmore Rd, such as Truman Ave.
- The further distance from Hannan's Road to a main intersection at Roosevelt Ave, rather than the grid pattern, would reduce the traffic backing up along Belmore Rd and the M5 ramp.

Road around Salt Pan Reserve

- There is already a gravel road around Salt Pan Reserve. People thought a new road would be a good, but it is important to consider how it connects to the whole site. The street could be extended to give a second exit from the site using the train line underpass.

Mixed/retail uses

- People were quite split between whether or not to have more retail along Belmore Rd.
 - Some people thought that more shops would mean that they were within walking distance. Young people attending the community centre currently get off the bus close to Riverwood Plaza to get food before walking to the community centre and would like shops closer to the centre. More shops would enhance security and push the residential areas back from the main road.
 - Some people thought that retail would not work well in the site. For example the shops would not have a lot of visibility, and Belmore Road already has high turnover. Some people thought that more retail might attract crime.
- Some shops that people would like to see are cafes and places for lunch, chemists, cheap convenience stores, and an Islander supermarket.
- People thought that car parking at new retail areas would be important.
- One person suggest retail between Union St and Roosevelt St on a shared pedestrian/car road.

Density

- The location of low density close to Truman Ave was supported to reduce overlooking on Killara Ave.
- Height and density should be located closest to Riverwood Station, and a transition from high to low density across the site. High rise should not block solar access to dwellings.
- Some people liked the location of low density near Salt Pan Reserve, but others thought that there should be high rise in this area.
- Some people were concerned about drinking and drugs in high rise, as well as accessibility (e.g. fire alarms for Deaf people). Some people did not think that the area is big enough for 5,000 dwellings. Others thought that some free standing houses would be needed.

Other

- Some people were concerned about moving social groups, and wanted to be relocated near their friends.
- Some people would like the see over 55's buildings.
- There is a need for accessible buildings.
- Some building design concerns included:
 - Timber and concrete in apartments and corridor, not carpet

- Fly screens
- No bathtubs as these are difficult for older people
- More windows and ventilation
- Balconies for pets, and
- Aluminium shutters on balconies for weather protection, privacy, and protection from cockatoos.
- Some people liked the separate social and private housing in Washington Park

6.2. Round 2 stakeholder engagement

Riverwood Community Centre (CEO, Family and Communities, HCAP, TRAPS)

Community Facilities:

- Type:
 - Aquatic Centre
 - Men's shed
 - Women's space e.g. for women-only programs, for breastfeeding, this is a cultural need
 - Fenced playground attached to the building. This would be particularly good for when we need to speak with someone e.g. experience DV, and we can't go to the home but they have kids. The kids can play while we talk
 - A replacement for the Jefferson Room that is private (i.e. doesn't have people walking through it), built for children, has spaces to have e.g. talks on child health, and with toilets and a kitchen
 - Would be good to be able to have health services on site, this area has very low health outcomes and people don't get the referral they need.
 - This could be a really good collective space that all the services could use (RCC could manage to start with), a space for collective impact.
 - Needs to be as flexible and innovative as possible so that it can change with changing community needs
 - Could also have a social enterprise café attached to it
 - Needs to be a space that people see as being for them i.e. both public and private residents
- Utilisation:
 - Riverwood Community Centre has a lot of conflicting bookings, a lot of these are from the loss of the senior's centre
 - The primary school's facilities don't get used a lot because they are hard to organise, the hours for use are restricted, and previously people have found the distance too far. People have to come to the RCC to get keys for community venues.
- Location:

- People like to come to the RCC, be near it and be a part of it, so a location close to the RCC could be good.
- Locating the hub closer to Belmore Rd means that you can have a quiet area in the NW away from Belmore Rd, the shops, and the community hub.
- Locating the hub closer to high density means it is more accessible for people
- Need to consider noise impacts and reducing conflict with residents e.g. have it as a separate building
- Could locate it close to or in the shopping centre so that it is more visible to people passing by. However, locating it in the shopping centre might encourage people to spend more money that they don't have.
- Important to consider the privacy of people coming to the community centre, e.g. people who might be coming with DV issues
- Needs own parking
- Locate near the large park.

Shops:

- Prefer more shops, however concede that we are not the economic experts – what does this analysis say?
- What kinds of shops would these be? A supermarket?
- Depends on the visibility and accessibility of the shops. Could create more traffic so need more parking.
- Having more shops makes sense to create a bit of buzz in the area
- Can a social enterprise/business incubator be amongst the retail uses? E.g. a dedicated café as a social enterprise but also opportunities for other types of businesses

Access and mobility:

- Cycle paths will get used a lot by Asian families that move in
- Like the green links
- Some sort of transport link to the Campsie hospital, this is hard to get to for families without a car
- Bus access and stops throughout the site
- Keep the street names
- Happy to leave the layout of the streets to the traffic people. What will be the best outcome in terms of traffic?
- What is the cost of moving to a grid pattern?
- Need traffic lights at exit to Belmore Rd

Parks:

- Large versus small

- A large park is good for large groups of kids, like the wetlands are now where lots of families use it on the weekends
- A large park is good for community events
- Smaller parks are good because families can have a park close to their home
- People don't use the existing small parks
- Location
 - Could the large park be located further away from Belmore Rd so that it doesn't make so much traffic on Belmore Rd?
- Facilities
 - Currently parents come into conflict because children don't share the equipment well. Playground should have enough equipment for everyone. Lots of playgrounds. Also have signage to respect each other.
 - Outdoor fitness equipment is needed including for seniors and for young adults.
 - Off leash dog areas are needed

Building types and Density:

- Locating the density closer to the train is good
- Could have some higher density at the NW corner if there is a nice view there
- How will people be able to have pets in the new buildings? Need measures to reduce conflict from this. Pets are important for loneliness in older population.
- Need a dwelling mix that allows for those who have been relocated to come back to a dwelling that suits them
- Have we looked at the make up of current tenancies and the families on the waiting list for the area?

Salt Pan Reserve:

- Would prefer just a pedestrian/cycle path along the park, this would be nice – rather than a street. Safety concerns about traffic.

Other:

- Consider CCTV

Riverwood FACS Team Leader

Shops:

- More shops would be good, but what kinds of shops would they be? Is there demand for more shops? Could ask PAYCE if their development is full and what those people need in terms of shops.

Parks:

- 1 large park means some people have a long distance to the park.

- However, lots of small parks means more places to go for anti social behaviour. If the Council is on board they will manage antisocial behaviour in a large park better.
- Large park can have more stuff in it.

Density:

- Mix the density up more to soften the “concrete jungle” of high and medium density.
- How high is this going to be? Avoid a “concrete jungle”

Community facilities:

- The community hub is in a good spot
- Will the community facility have enough space for childcare?

Street layout:

- The street around Salt Pan Reserve is a good way to get people out of the area. Query about where they will end up though – exit through Truman Ave?
- The Roosevelt Ave option makes a nice crossroads in the middle of the site as a kind of focus. Could call the community hub “The Crossroads”. The community hub is more accessible in this option.

Police - Campsie Crime Prevention Officer*Parks:*

- One large park can offer more things to draw people in who aren't going to be a problem for antisocial behaviour.
- Small parks can end up territorial e.g. that's the young person's park so no one else goes there
- Small parks should have BBQs, fitness equipment, children's playground. There shouldn't be any small parks that are just an area with nothing to do. Whatever activities are in the large park e.g. BBQ should be replicated in any smaller parks at the North West corner of the site.
- Basketball courts should be located in the large park, or in the park near Washington Park, not in isolated areas.
- A fitness track, more uses for business workers. A pool would be good.

Shops:

- Larger retail draws more people so are good for natural surveillance. Belmore Road currently needs a facelift which is why people leave it to go to the other side, this is why it is not very busy.
- More retail on Belmore Rd is also less distance for older people to work.
- No alcohol shops should be provided.
- A supermarket would be good to draw people in the area.
- The location of the shops could be more mixed e.g. a supermarket in the centre.
- Cafes are good. Cafes should be located so that parents don't just leave their kids to play – they should be able to see the kids, sit quite close.

Community facilities:

- Don't have a problem with the community facility being located close to the school.
- Would prefer that it be further back into the North East corner as an activator in that area.

Density:

- Concern about the North East low density area, where there aren't any activators. You get to the community hub halfway through the site, and then there is nothing in the back half.
- More density in the North East corner to give more eyes on the street.

Street layout:

- Important that there are wide streets e.g. we can park in half the street and it's not going to block the passage. The more streets the better – gives us more access.
- Roosevelt as the main exit, further down Belmore Rd from Hannans Rd, is good.
- Good to have a street around the Salt Pan Reserve. Riverwood Public School could do their cross country!
- We need road connections into Salt Pan Reserve, at the moment we can't get onto there. People go on their on dirtbikes and we can't access the area.

Transport:

- There needs to be a bus route around Kentucky Road. The issue will be walking back from the train station. We might apply to the council for a shuttle between the station and the community hub.

7. Round 3 consultation outcomes

7.1. Drop-in sessions

The round 3 drop-in sessions were held at Riverwood Community Centre on Tuesday 6 June from 3pm to 6pm, and Thursday 8 June from 2pm to 5pm. 45 people attended the drop-in sessions.

Drop-in sessions were promoted in the May newsletter distributed to dwellings and businesses within and neighbouring the Study Area, and available at the Riverwood FACS Office, Riverwood Library and Riverwood Community Centre (Appendix 6). There were also posters in English and in community languages in the Riverwood FACS Office, Riverwood Library, Riverwood Community Centre, and the community garden (appendix 7).

Interpreters were available for Cantonese, Mandarin, Arabic and Vietnamese speakers at both sessions. A senior client services officer/team leader was also available at the drop-in sessions for residents to discuss tenancy issues.

At the drop-in sessions, attendees could read about the Riverwood Renewal project on information boards, talk to and ask questions of the Communities Plus team and master planning team, contribute to the suggestions box, and view and give feedback on the draft structure plan for the Master Plan.

Feedback from Round 3 consultation largely reflected findings from rounds 1 and 2, particularly regarding comments about the types of facilities and open space that could be provided. People were supportive of the plan to widen Roosevelt Ave as a main spine, and liked that the street layout retains some of the original features, including Kentucky Rd and Roosevelt Ave. Some residents were concerned about impacts from high rise buildings on privacy and solar access for residents on Killara Ave. Some people said that they thought the mid-rise dwellings looked nice, and that they preferred lower scale, wider apartments. Others commented that they didn't mind the high rise dwellings, as long as they were designed well. Some people said that there is a need for low rise or ground floor options for people in social housing. With regards to open space, the Tote Park precedent was popular, as were the tai chi areas and ping pong tables.

Some ideas and comments that had not come up previously includes:

Open space:

- Putting court in the big park
- Waterplay for little kids to bring in new families and beat the heat
- Dog friendly parks
- BMX course
- Kiosks in the parks to bring families in

Traffic and transport

- Additional and safe pedestrian crossings

Community facilities

- Facilities in the library could include free wifi, a computer lab, tutoring spaces, a makerspace, photography equipment and access to software. Have a soundproof room in the library for young people like at Liverpool Library with Wii, Just Dance etc
- There is a need for a large, special space that can be hired out for parties such as engagement parties, wakes, a birthday party or bridal kitchen tea. The senior citizen's center was an affordable space that has been lost in Stage 1. This space would need a kitchen area.

Other

- There is a need for careful timing/staging of development to minimise construction impacts.

Open space and public domain

<p>Play facilities:</p> <p>Climbing webs/ Rock climbing wall/ Water play for the little kids to bring in new families and beat the heat. The nearest place to go to cool off in summer is Cronulla/ Big play sets/ Flying fox and really long slide/ Outdoor ping pong tables</p>
<p>Other uses in open space:</p> <p>Like the tai chi precedent/ Put courts in the big park/ Like the chess precedent/ Outdoor gym / BMX course/ Consider dog friendly parks, walking circuits etc/ Space for performance and festivals/ Senior's exercise equipment/ Outdoor basketball courts that you can walk to would be good/</p>
<p>Park facilities:</p> <p>BBQ with family and friends. Need shelter and shade / Benches to rest on / Massive trees / Bubblers / Bins/ Lighting for running at night / lighting on courts at night/ Have kiosks in the parks because families come. Sometimes courts feel unsafe./ There's not enough light at night in Riverwood because of all the trees</p>
<p>Feedback on open space in the Master Plan:</p> <p>Big park is good/ Like the location of park/ There's lots of parks at the moment which people don't like./ Prefer smaller parks for more privacy/ I like the big parks for new children</p>
<p>Salt Pan Reserve:</p> <p>An asphalt path around Salt Pan Reserve would be nice/ Improve Salt Pan Reserve for recreation at night time - walking, sitting, near the river./ Walking tracks next to Salt Pan Reserve and green space/ Put the sports courts on Salt Pan Reserve so all the noise is in one place.</p>
<p>The Tote Park precedent is nice/ Tote Park precedent is excellent</p>

Community facilities

<p>Library spaces for young people:</p> <p>Have a soundproof room in the library for young people (young person)/ A new library like Liverpool library which has a room for young people, Wii, Just Dance, a dancefloor etc (young person)/ Have spaces for quiet rooms, boardgames, a greenhouse. (young person)/ In the library have free wifi, a computer lab, reading, tutoring, a makerspace, photography, software. (young person)/ A youth space with learning computers, hall space, a small youth centre. / Not enough space for a homework help program in library. Need new spaces.</p>
<p>Hireable space:</p> <p>People used to rent out the senior citizen's hall a lot. Have not to many meeting rooms, have somewhere for parties. A special space where you can rent it out for a party like a daughter's kitchen tea, a wake, a birthday party. An affordable and nice rental space. Needs a cooking area./ Spaces to rent for parties, meals, functions, Ramadan feasts because they can't do this at the moment.</p>
<p>Swimming pool:</p> <p>Many seniors are currently going to Hurstville to swim, would love to have a local swimming pool./ Swimming pool/ Swimming pool at the community hub/ Swimming pool/ Sauna and pool</p>
<p>Child care in shopping centre:</p> <p>Have child care as well in the shops where people see it (young person)/ Creche for tween-age children at the shopping area./ More child care</p>
<p>Shops: More shops/ Our tenants say they want shops (SGCH)/ Beautiful shopping idea.</p>
<p>Types of shops: Hairdressing/ Hair salon for seniors/ Medical centre with Chinese doctor/ Subway and cheap food (young person)/ First floors should be shops, hairdressers/ Would like to see a bank in the retail precinct./ Cafes</p>
<p>Aged care and a nursing home is critical!/ Aged care and seniors housing</p>
<p>New gym in the community building</p>
<p>Community hub in the centre is great adjacent to the park</p>
<p>Need to consider capacity of local school</p>
<p>At least the shops are a shorter walk (young person)</p>
<p>Places for playgroup</p>
<p>Women's lounge area where they can meet, a dedicated women's only space.</p>
<p>Schools as Community Centres (e.g. Lakemba)</p>

Traffic and transport

Roosevelt Avenue approach is smart./ I love the idea to connect Roosevelt/ I like the grid streets and new streets/ Widen Roosevelt/ Roosevelt does need widening and work./ Roosevelt needs to be wider
Need for at least one car space for every apartment/ Lack of parking spaces in Washington Park is already causing residents to park in streets, congesting the bus route/ Car parking issues on residential streets. Carparking management measures should be considered./ More designated parking for people with disability.
Traffic issues on Belmore intersections at Hannans Road. Need to address future impacts./ The intersection of Belmore Rd and Hannans Rd is the worst in the area./ Traffic lights and safer exits to Belmore Rd.
Need to consider additional and safe pedestrian crossing, particularly on Belmore Rd/ Need well-located pedestrian crossings with lights.
Issues with street widths, particularly for bus routes - too narrow./ Need wider streets/better street structure to support increased density
Increased bus frequency. More services per hour on the 944, 942 and 940.
Retail amenity and streetscape improvements on Belmore Rd needs to be considered given increased density/traffic etc.

Housing and built form

Need to ensure surrounding dwellings/gardens are not impacted. Detailed solar/shadow testing required./ Overshadowing and solar impacts from taller buildings on Killara Ave/ Privacy consideration, transition to lower storeys towards Killara Ave. Don't want balconies overlooking backyard.
Not concerned about 20 storey heights/ Like the height of buildings as long as the design is done well.
Need to ensure privacy and ventilation in the tall buildings/ Design and quality of residential apartments needs to be considered
Prefer lower scale apartments with wide apartments/ Like the looks of the medium density apartments in the precedents.
Mixing low and high density buildings is a good idea
Social housing is the top priority, not community housing
Don't like the tall towers, visitors get scared in the lifts./ Less high rise/ Low rise or ground floor options
Address needs of households in housing design - large households, disability.

8. Client Liaison Officer visits

There were 202 visits and calls to the Client Liaison Officer between 5 July 2016 and 23 June 2017.

The most common topic of discussions with the Client Liaison Officer was the relocation process and timing, including what type of dwelling people will be entitled to, when they will be moved, and where they will be moved to.

Community facilities and services

Facilities and services that people would like to see in the redevelopment include:

- A supermarket as older people find the existing shops too far away

Open space and public domain

Comments include:

- Including access and disability features
- Preserving cockatoo, lorikeet, and possum habitat
- Many people like the green spaces and mature trees of the area and want to see this preserved/reflected in the renewal
- Green space appropriate for Tai Chi
- Playgrounds for children
- Cricket nets and a basketball court (these were lost for the Washington Park development and haven't been replaced, however may have been underused before), and
- Many people have commented that they have a vegetable or other garden, and that they are worried about losing this as the community gardens are already oversubscribed.

Traffic and transport

Comments include:

- There are concerns about inadequate parking in Washington Park, particularly that the requirement for parking for social housing/seniors dwellings is too low and that there is no parking available for visiting health professionals, and
- There are too many cars parked on narrow streets to allow access for the bus route, ambulance and fire services.

Housing and built form

Some preferences, concerns and ideas from residents are:

- Social housing over 55's blocks so that people who have been neighbours for a very long time might still live near each other
- Private and social housing mixed together in the same blocks to prevent us/them mentality, and differences in quality between social and private housing quality (as perceived in Washington Park)
- Many people are concerned about losing their yard and garden, and the availability of houses/townhouses/low rise apartments, and dwellings with 3 or more bedrooms
- Access and disability features e.g. talking lifts, separate shower and bath
- References to design flaws at Washington Park e.g. ventilation, cladding, laundry in the bathroom, size
- Other design requests include tile or timber flooring for allergies, insect screens, solar access
- Buildings should address street frontages rather than side streets, and
- There are concerns about privacy within a high density development, particularly for people with mental health issues.

Construction

Comments from residents include:

- Fear about asbestos management, and
- Construction workers take up a lot of on street parking spaces.

Appendix 1 Newsletter and flyer distribution



Appendix 2 January newsletter



Planning for the renewal of the remaining areas in the **Riverwood social housing estate** will commence in early 2017.

The NSW Government announced a plan to renew the remainder of the social housing estate at Riverwood. Since the announcement, the Communities Plus team have been listening to residents of Riverwood and preparing the program of works required to assist in planning the renewal.

With planning to take some time, the earliest any resident will need to temporarily relocate is late 2018.

The renewal of Riverwood will be staged over 10 to 15 years to minimise the need for temporary relocations.

Many Riverwood residents have been dropping in to the FACS Office to speak with the Riverwood Renewal Community Liaison Officer. The Officer is available to answer questions about the renewal of Riverwood, Monday to Friday, between 9.00am to 5.00pm.

Alternatively, you can call the Community Liaison Officer on (02) 9584 4800 or email riverwood@facs.nsw.gov.au

Family and Community Services (FACS) will work closely with the Canterbury/Bankstown City Council in developing the plan and residents, the community and other stakeholders will be given opportunities to have their say in coming months.

This newsletter answers many of the recent questions asked by residents and provides information on what will happen at Riverwood in 2017.

How will Riverwood residents be involved in the planning process?

The master planning and design process will involve specific engagement and consultation with residents, the community and other stakeholders such as Council, Government agencies and local business and community service providers. Residents will be kept involved and informed throughout the master planning process via resident and community forums, newsletters, websites and information in local and community papers.

Will anything happen prior to the start of the planning process and consultation with residents?

Riverwood residents will be kept up to date with newsletters and we will also be conducting two 'drop-in' sessions where residents can call in any time during a 3 hour period to ask questions or find out what is happening from the Communities Plus team.



Family &
Community
Services

Communities Plus Newsletter

Riverwood

How will residents be kept informed prior to and during the planning process?

Residents will be kept up to date on the master planning process via newsletters and there will also be drop-in sessions scheduled where residents can come in to ask questions, or find out what is happening from the Communities Plus team. You will be advised of these in the coming months.

When will I be contacted by a FACS Relocation Officer?

As planning for the renewal of Riverwood will take some time, there will be no need for any relocations until late 2018. FACS Relocation Officers will contact those residents who will need to relocate around six months prior and start assisting them to prepare.

How many residents will need to relocate?

The number of residents needing to relocate will be determined during the master planning process. The renewal of Riverwood will be staged to minimise the need for temporary relocations and the majority of residents will be able to move from their current home to a newly built home at Riverwood.

What size will the apartments be and will there be any houses built?

The master planning process will consider the style of housing required to meet the needs of current and future residents. Demographic information, including family size, ages and any specific health issues relevant to current residents and the social housing waiting list will be considered when determining the mix of housing types.

What size will the apartments be?

The demographic information of current and future residents will be used in the master planning process to inform the apartment sizes built. Any special needs of residents will be identified as part of the planning phase.

Will I move to a home with the same number of bedrooms I currently have?

The size of the home you are offered will be determined by the number of people living in your household, as specified in FACS policy. Any special needs of residents will be taken into account as part of this process.

How long will it take to renew all of Riverwood?

Renewal of the estate will occur in stages over the next 10 to 15 years. Construction of the first new buildings is expected to commence in 2019, and there will be no need for any resident to relocate until late 2018.

Will I need to move more than once?

Most residents will be able to move directly from their old home to a newly built home at Riverwood. A small number of residents will need to temporarily relocate into nearby areas and FACS will pay for any relocation costs. It will be at least two years before any resident would need to temporarily relocate. All residents who have to relocate will have a right to return to a new home in Riverwood.

If you need help with interpreting or translation because English is not your first language, phone All Graduates on 1300 652 488.

Appendix 3 Drop-in session flyer and poster

Communities Plus
Drop-in sessions
Riverwood

We're planning for the renewal of Riverwood.

As a local resident, you know what's important for your community. We would like to hear your ideas for the renewal of Riverwood.

So, come to one of our drop-in sessions! Call in anytime during the session to ask questions, share your ideas and find out what is happening from the Communities Plus team.

Drop-in sessions will be held at Riverwood Community Centre:

**Tuesday 21 February 2017
from 3.30pm to 6.30pm**

**Friday 24 February 2017
from 10am to 1pm**

Light refreshments will be served.




Communities Plus
Drop-in sessions
Riverwood

If you have questions and can't make the drop-in sessions, there are a number of ways to get in touch:

- Contact the Riverwood Renewal Community Liaison Officer by dropping into the Riverwood FACS Office at 171 Belmore Road, Riverwood (Monday to Friday 9am to 5pm)
- Call 02 9584 4800
- Email riverwood@facs.nsw.gov.au.

If you need help with interpreting or translation because English is not your first language, please phone All Graduates on 1300 652 488.

如果你因为英语不是母语而需要口译或笔译帮助，请致电All Graduates，电话：1300 652 488。

如果你因为英语不是母语而需要口译或笔译帮助，请致电All Graduates，电话：1300 652 488。

إذا كنت بحاجة إلى مساعدة في الترجمة أو التفسير لأنك لست متحدثاً بالإنجليزية، يرجى الاتصال بـ All Graduates على الرقم 1300 652 488.

Nếu quý vị cần hỗ trợ phiên dịch hoặc biên dịch vì tiếng Anh không phải là tiếng mẹ đẻ, vui lòng gọi All Graduates theo số 1300 652 488.

Communities Plus Drop-in sessions

Riverwood

We're planning for the renewal of Riverwood.

As a local resident, you know what's important for your community. We would like to hear your ideas for the renewal of Riverwood.

So, come to one of our drop-in sessions! Call in anytime during the session to ask questions, share your ideas and find out what is happening from the Communities Plus team.

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وإذا كنت بحاجة إلى مساعدة في التفسير أو الترجمة لأن اللغة الإنجليزية ليست لغتك الأولى، يرجى الاتصال بـ All Graduates على الرقم 1300 652 488.

Nếu quý vị cần hỗ trợ phiên dịch hoặc biên dịch vì tiếng Anh không phải là tiếng mẹ đẻ, vui lòng gọi All Graduates theo số 1300 652 488.

Appendix 4 April Newsletter

Communities Plus Newsletter

Riverwood

APRIL 2017

Welcome to the April edition of the Riverwood Renewal community newsletter. Inside this newsletter you can see:

- **Outcomes** of round 1 drop-in sessions
- **Key facts** about the Riverwood Renewal, and
- Information on the **master planning process**.


Have Your Say

Come to a drop-in session to give your valued feedback on the renewal of Riverwood including open space, traffic and transport, housing, community facilities, and other issues important to you.

The next round of drop-in sessions will be held at Riverwood Community Centre:

Wednesday 26 April
from 3pm to 6pm

Friday 28 April
from 1:30pm to 4:30pm





Translated copies of this newsletter are available at the Riverwood FACS office, Riverwood Community Centre and Riverwood Library in Traditional Chinese, Arabic and Vietnamese.

本通訊有繁體中文、阿拉伯文和越南文譯文版本。可在Riverwood FACS辦事處、Riverwood社區中心和Riverwood圖書館獲取。

توافر نسخ مترجمة من هذه النشرة في مكتب FACS بربروود، ومركز ربروود المجتمعي، ومكتبة ربروود. اللغات الصليبية التقليدية: العربية والفييتنامية.

Bản dịch bản tin có sẵn tại văn phòng Riverwood FACS, Trung tâm Cộng đồng Riverwood và Thư viện Riverwood, đã được dịch sang tiếng Hoa phổ thông, tiếng Ả Rập và tiếng Việt.





Communities Plus
Newsletter

Riverwood

Key Facts

-  The Riverwood Renewal is a long term project occurring in stages over the next 10 to 15 years.
-  All social housing residents will have a right to a new home in Riverwood. Most residents will be able to move directly from their old home to a newly built home at Riverwood.
-  A small number of social housing residents will need to temporarily relocate into nearby areas. The earliest any resident will need to temporarily relocate is late 2018.
-  The master planning process will take until mid 2017. It will involve consultation with residents, the community and other stakeholders.
-  Residents will be kept involved and informed throughout the master plan process via Communities Plus newsletters and website, drop-in sessions, meetings and other events.

Riverwood Renewal Study Area



Round 1 consultation outcomes

Consultation so far

We held two drop-in sessions in February, where residents, the community and other stakeholders shared their ideas for the Riverwood renewal. Around 75 people attended the drop-in sessions. We have also been conducting surveys with people at the Belmore Rd shops and around Riverwood, and speaking with service providers and other stakeholders. Around 120 surveys have been completed.

What have people been saying?

There is a lot that people currently like about Riverwood, including the people, Salt Pan Creek Wetlands, the Riverwood Community Centre, local schools, and the convenient location.

Looking toward opportunities with a renewal of Riverwood, people said they would like to see:

- Shops and services such as a major supermarket and banks
- Spaces for older people
- Basketball courts and spaces for young people, and
- Open green space where they could garden, meet friends, play with children, and exercise.

People also said they would like to see a tidier Riverwood and more frequent public transport.

In terms of housing, residents also said they would like housing that is adaptable and allows them to age in place, and provides a mix of dwelling types including apartments, low-rise, terraces, townhouses, as well as housing appropriate for families.

Have Your Say

The next round of drop-in sessions are an opportunity to give your valued feedback on the renewal of Riverwood including open space, traffic and transport, housing, community services, and other issues important to you.

The next round of drop-in sessions will be held at Riverwood Community Centre:

Wednesday 28 April
from 3pm to 6pm

Friday 28 April
from 1:30pm to 4:30pm

▶ You can also drop in to the FACS Office to speak to the Riverwood Renewal Community Liaison Officer, Sam Cooper.

The Officer is available to answer questions about the renewal of Riverwood on Mondays, Tuesdays and Fridays, between 9:00am to 5:00pm.

Alternatively, you can call the Community Liaison Officer on (02) 9184 4800 or email riverwood@facs.nsw.gov.au

Communities Plus Newsletter

Riverwood

The master planning process

The Riverwood Master Plan will set out an overall vision and design for the renewal. It will show where new buildings, streets, parks and community facilities will be located. It will help determine the mix of social, private and affordable housing.

The master planning process involves specific consultation and engagement with residents, the community and other stakeholders such as Council, Government agencies, local business and community service providers.

Riverwood Renewal Timeline



Appendix 4 Round 2 drop-ins Pposter



You know what's important for your community. We would like your ideas and thoughts on plans for the renewal of Riverwood. So, come to one of our drop-in sessions! Call in anytime during the session to give your valued feedback on the renewal of Riverwood including open space, traffic and transport, housing, community facilities, and other issues important to you.

**Drop-in sessions
will be held
at Riverwood
Community
Centre:**

**Wednesday 26 April 2017
from 3:00pm to 6:00pm**

**Friday 28 April 2017
from 1:30pm to 4:30pm**

If you have questions and can't make the drop-in sessions, there are a number of ways to get in touch:

- Contact the Riverwood Renewal Community Liaison Officer by dropping into the Riverwood FACS Office at 171 Belmore Road, Riverwood (Monday, Tuesday and Friday 9am to 5pm)
- Call 02 9584 4800
- Email riverwood@facs.nsw.gov.au.

Translated copies of this invitation are available at the Riverwood FACS office, Riverwood Community Centre and Riverwood Library in Traditional Chinese, Arabic and Vietnamese. Interpreters will be available at the drop-in sessions.

本邀請你有繁體中文、阿拉伯文和越南文版本，可在Riverwood FACS辦事處、Riverwood社區中心和Riverwood圖書館索取。信息查詢時將有口譯員在場協助。

توافر نسخ مترجمة من هذه الدعوة في مكتب FACS بريفورد ومركز ريفورد المجتمعي، ومكتبة ريفورد. ستتوافر المصنفة التفسيرية في هذه الجلسات المفتوحة.

Bản dịch thư mời có sẵn tại văn phòng Riverwood FACS, Trung tâm Cộng đồng Riverwood và Thư viện Riverwood, đã được dịch sang tiếng Hoa phổ thông, tiếng Ả Rập và tiếng Việt. Các buổi Hội thảo sẽ có người phiên dịch.



**Family &
Community
Services**

Appendix 6 May newsletter

Communities Plus
Newsletter
Riverwood
MAY 2017

Welcome to the May edition of the Riverwood Renewal community newsletter. In this newsletter you will see:

- **Outcomes** of round 2 drop-in sessions
- An opportunity to **have your say on the development of the Master Plan**, and
- **Key facts** about the Riverwood Renewal.

Have Your Say

Join us at the next round of drop-in sessions in June to view the draft Master Plan and give your valued feedback about plans for parks, community facilities, streets, housing and other issues important to you.

All are welcome, including local residents, community members, businesses and services.

The next round of drop-in sessions will be held at Riverwood Community Centre:

Tuesday 6 June from 3:00pm to 6:00pm

Thursday 8 June from 2:00pm to 5:00pm

Light refreshments will be served. Mandarin, Cantonese, Arabic and Vietnamese interpreters will be available.



An additional drop-in session is planned for the end of June 2017.

Translated copies of this newsletter are available at the Riverwood FACS office, Riverwood Community Centre and Riverwood Library in Traditional Chinese, Arabic and Vietnamese.

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Communities Plus Newsletter

Riverwood

Round 2 consultation outcomes

We held two drop-in sessions in April where residents, the community and other stakeholders gave feedback on some concept options for renewal of Riverwood. Around 50 people attended the drop-in sessions.

Feedback included:

- Ensuring that an increase in housing is supported with new community facilities, services and open space
- Information about recreational parks including basketball courts, play equipment, gym equipment, and seating
- A need for increased retail uses along Belmore Road and in the study area
- Support for community spaces that include places to meet, study, hold community programs, and play (e.g. table tennis and indoor games).
- Making streets wider and addressing any traffic impacts of increased housing
- Improving pedestrian access and public transport and creating green streets
- Designing accessible and safe streets and houses and,
- The quality and accessibility of new dwellings.

Thank you to everyone who attended, the Riverwood Community Centre for hosting us, and to KickStart Cafe for the delicious food!



What happens next in the master planning process?

The master planning team is now incorporating the feedback from the community and findings from technical studies to develop the Master Plan.

The Master Plan will set out an overall vision and design for the renewal of Riverwood. It will show where new buildings, streets, parks and community facilities will be located.

You can view the draft Master Plan and give your feedback at the next round of drop-in sessions in June.

The draft Master Plan will then be developed further and submitted to the Department of Planning for official public exhibition, when you can provide further feedback.

You can keep up to date on all aspects of the renewal of Riverwood at the Communities Plus website:

<http://www.communitiesplus.com.au/major-sites/riverwood>



Have Your Say

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All are welcome, including local residents, community members, businesses and services.

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Thursday 8 June from 2:00pm to 5:00pm

Light refreshments will be served. Mandarin, Cantonese, Arabic and Vietnamese interpreters will be available.

An additional drop-in session is planned for the end of June 2017.

Communities Plus Newsletter

Riverwood

Key Facts



The Riverwood Renewal is a long term project occurring in stages over the next 10 to 15 years.



All social housing residents will have a right to a new home in Riverwood. Most residents will be able to move directly from their old home to a newly built home at Riverwood.



A small number of social housing residents will need to temporarily relocate into nearby areas. The earliest any resident will need to temporarily relocate is late 2018.



The master planning process will take until mid 2017. It will involve consultation with residents, the community and other stakeholders.



Residents will be kept involved and informed throughout the master plan process via Communities Plus newsletters and website, drop-in sessions, meetings and other events.

You can drop in to the FACS Office to speak to the Riverwood Renewal Community Liaison Officer, Sam Cooper.

The Officer is available to answer questions about the renewal of Riverwood on Tuesdays and Fridays, between 9.00am to 5.00pm.

Alternatively, you can call the Community Liaison Officer on (02) 9584 4800 or email riverwood@facs.nsw.gov.au



Appendix 7 Round 3 drop ins poster



Join us at the next round of drop-in sessions in June to view the draft Master Plan and give your valued feedback about plans for parks, community facilities, streets, housing and other issues important to you.

All are welcome, including local residents, community members, businesses and services.

Light refreshments will be served. Mandarin, Cantonese, Arabic and Vietnamese interpreters will be available.

An additional drop-in session is planned for the end of June 2017.

**Drop-in sessions
will be held
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Community
Centre:**

**Tuesday 6 June 2017
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**Thursday 8 June 2017
from 2:00pm to 5:00pm**

If you have questions and can't make the drop-in sessions, there are a number of ways to get in touch:

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