

COMMUNITY ENGAGEMENT FEEDBACK REPORT

RAMSAY PLACE ENTRANCE



October 2024

INTRODUCTION

Ramsay Place is a unique civic space nestled between the Hopgood Theatre, Noarlunga TAFE, Noarlunga Library, City of Onkaparinga Council Office, and Colonnades Shopping Centre. The space is accessed from multiple directions and accommodates a grassed area and amphitheatre, avenue to mature plane trees and extensive landscaping, nature play, climbing rocks, play trampolines and balance ropes.

The community has consistently told us they would like to see improvements to the safety, wayfinding, and the appearance of Ramsay Place at its entrances. While Ramsay Place has been upgraded over the years and Hopgood Theatre is currently being refurbished, little attention has been given to the entrances leading into the area.

It has been identified that the main issues surrounding the entrances. Include:

- poorly defined and unwelcoming
- general feeling of unsafety and lack of place
- many objects are cluttering the entrances
- hard surfaces provide limited softness and warmth.

In response to feedback and identified issues, we have been seeking to prioritise the improvements to gateway 1 and 2. Ensuring that the improvements lead to safe, legible and attractive entrances into Ramsay Place.

Council has allocated \$164,900 for the development of gateway 1 through 2024/25 budget. The development of the other gateways is subject to Council funding approval in future years.

COMMUNITY ENGAGEMENT PURPOSE

Consultation has been carried out in accordance with the Communications and Engagement Plan.

The objectives of the community engagement were:

- To inform users, businesses, and landlords about the project and how it could potentially impact them.
- To provide several opportunities to gauge support for the project from users, businesses and landlords and seek knowledge that may better inform the plan.
- Identify any issues that need to be addressed in the project.
- To keep key stakeholders, businesses, and landlords informed of the progress of the project and how feedback may have influenced the plan.

ENGAGEMENT TECHNIQUES

Techniques used in the engagement process included:

- Letters or emails to immediately affected businesses and landlords.
- Arranging one-on-one meetings with immediately affected businesses and landlords.
- Facilitating two display boards that present the project at Noarlunga Library and Council's

Administration building foyer.

- Your Say Onkaparinga website with online engagement tools to collect feedback.
- Informal meetings, phone conversations and emails to interested stakeholders and parties to inform them of the project.
- Four Your Say posters located at the entrance points of the project area.

All communications set out as part of the engagement provided a brief outline of the project and invited people to visit the Your Say page to view the concept design, find out more information and provide feedback.

SUMMARY OF COMMUNITY ENGAGEMENT OUTCOMES

Through several engagement techniques, we wanted to inform the community on the project and allow them opportunity to provide feedback.

The engagement process undertaken, provided opportunity for the community to rate the priority of project objectives, answer questions, express any concerns and provide ideas to shape the detailed design.

The engagement outcomes have been analysed to inform the project and identified key concerns and issues outlined below. Individual survey questions and results including verbatim comments are provided in the appendices.

In general, the community were supportive of project.

Online engagement

The engagement was open for a period of three weeks from 30 September 2024 to 20 October 2024. Information about the project and engagement was available on the Your Say website, including visual representations of the concept plan and a survey for participants to provide feedback on the draft plan. Emails were sent to 1,971 recipients with an interest in either Noarlunga Centre, community and sporting facilities, and/or business and the economy.

During the engagement period, the Your Say website received a total of 269 visits that resulted in 38 people downloading the concept plan, and 19 participants answering the survey questions and/or providing online feedback.

The survey queried whether participants supported the proposed improvements and what was most important to them in the site area to address.

Of the nineteen responses, thirteen responded to the question 'Do you support the proposed improvements?'. From the responses received:

- 11 fully support the proposed improvements, and
- 2 somewhat supported the proposed improvements.

In relation to the question 'What is most important to you?', respondents identified that safety (67 per cent) and presentation (33 per cent) were the most important priorities. With CCTV and feature lighting a high priority in improving safety and landscaping selected as the most important aspect to improve the appearance.

Other engagement activities

Additional feedback was received for one respondent by direct email. The direct feedback provided was supportive of the project, advocating having additional places to sit and gather, lighting and fencing.

Council also met and sought support from key stakeholders in the area, including TAFE SA, Vicinity Centre and Noarlunga House. Each of the stakeholders were supportive of the proposed plans.

Further suggestions from respondents during the engagement period included:

- CCTV
- more lighting not just feature lighting
- inclusion of Aboriginal culture
- renaming Ramsay Place
- community involvement in public art
- addressing trip hazards.

EVALUATION

The engagement results show:

- 269 visited the project's Your Say page.
- 38 people downloaded the draft Concept Plan.
- 19 people answered the survey, providing online feedback.
- One person provided direct email feedback.

In general, the project was well received by those that responded during the engagement period.

RECOMMENDATION

In response to the direct feedback received:

- CCTV exists at Gateway 1 so no further changes to Gateway 1 proposed improvements will be required however this will be considered for Gateway 2.
- Additional lighting requests have been considered; however, cannot be afforded within the current project budget. The soft lighting proposed for the entrances will allow people to see into shadowed areas, guide a person through the space and create an ambience.
- Aboriginal culture is already an existing focus in Ramsay Place, being a central cultural place in the region. It has been considered and determined that further presentation at the gateways would weaken this focus.
- Renaming the area is beyond the scope of this project and will not be considered in the final concept. It is important to note that this place is named after the former General Manager of the South Australian Housing Trust, Alexander Maurice Ramsay.
- The project scope is not seeking to include public art; however, this could be a consideration for any future works in Ramsay Place.
- Council's maintenance staff will seek to identify and resolve any trip hazards at the gateways.

The feedback illustrates that the proposed improvements are well received, and the project should proceed.

SIGN OFF

All feedback reports are to be reviewed by the Engagement Unit
(engagement@onkaparinga.sa.gov.au).

Officer who prepared the document

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Reviewed by Community Engagement Advisor

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Appendix 1: Your Say Onkaparinga engagement outcomes wording

Community Engagement Highlights

Community engagement was open between 30 September 2024 to 20 October 2024.

- *269 visits to Your Say Onkaparinga page during the engagement period*
- *38 downloads of the draft concept plan*
- *19 contributions to the online feedback tools*

Community Feedback

The purpose of community engagement was to ensure stakeholders were aware of the project and the proposed concept plan to upgrade the gateways into Ramsay Place improving wayfinding, lighting and the appearance, and to also understand any local issues that should be considered throughout design.

Information about the project and engagement was available on the Your Say website, including visual representations of the draft concept plan and a survey for participants to provide feedback on the draft plan. Emails were sent to 1,971 registered recipients with an interest in either Noarlunga Centre, community and sporting facilities, and/or business and the economy.

During the engagement period, the Your Say website received a total of 269 visits that resulted in 38 people downloading the draft concept plan, and nineteen participants answering the survey questions and/or providing online feedback.

Of the nineteen responses in total, thirteen responded to the question 'Do you support the proposed improvements?' of these responses:

- 11 fully support the proposed improvements, and
- Two somewhat supported the proposed improvements.

In relation to the question 'What is most important to you?', respondents identified that safety (67 per cent) and presentation (33 per cent) were the most important priorities. With CCTV and feature

lighting a high priority in improving safety and landscaping selected as the most important aspect to improve the appearance.

Additional feedback was received for one respondent by direct email. The direct feedback provided was supportive of the project, advocating having additional places to sit and gather, lighting and fencing.

Council also met and sought support from key stakeholders in the area, including TAFE SA, Vicinity Centre and Noarlunga House. Each of the stakeholders were supportive of the proposed plans.

Further suggestions from respondents during the engagement period included:

- CCTV
- more lighting not just feature lighting
- inclusion of Aboriginal culture
- renaming Ramsay Place
- community involvement in public art
- addressing trip hazards.

Appendix 2: Your Say Onkaparinga project outcomes wording

We asked the community to share their thoughts on the proposed improvement to the gateways into Ramsay Place, Noarlunga, through in person meetings and an online survey.

In response to the community support, we will continue to construction stage for gateway 1 as proposed. The concept plan will consider the feasibility of adding additional lighting and CCTV for Gateway 2 and staff with request Council's maintenance team identify and rectify any trip hazards across the sites.

Construction for Gateway 1 is scheduled to commence in early 2025.

For full details of the engagement outcomes refer to Engagement Outcomes.

In reply to further suggestions from respondents during the engagement period we provide the following responses.

CCTV

CCTV exists at Gateway 1 so no further changes to Gateway 1 proposed improvements will be required however this will be considered for Gateway 2.

More lighting not just feature lighting

The soft lighting proposed for the entrances will allow people to see into shadowed areas and guide a person through the space. At this stage, the project budget does not allow for additional lighting.

Inclusion of Aboriginal culture

Aboriginal culture is already an existing focus in Ramsay Place, being a central cultural place in the region. It has been considered and determined that further presentation at the gateways would

weaken this focus.

Renaming Ramsay Place

Renaming the area is beyond the scope of this project and will not be considered in the final concept. It is important to note that this place is named after the former General Manager of the South Australian Housing Trust, Alexander Maurice Ramsay.

Community involvement in public art

The project scope is not seeking to include public art; however, this could be a consideration for any future works in Ramsay Place.

Addressing trip hazards

Council's maintenance staff will seek to identify and resolve any trip hazards at the gateways.