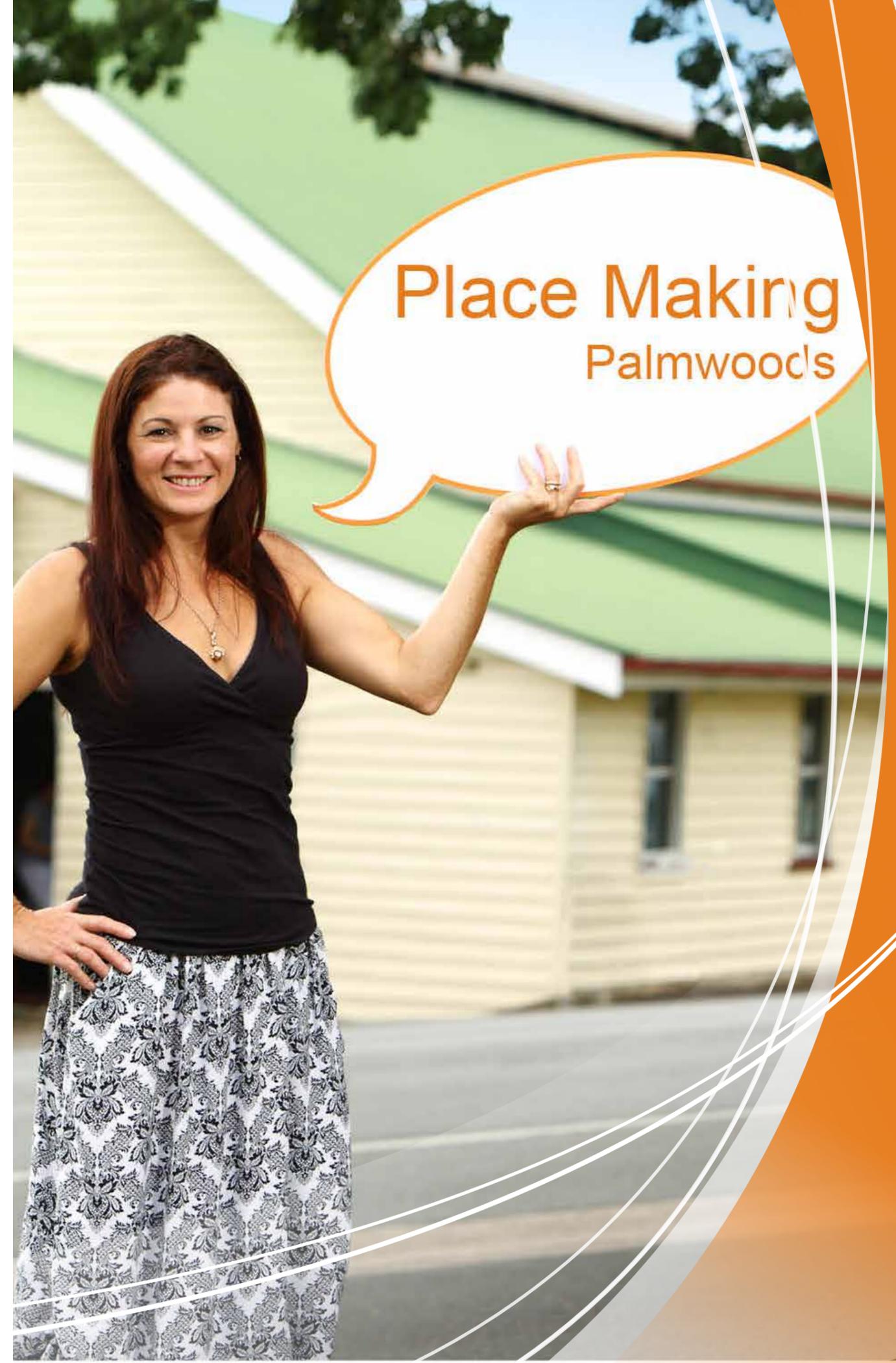


2.0 Community Engagement



2.1 Community Engagement

Engagement Summary

The Place Making Palmwoods Public Domain Masterplan has been delivered through three stages, with each stage focused around community and stakeholder engagement. This collaborative and participatory community engagement process has resulted in a resounding 96% support for the Draft Masterplan when presented to the community in July / August 2014.

Stage 1 - Community Engagement Values and Identity

Proofing the previous engagement:

Between November 2013 and January 2014 council completed one on one meetings with key stakeholders comprising of Palmwoods businesses and community groups. In total six groups and fourteen businesses participated testing the previously developed plans and proposals for Palmwoods that occurred between 2002 - 2008.

Identity & values survey:

The survey was open to the Palmwoods community from 26 February to 31 March 2014. The survey was managed through survey monkey and completed by 85 people. Council is currently undertaking an online survey with a focus of how the youth of Palmwoods would like to use a future Town Square and flexible spaces.

Stories of Palmwoods:

Council completed a series of interviews with residents for compilation of the 'Stories of Palmwoods'. These stories will be used to inform the Masterplan and may guide future themes for a public art brief and potential interpretive projects.

Video:

A show reel of what people said about Palmwoods is available to view on youtube www.youtube.com/watch?v=1H-yCHmmMZA.



Stage 1 - Results

Survey results have strongly identified Palmwoods as a country town with heritage character. There is also a substantial link to the railway and alternative living. Locals appreciate the laid back lifestyle in Palmwoods and feel they are part of a connected and friendly community.

The people of Palmwoods are a diverse mix with a strong presence of young families and retired people. This includes multi-generational families still living in the town. Participants also identified farmers and people seeking alternative or sustainable lifestyles.

The community vision for the town is to maintain its village and historical character with an active public space and connected walking paths. Respondents also expressed a desire to be able to shop and socialise locally. Improved landscaping, trees, community events and markets are also a priority.

There is also a feeling the town could be promoted as a tourism stopover and a gateway to the hinterland. Improved entry statements and wayfinding signage are also desired.

Slowing down traffic and creating a more pedestrian friendly environment in the town centre is part of the community's vision for Palmwoods. There is also interest in promoting the town as a precinct for education, creativity and local produce.

Partnerships between business, the community and council have been identified as key components to help Palmwoods advance. Developing a coordinated plan for precinct events, programs and funding opportunities is also identified as key priority.

Figure 1: How would you describe the identity of Palmwoods?

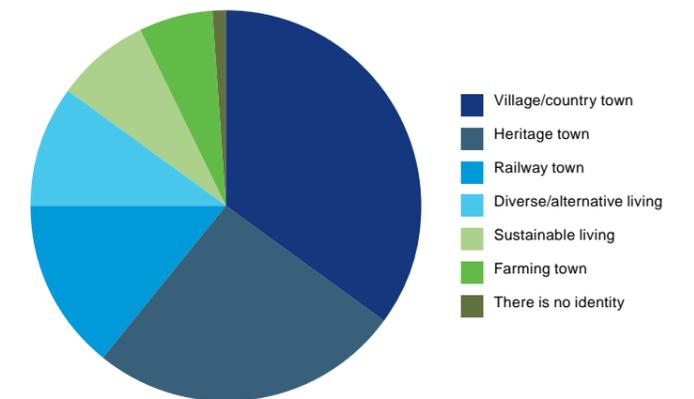
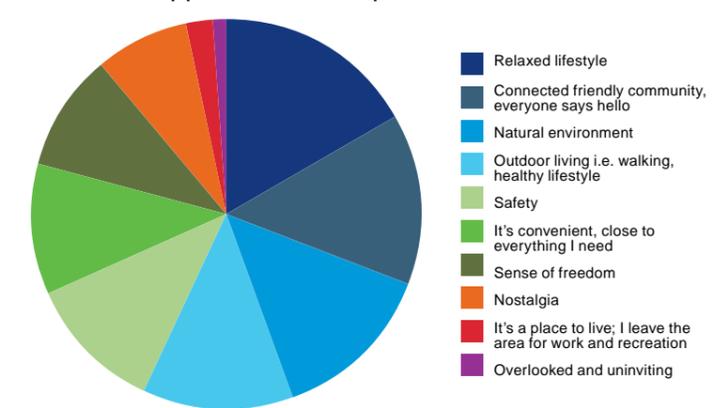


Figure 2: What do you love about Palmwoods, what is the towns appeal and atmosphere?



2.2 Community Engagement

Stage 2 - Community Engagement Workshops

Council invited the community to provide input into the Place Making Palmwoods Public Domain Masterplan, with workshops held at the Palmwoods Bowls Club on 26 February and 1 March 2014. The workshops were formatted around three themed tables for community discussion and feedback:

- Table A: Masterplan - Concept Diagram
- Table B: Town Square
- Table C: Margaret Street

In total 75 participants attended the two workshops, providing clear direction for the development of the Draft Masterplan.

Stage 2 - Results

Table A: Masterplan - Concept Diagram

Community Issues:

- 1.1 Segregated commercial precincts
- 1.2 Poor town navigation
- 1.3 Uptake of sustainable transport options
- 1.4 Car parking areas
- 1.5 Lack of pedestrian lighting

Workshop Discussion

- There was strong feedback for the need to improve pedestrian connections across the road network (particularly Margaret Street). Consider through block connections in future planning. Investigate future off-street car parking.

Design Response

Refer to appendix for community workshop plan.



Table B: Town Square

Community Issues:

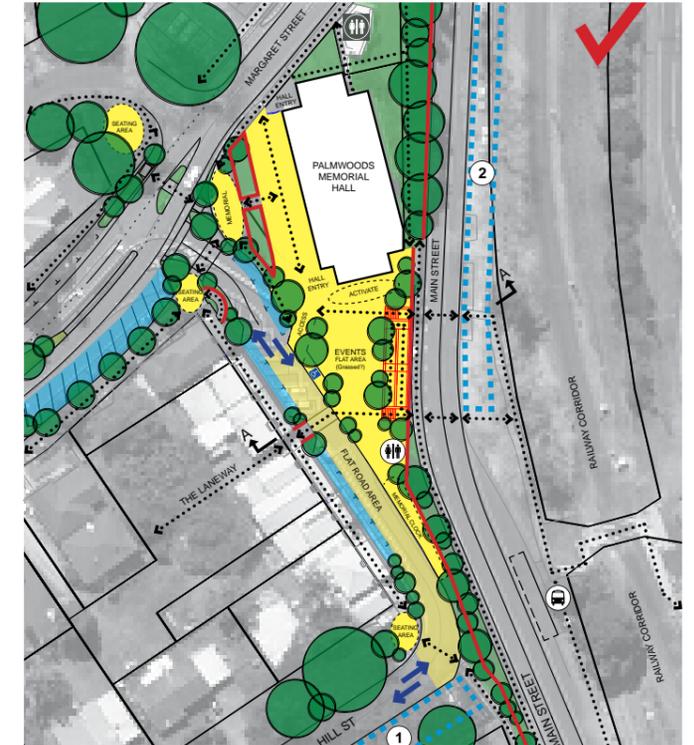
- 2.1 Lack of town heart
- 2.2 Lack of community spaces
- 2.3 Lack of shade
- 2.4 Poor toilet block location
- 2.5 Retention of significant views

Workshop Discussion

- There was full support for developing a Town Square. This open space would provide a large flat open area for community events and social gatherings.
- The supported concept allows for a two-way street in front of the heritage shops with parallel car parking. The option for a one-way street was investigated and deemed not feasible, due to the need for a large vehicle turn around facility at the eastern end of Hill Street (impacting on existing car parks and significant trees).
- Vehicle access from Main Street to the square is unachievable due to technical engineering constraints. However, access for all users is enabled through pedestrian ramps and stairs.
- Following investigation the potential toilet block relocation below the Town Square was deemed not feasible due to visual surveillance, safety and cost issues. However, beautification of the existing toilet block and the potential future relocation to the east of the current site, would improve views and the open space area to the north of the Memorial Hall.

Design Response

Refer to appendix for community workshop plan.



2.3 Community Engagement

Community Workshops



Table C: Margaret Street

Community Issues:

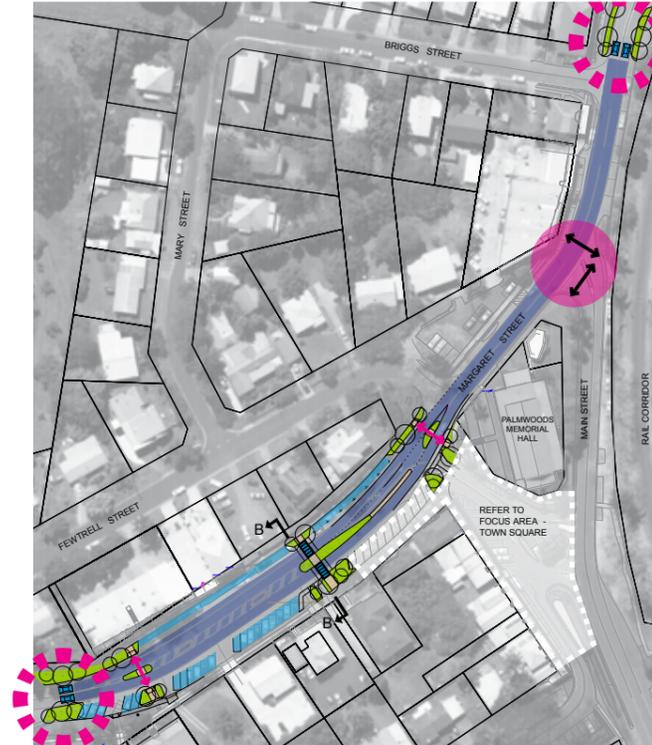
- 3.1 Reduce speed on Margaret Street
- 3.2 Lack of safe pedestrian crossing opportunities
- 3.3 Dangerous intersections

Workshop Discussion

- In the first workshop Council presented two options for Margaret Street. Option one included centre median street tree planting with parallel parking to the north side of the street, and nose-in angled parking to the south. Option two explored nose-in angled parking to both the north and south sides of the street. Strong feedback was provided to not change the existing road layout adjacent to Ricks Diner.
- Following feedback from the first workshop, a third option was sketched for Margaret Street. This was based on a simplified option for the street that looked at retaining the existing parking and centre median line marking, with two improved pedestrian crossing facilities: One opposite Rick's Diner and the other in front of the Heritage Bank/ Post Office. This third option was the preferred option when presented at the second workshop.
- There was overall support for a 40 km/h zone through town on Margaret Street with only some negative feedback.

Design Response

Refer to appendix for community workshop plan.



Stage 3 - Community Engagement Public Domain Masterplan

Palmwoods Masterplan Reference Group:

Three reference group meetings were held with 38 interested community members attending:

- Meeting 1 (16/03/2014) - Presented survey results and development of design brief for the Town Square and Margaret Street.
- Meeting 2 (29/05/2014) - Presented draft plans for feedback and further development of options for the Town Square.
- Meeting 3 (23/07/2014) - Presented Draft Public Domain Masterplan

Public Domain Masterplan

- Community Presentations

Two community presentations of the Draft Masterplan were held on Saturday 26th and Thursday 31st July 2014.

- Draft Masterplan Survey

From Saturday 26th July to Monday 18th August, the Draft Masterplan was subject to a three week notification period, during which two information sessions were held with the community to obtain one-on-one feedback. Council officers also met with individual business owners to the Main Street heritage shops to identify specific feedback and issues. Overall, 58 survey respondents were received on the Draft Masterplan, with 96% support for the proposal.

2.4 Community Engagement

Summary of Draft Masterplan Feedback

ITEM	DRAFT MASTERPLAN FEEDBACK	RESPONSE	FINAL MASTERPLAN AMENDMENTS
1.0	Car Parking		
1.1	Concern with loss of car parking to allow for the Town Square	<ul style="list-style-type: none"> Relocation of car parks to immediately adjoining locations on Hill and Margaret Streets Masterplan achieves a no net loss of car parking throughout the village centre Masterplan promotes active transport modes through the provision of shady pathways and improved connectivity to encourage people to walk or cycle, rather than drive between shops. 	Review car parking designations and durations in town and install parking signage accordingly
1.2	Potential future 90 degree car parking to Hill Street received some negative feedback	<ul style="list-style-type: none"> 90 degree parking deleted from Masterplan 	90 degree parking deleted from Masterplan
2.0	Road Safety		
2.1	Concern with road safety on Margaret Street	<p>The Masterplan recognises the community's desire for council to negotiate with the Department of Transport and Main Roads and seek approval to:</p> <ul style="list-style-type: none"> Reduce road sign speed to 40km/h on Margaret St Reduce actual vehicle speeds along Margaret St through: <ul style="list-style-type: none"> Side friction – landscaping with street trees on side of road and centre median Road humps Dappled light of trees and landscaping colour Increased number of safe pedestrian crossing facilities: <ul style="list-style-type: none"> Kerb extensions Raised hump (wombat) crossing near Ricks Diner, with pedestrian crossing Pedestrian refuges Kerb build outs at Main and Margaret St intersection Potential future intersection upgrades (subject to TMR approval) Landscape entry treatments to calm traffic and signify village centre environment 	N/A
2.2	Potential future traffic signals at the Main St and Margaret St intersection received some negative feedback	<ul style="list-style-type: none"> The Masterplan proposes an improved realigned intersection at Main St and Margaret St (not dependent on traffic signals) A round-about facility is not feasible due to the constrained road reserve space (pinch point between rail corridor and shops) 	N/A
2.3	Feasibility of potential right turn manoeuvre into Margaret Street from the Town Square road connection	<ul style="list-style-type: none"> Subject to Department of Transport and Main Road approval dependant on: <ul style="list-style-type: none"> Raised pedestrian crossing and reduce speed limit to Margaret Street 	N/A
3.0	Two-way verses one-way road		

2.5 Community Engagement

Summary of Draft Masterplan Feedback

ITEM	DRAFT MASTERPLAN FEEDBACK	RESPONSE	FINAL MASTERPLAN AMENDMENTS
4.0	Town Square		
4.1	Community preference for Option 1 - Town Square layout	<ul style="list-style-type: none"> Delete Option 2 - Town Square layout from the Masterplan 	Delete Option 2 - Town Square layout from the Masterplan
4.2	Maximise soft surfaces, shade and greenery in the Town Square	<ul style="list-style-type: none"> Design review of Option 1 - Town Square area to confirm feasibility of increasing grass area Design review of shade trees and garden bed planting to the Town Square 	During the detail design stage investigate options to maximise soft surfaces, shade and greenery in the Town Square
4.3	Potential roof/shade structure to the Town Square pergola	<ul style="list-style-type: none"> The intention of the proposed pergola structure is to maintain significant views from the Town Square to the surrounding landscape There was also feedback requesting the Town Square to be a flexible space, with no need for roof to structure 	N/A - No roof structure to be added
4.4	Improve outdoor dining opportunities	<ul style="list-style-type: none"> The Masterplan aims to promote outdoor dining to frontage of the heritage shops and other areas throughout Palmwoods Opportunity for street activation and markets to the road area adjacent to the Town Square during temporary road closure 	N/A
5.0	Natural Environment and Sustainable Living		
5.1	Planting palette should reflect the local regional ecosystem, be easily maintainable, considers opportunities for edible plants (eg. citrus trees and sensory garden beds) and attractive flowers and foliage to create interest.	<ul style="list-style-type: none"> Masterplan officers met with Park Maintenance crew and confirmed planting palette options and approval for use of edible plants and sensory species, including plants with attractive flowers and foliage 	Amend Masterplan planting palette and add notation to promote this use.
5.2	Opportunity for potential subsoil water tank below the Town Square for storm water harvest and irrigation	<ul style="list-style-type: none"> Include in the Masterplan as a proposal, subject to budget constrains or change in maintenance practice 	During the detail design stage investigate options for underground water tanks to the Town Square
6.0	Heritage Character & Community Identity		
6.1	Feedback to maintain the community values of a country town and heritage character, combined with a vibrant and diverse culture	<ul style="list-style-type: none"> Provision of the Town Square improves opportunity for community events and connection The Masterplan streetscape infrastructure palette aims to reflect the community values of a country town and heritage character The Masterplan identifies potential streetscape art opportunities to celebrate local stories and people 	N/A
7.0	Poor Accessibility, Legality and Connectivity		
7.1	Issue with segregated commercial precincts	<ul style="list-style-type: none"> The Masterplan aims to improve accessibility, legality and connectivity through: <ul style="list-style-type: none"> Improve pathway connections around town to consider all users (includes mobility scooters) Improve pedestrian road crossing opportunities Consider future cross-block connections Increase shade to pathways with trees and more awnings Increase pathway lighting Provide improved on and off road bike pathways and bike parking Relocate toilet block once it reaches the end of serviceable life to open vista to Memorial Hall Book end the town with entry treatments and streetscape landscaping to create a destination 	N/A
7.2	Issue with navigation around town	<p>Signage investigation required to determine sign types that reflect the character of Palmwoods including:</p> <ul style="list-style-type: none"> Pedestrian wayfinding signage Vehicle signage Heritage signage / trail Community notice board Potential Community Public Art project (beautification of the existing toilet facility) 	Include signage investigation in Masterplan
8.0	Business Vitality		
8.1	Issue with residents not shopping local and potential to capture the passing tourist market	<ul style="list-style-type: none"> The Masterplan aims to support business vitality Street activation / tourism potential <ul style="list-style-type: none"> Town Square events such as markets, festivals or outdoor cinema can promote the visitor and tourism potential of Palmwoods. The diverse people and culture, country town atmosphere, heritage character and sustainable lifestyle can create a point of difference as a key destination and gateway to the hinterland Streetscape infrastructure upgrades to improve amenity and desire for passing trade to stop and spend locally New shopping development may improve business confidence and vitality once developed 	N/A