

Oaks Estate master plan

Public engagement outcomes 1

September 2012



ACT
Government

Environment and
Sustainable Development





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Executive Summary

An important part of the master plan process has been the ongoing engagement and discussion with the Oaks Estate community and other stakeholder groups. So far approximately 100 people have participated in meetings, workshops, surveys and individual conversations. This report outlines activities undertaken and analyses important findings from various engagement events and activities. The outcomes of this report will inform the next stage of the master plan - the design options which will be publicly exhibited, before preparing a draft master plan. This will be published and put out for public consultation prior to a final draft master plan for Oaks Estate being prepared and submitted to government for endorsement in 2013.

Oaks Estate has a passionate and active community holding strong bonds with the unique environment they live in. A key factor is the location of Oaks Estate next to the ACT - NSW border. Communities in similar locations often have distinct identities and report feelings being 'forgotten' or in 'no man's land'.

The community expressed that an accountable and transparent planning and engagement process is extremely important for them.

The major debates throughout the master plan process can be structured in three feedback groups:

1. **'Leave Oaks Estate as it is'**

This group is genuinely concerned that development must be strictly limited for even business as usual has the potential to destroy the unique history and quiet rural character of Oaks Estate, hence no change and no development is favoured.

2. **'Progress Oaks Estate for the next generation'**

This group strongly articulates that the historic significance of Oaks Estate should not be more important than the community's right for 21st century services and built form. Development that will maintain or grow the population and retain or improve services is favoured over conservation and no change scenarios.



3. 'A sustainable and creative village precinct'

Proponents argue that old and new can co-exist and complement each other if presented in an integrated way. Hence affordable small-scale business and workshop opportunities should be provided and more diverse housing.

There are high expectations from residents, lessees and businesses that this master plan process could finally deliver long awaited directions for the future of Oaks Estate. Yet there have been quite diverging views expressed as to what directions should be taken. Specifically the question 'how much, what type of development and where' has caused anxiety in some segments of the community. The debate on how much mixed use development or what type of commercial development has been even more complex.

It will be important for the remaining master plan process to

- facilitate a constructive community dialogue on the 'community differences' in views and perspectives, and that it can be a strength to have a community that allows for diverse needs and different views;
- develop options for the master plan that draw together different elements of the three polarised debates and find ways to connect them into a more unified outcome; and
- focus on the historic features and connections from the past without compromising the potential and future needs of Oaks Estate.



Introduction

The master plan process for Oaks Estate commenced in March 2012 and is currently at the concept design stage. The final master plan document is expected in 2013. The master plan will define what is important about Oaks Estate, how its character and quality can be managed and how Oaks Estate could be enhanced and sustained for the future. Ongoing engagement with people who live or work in or near Oaks Estate is helping the government develop a successful and workable master plan

Community engagement approach

The master plan team has worked with residents, lessees, community groups and ACT Government agencies to fully understand concerns and aspirations and to integrate them into the planning considerations.

By creating constructive settings for deliberating on and debating issues, such as group discussions and workshops; a process aimed to facilitate social learning about the complex and interrelated nature of planning. One solution on a specific issue often has flow-on consequences on a series of other planning aspects. Participants in the process were encouraged to think about interrelations, trade-offs and compromises.

The engagement process was guided by a public engagement strategy that outlined the public engagement goal and the project's promise to the public. The master plan engagement strategy was proactively shared with key stakeholder groups to participate in a transparent and fair process, ensuring diversity of views and stakes can be debated.



Public engagement goal

The project team works directly with all stakeholders throughout the process to ensure that public concerns are consistently understood and reflected in all planning considerations. Key stakeholders in the Oaks Estate master plan process are local residents, local businesses, the Oaks Estate Progress Association (OEPA), Community Services Directorate (CSD), ACT Heritage Council, Economic Development Directorate (EDD) and the Queanbeyan City Council (QCC).

Promise to the public

The public engagement process aims to inform, consult and involve key stakeholders and the community throughout the master plan process. All consultation activities reflect the ACT Government's policies and guidelines on community engagement (please refer to www.timetotalk.act.gov.au/guide-to-engagement).

The following master plan process and related engagement was proposed in the public engagement strategy for the Oaks Estate master plan:

Public vision and ideas workshop

The project team will develop a master plan for Oaks Estate based on a shared vision established with the community to ensure our plans reflect the community's needs and values.

Needs-based meetings and interviews

Everyone in the community will be given an opportunity to raise ideas and concerns prior to any planning being undertaken.

Master plan options

The project team will develop master plan options based on consolidated background research and stakeholder information.



Public design workshop

The public will have opportunities to review, discuss and refine the master plan options in a public design workshop.

Draft master plan

Based on the public feedback, a preferred solution will be articulated in a draft master plan.

Formal consultation on the draft master plan

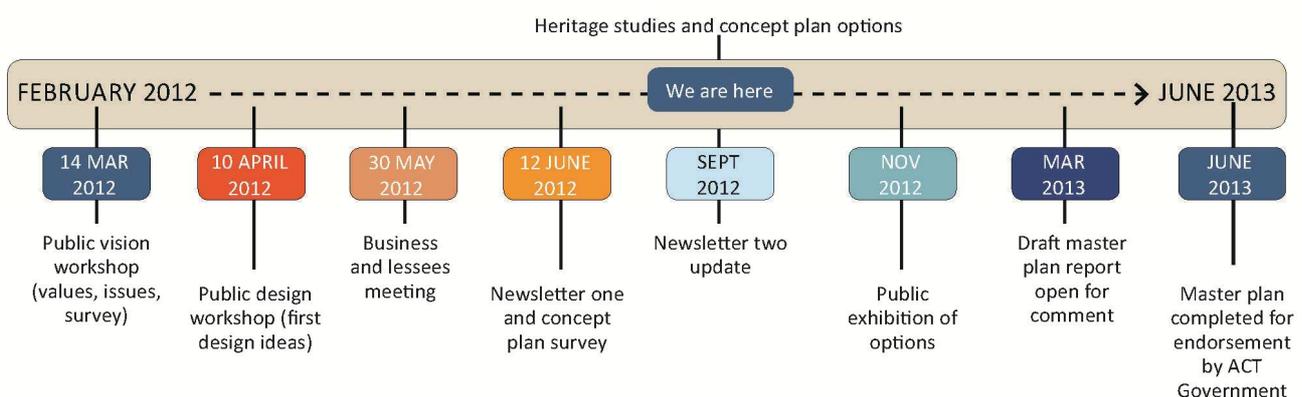
The draft master plan report will be released for public comment for six weeks. After considering all public submissions and feedback, a final draft master plan will be submitted to the ACT Government for endorsement in 2013.

Outcomes of consultation to date

Between February and July 2012 the following public engagement activities have been undertaken:

- public vision workshop to identify values, issues and concerns
- public design workshop to explore and discuss planning ideas
- a business and lessees meeting to identify and discuss specific issues
- government interagency meetings to integrate the master plan with other Government initiatives and programs
- individual meetings with key stakeholders, e.g. Queanbeyan City Council, Oaks Estate Progress Association, Molonglo Catchment Group
- surveys and questionnaire to gather broader feedback
- newsletter 1 to update the community on the process

Figure 1: Dates and timelines of the Oaks Estate master plan





Vision and ideas workshop

46 members of the Oaks Estate community raised their important issues in the 14 March 2012 workshop:

- Oaks Estate residents see themselves as a historically grown, close-knit and unique community that maintains strong bonds with its historic places and spaces they are surrounded by.
- People express that the surrounding river corridor, rural outlooks as well as the adjacent railway corridor on NSW land determine the current rural character and historic feel of the Oaks Estate village.
- Many fear that any changes that may happen to the surrounding land in the areas impact on the historic character, liveability and amenity of Oaks Estate as a quiet and peaceful place. Examples of impacts are increased traffic, noise and light pollution and encroaching urban and light-industrial development and threatened buffers and vistas.
- Some participants expressed that ACT and NSW authorities lack to engage in a meaningful way with the Oaks Estate community when they undertake their planning projects (e.g. Queanbeyan LEP, northern ring road proposal, Eastern Broadacre study, Beard development).
- People feel that planning projects in surrounding areas do not acknowledge how they impact on and change the unique character of Oaks Estate and its community.

Many residents oppose Queanbeyan's proposed Local Environmental Plan (LEP) that suggests the rezoning of the adjacent railway land to light-industrial for several reasons:

- Possible developments with a building height of 12m would destroy the historic village character of Oaks Estate and its vistas and views.
- The nature of through traffic that is likely to occur with this rezoning proposal is negatively impacting on the amenity of the area (as the Beard development has already proven).



The Oaks Estate community suggested to:



- Maintain their historic village as an open area with views to the river and the railway land that is in line with Oaks Estate’s original plans.
- Planning projects need to directly consult with the community and provide transparent processes and accountability.
- Anything that could happen with the block of land suggested for rezoning needs to be done in collaboration with the Oaks Estate community and could be facilitated by the current master plan process.

Design Workshop

Fourty people attended a public design workshop to discuss possible scenarios and ideas for the Oaks Estate master plan and revisit the future direction for Oaks Estate. The consultants proposed some design principles for the master plan to protect the characteristics of Oaks Estate that were identified by the community at the last workshop.

The following outcomes are based on what was presented at the workshop and the discussion notes that were taken on the flip charts.

Characteristics of Oaks Estate

- ad hoc urban village
- the village has historic value which is centred around key cornerstones (the Oaks, River Ford, Robertson House, Community Hall and Queanbeyan Railway Station)
- parks and walking trails that are active spaces but also protect visual amenity
- rural vistas to the north across the Molonglo River and to the east across Queanbeyan River
- traffic thoroughfare between Canberra and Queanbeyan
- strong and diverse community
- a strong creative and artistic vibe



Proposed design principles

1. Integrate the history of Oaks Estate, both in a built and community sense, into the future vision for the village.
2. Create a village precinct and not a traffic thoroughfare.
3. Create a place for artisans and craftsmen to live, create and display their work.
4. Maintain the character of the village.
5. Improve accessibility to the river.
6. Create a liveable and sustainable urban village.
7. Protect key view corridors.

Community feedback on proposed design principles

- village feel and low density residential is important
- 'urban rural village' as strong protective character – hybrid term
- buffer is important
- rural outlook

A preliminary direction for the Oaks Estate master plan

Based on what we've heard from the residents in the first workshop and by closely consulting with the Oaks Estate Progress Association (OEPA), the consultants drafted a preliminary direction with ideas for Oaks Estate (time horizon 20-30 years into the future).

Major elements of proposed preliminary option

Residential zones (RZ1 single dwelling blocks):

Maintain existing village character by retaining existing residential block widths, limit scale of development within this precinct to two storeys (8.5 metres), maximum 35% site coverage.

Mixed use zone (between Railway St and Hazel St):

1. Progressively establish a cultural precinct comprising cluster housing, studio spaces for artisan and craftsman purposes, relocated social housing, professional suites, gallery spaces and associated parking. Maintain existing village character by maintaining similar setbacks and rhythm and height.





2. Cultural artisans precinct comprising a mix of residential, artisan/craftsman uses, basic services (shop and cafe) and professional businesses.
3. Design cluster housing to maintain existing block widths and alignments.
4. Consider relocating medium density housing to the cultural precinct to improve access to services for local residents and provide better amenity.
5. Make land available for sale and development but limit scale to two storeys.
6. An artisan's garden plaza forms the heart of the Oaks Estate cultural artisan precinct.

Open spaces:

1. Maintain and upgrade the existing green spaces around the village.
2. Expand Gillespie Park by converting the community garden into a village orchard. Link the two spaces.
3. Establish a new community garden that is integrated with the community hall but links back to the village orchard.
4. Formalise a 'river walk' which integrates with a heritage village walk.
5. Establish nodal points along the walk as way finding markers (signage and public art opportunities for resident artists).

Movement:

1. Discourage use of Railway Street as a by-pass with the construction of traffic calming measures.
2. Close McEwan Avenue to establish an artisan's garden plaza at the heart of the Oaks Estate cultural artisan precinct.
3. Consider re-aligning Oaks Estate road and Railway Street to reduce the use of Oaks Estate as a by-pass.

Community discussion of preliminary option

Most people articulated their discomfort with the detail and directions of the ideas presented:

- hardly any open space left
- specify traffic calming measures
- suggested close off of McEwan Ave - this leads to speed increase
- there is a lack of public transport services





- dangerous riding bikes – , also improve footpaths
- suggestions won't stop people racing through or shortcut through
- road currently in terrible conditions – short term surface of streets need to be fixed
- bumps on street – noisy
- DA approval of Mobil site – more information
- why can't we keep green space green?
- why has there been no discussion on the development of the NSW land between Railway Street and the railway line - it is actually quite a lot of land that affects Oaks Estate but is in NSW.

Proposed directions by the community

Participants provided the following feedback:

'What should Oaks Estate stand for 20 years into the future?'

- a connected village with a village scale atmosphere and a diverse community with opportunities
- safe bike lane on Railway Street
- use the railway building for full time heritage cafe and gallery
- I like the idea of the precinct – so long as it adds aesthetic value
- be able to use the community hall
- orchard trees
- don't keep building us out –Beard, Pialligo
- tennis court
- you can't plan or design for community, it's organic and self sown
- access to ACT public transport and support services
- can new dwellings in the precinct be solar passive - maybe built with KISS principle – Keep it simple village style
- tree plantings
- a safer community for children, walking, cycling
- footpaths
- fix the traffic issues - take the heavy vehicles from Beard away from us
- no more industrial on Railway Street



- paddocks surrounding Oaks Estate
- good cycling and walking connections to Queanbeyan and into Canberra, trees and open space, ¼ acre block with single dwellings and sheds, a medium density small area near the park
- closing off River St next to Gillespie Park is a good idea for making the park better and with some parking (not McEwen St) and more central
- low rooflines, happy community, slow traffic, bike paths
- opportunity for low-income dwelling/studios that are separate is good - big shared creative spaces cause stress and arguments
- rural outlook, sensible vistas, old architecture, peaceful with birds and wildlife

After the participants provided feedback the team further consulted on more conceptual ideas (concept plan) via a community newsletter and survey.

Business and lessees meeting

Fifteen business owners and lessees of Oaks Estate met with the master plan team to raise their issues and discuss the concept plan and preliminary ideas for the area. Participants included landlords, artists, shop owners and owners of light-industrial businesses and a nursery in the area.

What do businesses and lessees of Oaks Estate need from the master plan?

- better transport connections and parking
- mixed and light-industrial uses
- more development and increased population
- better local services and facilities.

Newsletter and survey on preliminary concepts

The master plan team asked every household and business, via a newsletter and survey, for their feedback on a proposed vision, design principles and a concept plan.



Proposed concept plan for Oaks Estate

Figure 2: Proposed concept plan for public feedback



Findings from surveys and questionnaire

Two surveys and a questionnaire were distributed to participants of workshops and mailed to every household and business. The first survey included open ended questions to better understand what people value in Oaks Estate, how they work and live, how they get around, and what services and places they use. The structured questionnaire tested to what extent people would agree or disagree with statements relating to the built form, service provision and character of the area. A second survey on concepts for the master plan asked for the community's feedback on a preliminary vision, design principles and concept plan ideas for Oaks Estate. 24 people returned the first survey, 23 filled in the questionnaire and 26 households returned the second survey.

Survey 1: What people value and how they work and live

People predominantly value the quiet location, affordability and distinct character of Oaks Estate with its rural setting close to Queanbeyan and Canberra. Residents primarily get around by car or cycle due to the absence of other transport choices. Public transport is addressed predominantly as being 'non-existent' and inconvenient for both, accessing Queanbeyan and Canberra



services. People usually shop at Queanbeyan and use its medical services. Canberra offers employment, education options and occasional shopping, recreation and cultural activities.

Questionnaire on built form, service provision and place-making

A majority of respondents articulated that:

- ACTION bus services are needed to and from Oaks Estate
- light industrial development should be limited in Oaks Estate
- the master plan must be informed by the history of Oaks Estate and principles of sustainability
- three storey residential development should not be included in the master plan
- mixed-use like commercial and retail should be retained in Oaks Estate
- retail services in Oaks Estate are minimal.

Table 1: Broadly shared viewpoints

Questionnaire – Viewpoints of the majority of respondents (100% = 23 respondents)

83% (19) of the respondents agreed that the public transport services from Oaks Estate to Canberra are inadequate. Only 9% (2) disagreed; the rest (2) neither agreed nor disagreed.

83% (19) agreed light industrial development should be limited in Oaks Estate. 17% (4) disagreed.

78% (18) agreed that the master plan must be informed by the history of Oaks Estate. Only 13% (3) disagreed; the rest (2) neither agreed nor disagreed.

74% (17) agreed the master plan must be informed by principles of sustainability. 13% (3) disagreed; the rest (3) neither agreed nor disagreed.

74% (17) do not want opportunities for new three storey residential development. 17% (4) want three storey residential included; the rest (2) neither agreed nor disagreed.

65% (15) agreed that the public transport services from Oaks Estate to Queanbeyan are inadequate. Only 9% (2) disagreed; a further 26% (6) neither agreed nor disagreed.

61% (14) agreed the existing retail services are inadequate in Oaks Estate. 26% (6) disagreed; the rest (3) neither agreed nor disagreed.

61% (14) wanted to see mixed use, e.g. commercial and retail, retained in Oaks Estate. 30% (7) disagreed and want to become strictly residential; the rest (2) neither agreed nor disagreed.



More controversial were views on the following issues:

- Should residential be limited to single storey detached (stand alone) dwellings only or include attached multi-storey?
- Is the pedestrian path and cycleway system to Queanbeyan and Canberra adequate?
- Does public housing in Oaks Estate provide diversity to Oaks Estate?
- Are the community facilities adequate and appropriately located?

Table 2: Controversial issues

Questionnaire – Controversial issues with polarised opinions
(100% = 23 respondents)

52% (12) respondents agreed that residential development should be limited to single storey detached (stand alone) dwellings, while 39% (9) disagreed with it. The rest (2) neither agreed nor disagreed.

52% (12) somewhat agreed that pedestrian paths and cycleway access to Queanbeyan is adequate, while 39% (9) disagreed with it. The rest (2) neither agreed nor disagreed.

52% (12) disagreed that public housing provides diversity to Oaks Estate, while 39% (9) somewhat agreed to it. The rest (2) neither agreed nor disagreed.

48% (11) disagreed that the pedestrian paths and cycle ways access to Canberra are adequate, 26% (6) think that it is. 26 % (6) neither agreed nor disagreed.

48% (11) agreed that community facilities are not adequate and appropriately located, while 26% (6) think they do. Another 26% (6) neither agreed nor disagreed.

While these results provided some initial planning directions, further questions regarding a vision, design principles and a concept plan for Oaks Estate were asked in a survey during the concept design stage.

Concept plan survey

The second survey was distributed to every household and placed onto the ESDD website; 26 households responded, predominantly families with children and single person households.



Why people chose to live in Oaks Estate

Affordable houses on big blocks and in a rural setting close to Queanbeyan and Canberra had been the major attractors for people to move to Oaks Estate. Other most valued attributes were the history, character, and small village-feel of the area. Its quietness, environment and the river is what people see as unique qualities. It is also a place where families have lived for generations and community bonds are strong.

Figure 3: What people value about living in Oaks Estate



Feedback on the vision for the master plan

A majority of respondents (68%) agreed with the following vision statement.

“The unique history of Oaks Estate, its setting and association with the Molonglo River is to be retained and built upon when establishing new opportunities for sustainable development and business activities.”

While most acknowledged the importance of Oaks Estate’s history, views differed on how much change and development is compatible with Oaks Estate’s character and history or if any change should happen at all. The table below outlines the recommendations made for the master plan vision:



Table 3: Summary of comments on the master plan vision

Recommendations for the Oaks Estate master plan vision

Change and development	Complete the estate
	History and environment should not be ‘built upon’ – use different words
	Replace the word ‘development’ with ‘housing’
	Times change and people need to change with them – more development is needed
	New life and new development to give the estate a face lift
	Developing 21 st century infrastructure to fulfil Oaks Estate’s potential
	Sustainable development is a must
	Sustainable rural village with business activity
	ACTION bus services to Canberra, light rail to Kingston
	Community will need to grow to survive
	Plan and develop for a growing population, but retain diversity and find innovative ways to build a community
	No town houses and high rise in presently vacant areas
	Increased residential development, including townhouses, but limited to 3+ bedrooms with gardens to attract families
	Ensure further development blends into the surrounding landscape and environment
	Include parking for businesses and local facilities
	Oaks Estate needs to remain as it is
	Area shouldn’t be allowed to run down, but no significant development such as in Kingston
There is great potential for community bridging, business development and water sports	
Oaks Estate could be a place that prototypes human and environmentally friendly architecture with roots in the industrious history of recycling, veggie swap markets or local goodies	
No reason to leave a legacy of grunge – we need something for the next generation to grow into	
Disregard all who think that this is a community of artists and pay more attention to the needs of public housing tenants	
History	Maintain heritage, vistas and semi-rural setting
	Preserve the green open spaces and build less houses



Retain unique history, setting and association with the river

Maintaining key aspects of colonial past will help community to retain a sense of identity and belonging

Much of the heritage of the local area has already gone – protect the remnants

Oaks Estate should remain a ‘piece of 1930’s Australiana’

History is important, but it’s not more important than the residents rights or future growth needs

Heritage should not be an excuse used to hold everything back – infill is ok

Don’t lock Oaks Estate into a history 170 years old

Every suburb has a ‘unique’ history and character – this is a cover for the idea that Oaks Estate should be frozen circa 1946

Heritage is about sustainability – sustaining the links to the past without putting a blanket ban on development

Feedback on the design principles for Oaks Estate

The proposed design principles will guide future development of Oaks Estate to ensure that the master plan vision is realised and the character and unique qualities of the village area retained.

Table 4: Proposed design principles for Oaks Estate

Design principles for Oaks Estate

1. Create opportunities for sustainable living by providing greater housing choice, and environmentally focussed and adaptable dwellings.
 2. Provide for affordable and adaptable commercial opportunities for local, creative and environmentally focused businesses.
 3. Improve visual and physical access to the Molonglo River corridor.
 4. Create a village precinct that improves connections within and around the area, as well as pedestrian and cyclist safety.
-

Principle three and four on better linkages and improved safety for pedestrians and cyclists achieved most support; 77% and 69% respectively supported these. 31% did not support principle two on commercial opportunities or



voted for neutral (23%). 37% decided to stay neutral on principle one (sustainable living) or did not support it (19%).

While the design principles overall achieved good support, further comments provided were polarised about the degree of change and type of development. One group of responses suggested that Oaks Estate already had many of the desired characteristics, for example sustainable living, housing choice and a village precinct with park and community garden, hence no change or further development is needed. Some dismissed the concept of environmental sustainability as a major driver for growth and development and would like to see affordability or financial viability as a more realistic option. Others supported sustainability as an integrated concept that could protect Oaks Estate’s character while achieving innovation and progress on the social, economic and environmental front.

Table 5: Summary of comments on the proposed design principles

Principles	Comments
All principles	<p>Good ideas theoretically, but does it work?</p> <p>Opportunities is exactly what is required for Oaks Estate</p> <p>By saving and building on the historical aspects of Oaks Estate, locals will gain a sense of pride in their area</p> <p>A mixed range of activities in the area is good, letting people create their own ideas</p> <p>Wonder whether the vision, character and unique qualities may be hindered by high density and increased commercial</p> <p>When looking to the future, it makes sense</p> <p>Environmentally focussed should not be the driving force for housing or business – rather affordable and family attractive living and economically sustainable businesses</p>
Principle 1: Opportunities for sustainable living	<p>Pull down ‘ceramic rectangles’ (multi-storey buildings) and build housing in keeping with the history</p> <p>Don’t like hippie idealism under the language ‘sustainable living’ and ‘environmentally focussed businesses’</p> <p>Opportunities for sustainable living and greater housing choice already exist</p> <p>Liked the ‘Great house’ concept for the Hazel St land</p>



	<p>Environmentally focussed dwellings needed – that is urban infill and increased density</p> <p>Uncertain what greater housing choice means, is not necessarily what Oaks Estate needs</p> <p>With greater housing choices a variety of people will be drawn to the place who wish for a village type atmosphere</p> <p>No new residential buildings</p> <p>Not if choice means high-rise or town house complexes</p> <p>What does adaptable dwelling mean – homes are purpose built when built well</p> <p>Good design is desirable but difficult to legislate</p> <p>Low density development (1-2 storeys) or none</p> <p>Do not need a succession of failed business sites giving the area an aura of unviability</p>
Principle 2: Affordable and adaptable commercial opportunities	<p>Rustic cafe where tourists can sip lattes on a veranda, gaze at the station and watch glass blowers blow</p> <p>We should have more business activity</p> <p>With addition of commercial and artistic opportunities ties will be strengthened to the place</p> <p>No more commercial and light industrial development</p>
Principle 3: Improved linkages to the river	<p>River walk already underway</p> <p>Improve river quality but not for visual or physical access</p> <p>No destruction of the river corridor or local environment</p> <p>Improving the look of the river corridor will create a more rural visual</p>
Principle 4: Well connected village precinct	<p>Have realistic public transport</p> <p>Stop Railway St being extension of Bathurst St</p> <p>More organised area along Railway St</p> <p>This will destroy open space at the centre of our village and swallow public park opposite Gillespie park</p> <p>Good to have more cycle paths</p> <p>A safer place will draw people out into the community areas, helping the place to come alive again</p> <p>Pedestrian access and cycle ways need improving, but don't know if we need a 'village precinct'</p> <p>'Village' component is already provided with park and community garden complex that should be badged accordingly</p>



How important is a stable community, with a mix of young and old

We asked the community if a fluctuating population puts pressure on the viability of services and businesses in the area and how important it is for Oaks Estate to have a stable community with a mix of young and old.

Responses received highlighted that a stable community with a mix of young and old is important for Oaks Estate to prevent further decline. Fluctuations and instability were strongly related to the high degree of public housing in the area. It was expressed that the only viable local businesses are the ones that rely on selling alcohol to public housing tenants. To diversify and make businesses and services more viable two major suggestions were presented:

- Further building diverse housing to attract families and increase the overall population;
- Attracting visitors to support more diverse local businesses - this would need an improved public realm and services.

Another group of respondents clearly favoured a no change scenario and suggested that a small population provides enough stability for Oaks Estate.

Land uses and development opportunities in Oaks Estate

People were asked what additional opportunities they would like to see in Oaks Estate, considering the area's history, character and population.

A majority of respondents (77%) supported the idea of a small cafe or shop to provide a destination, revitalise the area and attract nearby residents. A large group (46%) also liked the idea to promote heritage to attract visitors and to develop more workshops for small businesses, artisans and craftsmen. One third of respondents did not want to see any of the proposed opportunities and would be more accepting of low-density residential only.



Figure 4: Feedback on the proposed opportunities

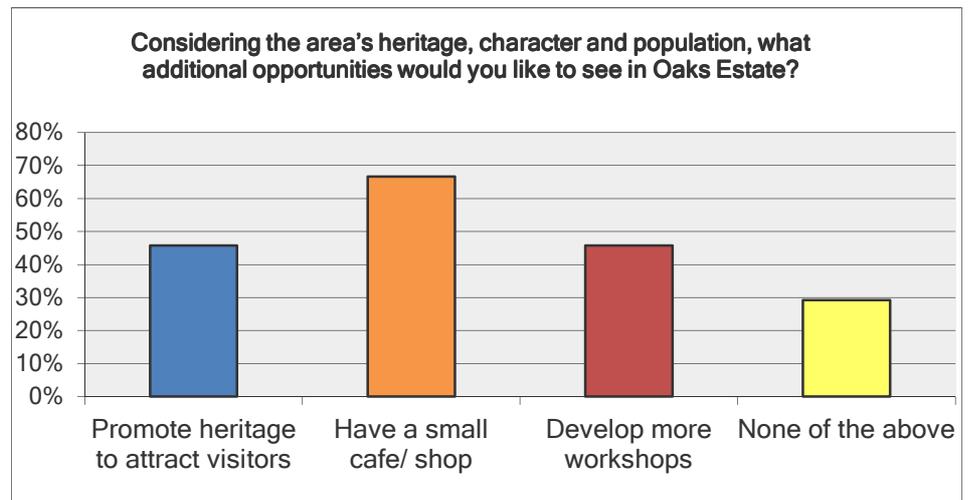


Table 6: Comments on additional development opportunities

What additional opportunities would you like to see in Oaks Estate?

Promote heritage for visitors	<p>Because Oaks Estate has history no end – if you lose the now it will never be returned</p> <p>Local people and visitors would like to see areas of heritage and with rural character made more prominent – see Hall</p> <p>Attract visitors to the park, generate a visual park</p> <p>Enable visitors and locals to appreciate the long history of Oaks Estate</p> <p>Heritage and character of Oaks Estate need to be balanced with the population numbers and variety needed for a diverse community</p>
More workshops	<p>Creative centre - there is a lack of workshop/studio spaces and a lot of artisans, artists and crafts people could work and live here</p> <p>Workshops and studios in the open areas would generate interest and create more communal gatherings</p> <p>Don't like workshops, won't go well with residential</p> <p>If workshops mean businesses I'd be fussy about what sort of businesses – no more light industrial</p> <p>Places where people could come to work and a variety of small businesses</p> <p>Not sure what this means – was not impressed with “fait a compli” style plans presented at last workshop</p> <p>Attract artisans to subsidised workshop spaces and combine it with good food outlets and be patient</p>



Small café/shop	<p>Foodland shop should be changed over to a small café/shop</p> <p>Oaks Estate may get a lot of coffee drinkers from the flats across the railway line</p> <p>If there were a decent coffee in Oaks Estate 'town square' people would walk there instead of Queanbeyan</p> <p>Take as an example Hackett's local shops that have been completely rejuvenated by a really good café/restaurant</p> <p>Synergies between workshops/studios and café/shop where people can linger and interact</p>
All of above	<p>All ideas ok if they are well thought out and viable</p> <p>Modulated combination of the three options</p> <p>Oaks Estate is small which suits small businesses</p> <p>Sounds nice but how realistic that is I doubt</p> <p>Make DFO bus route start/end at Oaks Estate instead of Fyshwick</p>
None of above	<p>A good mix of old and new and none of the bad along Railway St`</p> <p>We already have enough of all of the above</p> <p>More housing instead</p>

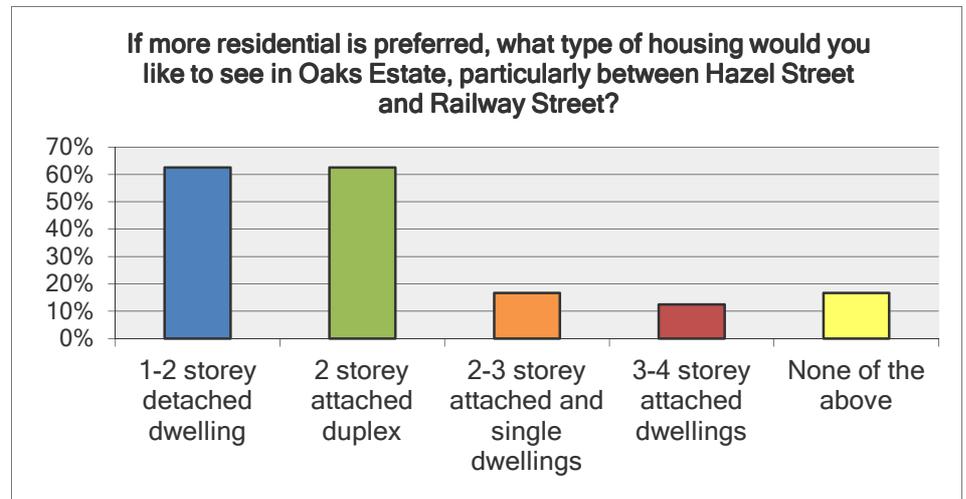
Housing for Oaks Estate

If more residential development is preferred, what type of housing would people like to see at Oaks Estate, particularly between Hazel Street and Railway Street?

A majority of respondents wanted to see more residential, in particular one-storey detached and two-storey town- and row houses. A minority group supported higher densities with apartments more than two storeys. A small number of people opted for no further residential development at all.



Figure 5: Feedback on preferred housing types for Oaks Estate



In their comments respondents highlighted problems related to the existing form of public housing. Many people articulated that any future residential development should integrate with the existing character and preserve the open feel of the area. Sustainable design was highly valued by many respondents and should be featured in any new development. Residential development with three bedrooms and gardens to attract young families was favoured by many.

Table 7: Summary of comments on more residential development

If more residential is preferred, what type of housing would you like to see?	
Public housing	<p>The medium density public housing creates a ghetto and lacks infrastructure to support it</p> <p>More effective use of the large public housing blocks to provide a long-term stronger community with numbers to maintain viability</p> <p>Don't force present disillusionment as a standard of living on future residents, this includes public housing stock – let's not waste this great opportunity</p>
Preservation of character	<p>In character with existing built environment of Oaks Estate</p> <p>Retain public park land opposite Gillespie Park</p> <p>Preservation of open space/view in front of Queanbeyan Railway station</p> <p>Park feel and open character should be retained</p>



Sustainable design	Solar passive development and low-energy buildings
	Guided by theme of recycling (Robertson’s House)
	Flexible use, smart and forward thinking design
	Garden for each dwelling
	Decent architectural proposals and layered plans with 2-3-4 storeys in hollows and designs that are sympathetic to the area
Housing types	2-storey apartments would be ok as long as they are 3 BR
	1- and 2-storey attached duplex with a minimum of 3 BR homes
	No studios or 2 bedroom units – we have enough already
	1-2 storeys is fine, any more wouldn’t be fitting for the area
	Single storey housing only
	Not too high, no single dwellings, no studios – attract families
	Create mixed use of land
More residential	People need housing and we have space
	Not just in Hazel and Railway Streets, also in Hill, River, George and William Street to diversify the accommodation available
	More residential, but no more commercial or light-industrial
No more residential	Keep it green, perhaps a tennis court
	Like to see a park
	No more residential, no more mixed-use commercial

Design ideas for Oaks Estate

Respondents were most supportive of the ideas suggested for Railway Street to reduce the traffic and noise impacts for the community. A majority of respondents (63%) would like to see the rural outlooks and vistas from River Street to the Railway Station maintained. More controversial were the views on Hazel Street as the main village street for pedestrian, community and commercial activity.



The figure below articulates how supportive people were of the following design ideas.

Figure 6: Feedback on design ideas for Oaks Estate

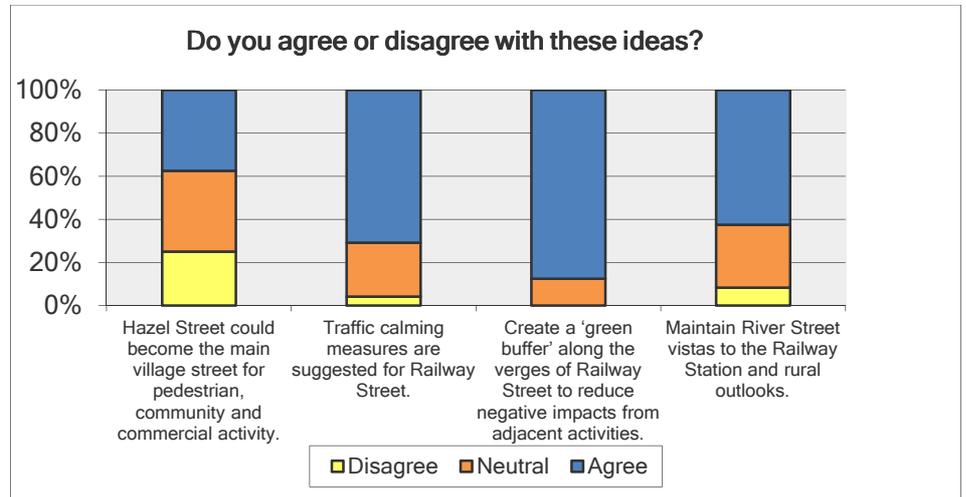


Table 8: Summary of comments on design ideas

Comments on design ideas for Oaks Estate

<p>Hazel St becomes main village street</p>	<p>There are limited opportunities on Hazel St for development</p> <p>Oaks Estate does not need any more mixed use land, all new developments should be residential</p> <p>Hazel St has a quiet feel about it, passing houses, open space and old colonial residences – people would feel safe to walk</p> <p>Main village is not viable and necessary given the small population</p> <p>Glad about the turn around from McEwan to Hazel Street – but why?</p> <p>Making Hazel St the commercial centre with cafes, shops etc. unfairly disadvantages existing residents – locate it in McEwan or River or Florence St where currently there are no residents</p> <p>Make sure if the land with the Asbestos recycling /light industrial building is going to be sold that it ties into the master plan</p>
<p>Traffic calming for Railway St</p>	<p>Railway St at peak hour is full on – review timing of lights at Oaks Estate Road intersection</p> <p>All good ideas - bring on the speed bumps</p> <p>Railway St is just a rat race and dangerous</p>



	Any possible measure to reduce traffic flow along Railway St
	Railway St desperately needs a bike lane – as a commuter cyclist I am risking my life every day
Green buffer along verges of Railway St	<p>What does green buffer mean?</p> <p>Preserve hedge beside the Oaks, make footpath and bike track to Oaks Estate road</p> <p>Green verge would be good to protect Oaks Estate from light-industrial on adjacent Queanbeyan land</p>
Maintain River St vistas	<p>Vistas are most important and a selling point – don't sell them out</p> <p>Keep rural outlooks in Florence, George and William St as well</p> <p>Keep some of the vacant blocks as green area, park or veggie gardens with the vista connecting to the Railway Station</p> <p>Leave open land and no building on River St leading to the Railway Station</p> <p>Rural outlook and location were the main reasons for me choosing Oaks Estate over other areas</p> <p>Maintain the view on the left, plant Oak trees on the right (playground)</p> <p>Build public and private mixed housing on land bounded by Hazel and Railway Streets – the vacant blocks should be used</p>
Other ideas/comments	A bridge above flood line for Oaks Estate Road wide enough for trucks

Other comments on planning for the future of Oaks Estate

Additional comments at the end of the survey mainly focussed on the public engagement process of the master plan and again the tension between future development versus preservation of Oaks Estate.

Some expressed their fear that the master plan is pushing development only, does not consider the concerns of major community groups and threatens the character of Oaks Estate. Others felt that certain groups in the community had too much of a say in the master plan process and they wanted to see more infrastructure and development to progress Oaks Estate.



Table 9: Summary of further comments on the master plan process

Further comments and concerns

The owner of a block of land with mixed use zoning applied some time ago to rebuild for shops, tavern and food takeaway with residential above – they withdrew the plans as they had to wait too long and were getting to old

Recognise environmental and historical significance of Oaks Estate – a master plan is not just a vehicle for development

Observe and enact the previous environmental studies into the local area

Whilst consultation is taking place in theory, the community and OEPA are not being taken seriously regarding concerns for the area

Disgusting that a certain community group has been able to steer this process towards outcomes they favour

Issues are driven by a few people with an agenda to retain 1930's flavour of the area – little community involvement of people with different views

Give Oaks Estate the same services that the majority of other Canberrans get, we pay our rates and taxes but we get less

Individual stakeholder meetings

Oaks Estate Progress Association (OEPA)

An initial meeting was held in late February 2012 at the Oaks Estate Community Hall with 8 members of the Oaks Estate Progress Association (OEPA). The master plan public engagement strategy was tabled to outline principles and proposed activities. The OEPA articulated their issues and interest in the following topics:

- public engagement and Government agency representation
- check-list for future evaluation of master plan
- future land release
- continuity and consistency
- study area boundaries
- what would be a bad outcome
- difficult relation with Queanbeyan City Council
- Beard development
- Eastern Broadacre study
- Queanbeyan City Council's LEP
- Mobile depot site
- allowing second and third dwellings on existing blocks.



Between the first and second public workshop in March and May 2012 several meetings with representatives of the OEPA were held to inform and discuss the workshop format and proposed directions.

Karen Williams, the current president of OEPA, also organised a 'heritage walk' around Oaks Estate for the master plan team.

The master plan team has also been informing the OEPA on the next steps of the master plan process.

Molonglo Catchment Group

A meeting with the Molonglo Catchment Group was held in May 2012 to inform the group about the master plan project and preliminary outcomes from public engagement activities. The Molonglo Catchment Group supports the master plan process and would be interested in any design at the interface of the Molonglo River and Queanbeyan River. The group would welcome any stormwater and drainage management initiatives near the rivers.

Queanbeyan City Council

A planning coordinator from the Queanbeyan City Council has attended all public workshops for the master plan. There was also a meeting with the strategic planning team of the City Council to discuss any potential impacts of the master plan on NSW land and infrastructure. Major issues were also raised in an initial submission by the City Council. Issues of particular concern for the City Council were:

- sewer capacity constraints and required upgrades if further development occurs
- traffic impacts from the Oaks Estate master plan outcomes
- projected population figures for Oaks Estate and timing suggestions for implementation.

National Trust

The team met with the National Trust in June 2012 to inform them about the master plan process, related community engagement and the integrated heritage component of work.



ACT Government stakeholders

There are a number of ACT Government agencies and bodies that are responsible for the implementation and service delivery of the master plan in the long term. The master plan team has continuously liaised with these agencies and bodies to ensure the master plan process is well understood and coordinated with other projects and programs:

- Economic Development Directorate (EDD)
- Community Services Directorate (CSD)
- Territory and Municipal Services Directorate (TAMSD)
- The Territory Plan team within the Environment and Sustainable Development Directorate (ESDD)
- The ACT Heritage Council and Heritage Unit within the Environment and Sustainable Development Directorate (ESDD)

Individual emails and submissions

To date the master plan team received 22 individual letters and emails raising issues, concerns and expectations regarding the master plan process.

Planning issues addressed were very similar to those in the public workshops with a strong focus on the importance of protecting the historic character of the area and restrictions on further development.

Some people had concerns about the design of the engagement process. It was expressed that it is important to allow for a process where everyone feels confident about raising their opinions and that no single group is given priority. It was suggested that engagement techniques needed to be diversified to reach out to the wider community. The master plan team responded to these concerns by undertaking a household survey and improving web-based feedback (ESDD website and Time to Talk website) for those in the community who didn't feel confident raising their opinions in public meetings.

All emails and written feedback are summarised in Appendix 1.



Summary analysis of outcomes

Key issues and needs from a community perspective

Oaks Estate has a passionate and active community holding strong bonds with their unique environment they live in. This may relate to several circumstances:

- A key factor is the location of Oaks Estate next to the border. Communities in similar locations often have distinct identities and experience the feeling being ‘forgotten’ or in ‘no man’s land’.
- The community has also been exposed to a lot of change from adjacent urban and light-industrial development impacting on their quality of life.
- A long history of planning processes for Oaks Estate have not yet led to any clear outcomes or decisions for the area and have caused reservations and mistrust on planning in general.
- As a result, accountable and transparent planning and engagement processes were raised as most important to many in the community.

Feedback received through public workshops, surveys, and emails and in talking to people was quite diverse but consistently focussed around the major themes of development versus conservation. The major debates can be structured in three typical groups of responses:

1. ‘Leave Oaks Estate as it is’

This group was genuinely concerned that development must be strictly limited for even business as usual has the potential to destroy the unique history and quiet rural character of Oaks Estate. Hence no change and no development were favoured.

Important to this group were no more light-industrial or commercial activity, registration of heritage nominations, if further housing then preferably only single-storey detached houses and the importance to enhance the open character, vistas and open spaces of Oaks Estate. Typically long-term and older residents and many debates at public workshops fell into this category of responses.



2. 'Progress Oaks Estate for the next generation'

This group strongly articulated that the historic significance of Oaks Estate should not be more important than the community's right for 21st century services and built form. Development that will maintain or grow the population and retain or improve services was favoured over conservation and no change scenarios.

This debate highlighted the need for a 'facelift' that should bring 'more life' into the area. It was suggested to redevelop the public housing into a well designed and affordable residential segment that attracts more diverse demographics. It was seen as crucial to avoid further decline and create real opportunities for future generations with affordable housing, viable services and businesses, and more young families and visitors to come. This group was generally more supportive of mixed use, three to four storey developments in specific areas but also highlighted the need for more compact family housing. Typically younger families with less history in the area (as represented in the surveys), businesses and lessees followed this type of debate.

3. 'A sustainable and creative village precinct'

Proponents of this debate argued that old and new can co-exist and complement each other if presented in an integrated way. Hence affordable small-scale business and workshop opportunities should be provided and more diverse housing. This would attract creative people for working/living and visitors from nearby interested in the history and eclectic nature of the place. This group supported more types of housing for a more diverse population provided it blended with the nature and character of the area and was no more than two, maybe three storeys in height. Frequently mentioned themes in this debate were sustainable design, innovative and creative businesses (artists, artisans, crafts) with linkages to the past, and more places of bringing the community together. Proponents of these ideas were represented across many engagement techniques.



Recommendations for the master plan

There were high expectations from residents, lessees and businesses that this master plan process could finally deliver long awaited directions for the future of Oaks Estate. Yet there were quite divergent views expressed as to what directions should be taken. The process became more complex once more specific concepts and ideas were introduced or debated. Specifically the question of ‘how much, what type of development and where’ caused anxiety in some segments of the community, although a majority indicated support of up to two-storey detached and attached residential development. A constructive dialogue in public meetings on how much mixed use development or what type of commercial development could occur on vacant land was very difficult.

It will be important for the remaining master plan process to:

- facilitate a constructive community dialogue on the ‘community differences’ in views and perspectives, and that it can be a strength to have a community that allows for diverse needs and different views
- develop options for the master plan that bring together different elements of the three polarised debates and find ways to connect them into an integrated narrative
- focus on the historic features and connections from the past without compromising the potential and future needs of Oaks Estate.

Next stage

A comprehensive heritage study and assessment of Oaks Estate is being undertaken including cultural landscape advice. The outcomes from this work will be integrated into revised options of the concept plan. During that stage the team will be liaising with Aboriginal representatives to better understand indigenous heritage issues in the surrounding landscape. The master plan team has been working closely with the ACT Heritage Unit, the Heritage Council and National Trust to ensure this important heritage component is well integrated.



This first public engagement report summarises all findings from consultation on the master plan for Oaks Estate to date. It also informs the next stage of the master plan process. As agreed in the last public workshop in April 2012 and confirmed in the Newsletter in June 2012, there will be a public exhibition of options later this year with multiple ways of providing feedback.

The master plan team would like to thank everyone who has been contributing their knowledge, time and effort to the master plan project and we look forward to further engagement throughout the process.



Appendix 1 – Emails and written feedback

A summary of emails and written feedback on the Oaks Estate master plan to date is provided in this table. Individual comments were subdivided and structured along major issues raised.

Issues	Individual comments
Master plan process	The area being considered for the Master Plan is too restricted, suggestions were made to include Beard and also across to the west at Mountain Rd.
	The need for improved cross-border dialogue was expressed and that promises from both sides of the border made to residents should not be broken.
	The ACT Government should demonstrate leadership through initiating a catalyst project that will build cutting edge, sustainable, creative solutions and contribute to changing the perceptions of Oaks Estate to the wider ACT region.
	Oaks Estate should be 'touched lightly'.
Public engagement	Clearly mark all Government master plan correspondence to distinguish it from similar correspondence sent by OEPA, which is not welcomed by everyone.
	Raising a different opinion to OEPA in public meetings is difficult; more emphasis on online options for providing input would be preferred.
	The OEPA was given a particularly strong role in the master plan process that would bias outcomes; a wider range of people and views should be included.
	The master plan appears to be informed at the present by a few in the community who take it upon themselves to represent the views of everyone; please remember there are people in this community who do not agree with all of OEPA's views.
	Community meetings are generally held at night around 7pm when families are unable to attend as they are putting children to bed.
	Trust in the consultation process, correct briefing of consultants and inclusion of correct reference documents is important; government and consultants do not have the appropriate framework and context, hence results are not correct.
	There is so far a lack of discussion how to recognise the local traditional Aboriginal ownership of the area in the master plan; there has been a lack of consultation with the Aboriginal community.
	Many Aboriginal residents live in Oaks Estate and planners should be engaging with local Aboriginal people on the master plan, at least with Ngunawal Elders.
	Expectation as to whether residents' views would be taken into consideration regarding the unique character and the historic value of Oaks Estate.
	The option of email consultation is fantastic.
Young people are often being portrayed as 'troublesome'; the master plan needs to address ways of including the voices and opinions of the local children and young people.	



Issues	Individual comments
Character and heritage	<p>Oaks Estate Master Plan and Precinct Code should be <i>developed and completed now</i> in order to provide security on issues of heritage and to provide controls.</p> <p>Oaks Estate mirrors the history of human habitation of our area that includes Aboriginal, Colonial and construction workers' settlements; the significance of their heritage should be acknowledged and not destroyed with inappropriate infill.</p> <p>The village should be protected from development by a buffer zone that for example would include the planting of trees so that the area is not visually damaged with inappropriate construction work.</p> <p>Hazel St between Hill St and Florence St should remain open space and not be filled with medium density housing to preserve the vistas between the railway station, the Oaks and Robertson House.</p> <p>Heritage in Queanbeyan contributes to the character of Oaks Estate as much as heritage items in the village itself; sight lines to Railway Station are important.</p> <p>Strong support for Oaks Estate to retain its urban rural village characteristics, by limiting the amount of development allowable on blocks and to minimise the impact from surrounding areas that are highly developed.</p> <p>Oaks Estate should not be frozen in the past, and vacant blocks cannot be considered as open space and visual amenity, they are not used as parks, or play areas, or for anything.</p> <p>The open land on the North side of the Molonglo is an important Aboriginal cultural heritage and contains some colonial heritage. It should be considered in the master plan as the foundation place of the whole Canberra/Queanbeyan region.</p> <p>Oaks Estate is a unique rural village, not a suburb, with significant social, built and environmental heritage that needs to be protected.</p> <p>Preserve the unique characteristics of the village of Oaks Estate; including street scapes, planning, vistas, river access, open community spaces, low scale, modest forms and typology - vernacular.</p> <p>Retain Oaks Estate's character that offers a genuinely alternative environment to city living, enhancing the quality of life in the bush capital.</p> <p>Despite already having over 100 flats, Oaks Estate still has an open, rural outlook - this is important, it is why people moved here.</p> <p>Oaks Estate should be a safe, unpolluted place for children to play.</p>
Traffic and parking	<p>Through traffic along Railway Street is very problematic, in particular the danger posed for resident at the corner of Railway and McEwan St, with the traffic travelling through often not giving way to local traffic.</p> <p>Traffic calming to Railway St and upgraded McEwan Ave/Railway St intersection is suggested.</p> <p>Leave Railway St as a narrow and winding road and improve road shoulders to provide pedestrian and bicycle access.</p>



Issues	Individual comments
	<p>Intersections along Hazel St should have speed bumps to slow traffic down and discourage trucks to use Hazel and River Sts.</p> <p>Hazel Street adjacent to Mobil site should either be reopened or any developer should be encouraged to use old road alignment as driveway access.</p> <p>Extend Railway St to William St as one way vehicle and pedestrian access for delivery to factories and commercial properties between McEwan Ave and William St to relieve congestion on McEwan Ave, improve access to the community hall and open up the isolated dead end of William St.</p> <p>Off-street parking for open space users on River St is needed; parking to be included as part of any proposed mixed-use/cultural precinct.</p> <p>Work to define the intersection of Norse Road and Railway St is supported.</p> <p>There are concerns about reducing traffic volume on Railway Street as opposed to merely traffic calming; Railway Street provides alternative access and exit for Queanbeyan, and carries approximately ½ the traffic volume that Yass Road does, and is therefore a significant road for traffic movement for Queanbeyan.</p> <p>It is recommended that future traffic studies completed by the ACT for this area also explore the impacts of traffic movement from Queanbeyan on Railway Street, projected increases in traffic volumes as a result of development anticipated needs to be identified so that the impact on Queanbeyan can be determined.</p>
<p>Public Housing</p>	<p>There are a proportionally high number of public housing units and a correlating high number of tenants with mental health issues.</p> <p>There is concern for the lack of services provided to public housing tenants who need specialised services.</p> <p>The location of public housing doesn't need to change, the density could be reduced, and if mobility is a problem then Oaks Estate is not a suitable place. If transport or other services are required then this is not the right place for them.</p> <p>Community Services Directorate responsible for Public Housing must participate and be included in the master plan to achieve a reduced scale and density, providing better housing and social outcomes.</p> <p>70 of the 100 flats are ACT Public Housing; if the ACT Government wants to improve the social amenity of Oaks Estate it should reduce the density of the public housing flats on George St, not take the character of the area away.</p> <p>Vacant land to the east of the factory/asbestos transfer station on Railway St should be embargoed for the future and not to be sold until such time as ACT Housing redesigns its public housing here so as to reduce density. This embargo would allow the government to negotiate a land-swap with the factory owners, allowing the site to be incorporated into any future residential development.</p>



Issues	Individual comments
Residential	<p>No more development of units, medium or higher density developments – Oaks Estate has more than its fair share of the burden of urban consolidation.</p> <p>Allow shed/granny flat only, single storey and max. 2 storey; secure garage/workshop, high energy efficiency and best solar orientation.</p> <p>No dual occupancies designed just for commercial gain.</p> <p>Support of small additional development to existing dwellings; no more than 2 storeys for new development with energy efficiency and solar orientation as building guides.</p> <p>The rules governing dual occupancy are not strict enough to protect the heritage values of the village; single houses on 1/4 acre blocks have been the norm here since 1900; people should not be allowed to erect a second house in their backyards.</p> <p>Oaks Estate should be RZ1 with other non residential zones reduced and allowed tightly controlled, limited uses.</p> <p>There is disagreement with the one-storey-house per block concept - people who build here should have the right to build more than a one-storey home and to put granny flats, etc. on these huge blocks of land.</p> <p>The vacant blocks on Hazel St should be reclassified residential low-medium or medium density and be developed to two or three storeys.</p> <p>Specifically target development for families with development guidelines that specify a minimum bedroom number of 3 per dwelling, with a large amount of useable outdoor space; e.g. townhouses on the Queanbeyan side of the bridge built as 4 townhouses joined at the rear and sides, so each gets a front and side yard maximising useable outdoor space for kids to play.</p> <p>Potential for new terraces and social housing on vacant blocks next to community garden and back of Mobil site; north oriented; small yards interconnected to common and community garden; extended community garden and shared common; not sure of flooding potential and drainage on back of blocks; should maintain creek (old track way to Buried Grounds).</p>
Mixed-use precinct	<p>No more commercial/industrial and better lease purpose terms to manage inappropriate business activity, e.g. asbestos handling facilities</p> <p>Cultural Precinct (Arts/Heritage/Environment) with gallery, commercial spaces, craft workshops, residential studios, cafe, professional suites (Northern/East sun aspect), pergola and paving public open area, walkway.</p> <p>Change the ugly industrial buildings and massive waste of space in the open blocks of land near the park; anything except more light industry; there would be a little community cottage for outreach, and there would be a decent corner shop.</p> <p>The master plan should include some provision for greater access to community services; the reference to an arts precinct is perceived as rather vague.</p> <p>Cluster housing and Great Houses idea is not supported at proposed location in the mixed-use precinct.</p>



Issues	Individual comments
<p>Development adjacent to Oaks Estate</p>	<p>Strong concern was expressed in relation to the impact on Oaks Estate from the current Queanbeyan LEP proposal to rezone land along Railway St as light industrial.</p> <p>The new Queanbeyan City Council zoning proposal has the potential for land use conflict to occur due to the range of permitted uses in the zones that adjoin the border on both sides, with only a road separating the potential heavy industrial uses of the SP2 zoned railway land from a mixed use zone - it is important that any adverse impacts be minimised with any proposed development.</p> <p>The ACT-NSW border and areas immediately adjacent should remain open space with no industrial development allowed.</p> <p>Railway land has potential for public recreation or cultural precincts, very small residential/studio spaces, cottage industry, which is suitable for adjacent residential zone.</p> <p>A site specific Development Control Plan (DCP) will be developed for the IN2 zoned land in NSW along the railway line and the Queanbeyan City Council will ensure the involvement of the master plan group in this process.</p> <p>The parcel of land owned by the Australian Rail and Track Corporation, 43 Henderson Road must maintain vehicular access to the site from Railway St.</p>
<p>Services</p>	<p>The master plan should include some provision for access to community services (aside from "catch a bus to Canberra/walk to Queanbeyan") rather than the vague 'arts precinct' concept.</p> <p>There is a need for improved community services from provider organisations via outreach, especially for local playgroups, family support workers and other services related to employment/job and health (particularly mental health and child/family).</p> <p>Public transport to Oaks Estate is poor but even if it were sufficient, many in the public housing residences will not access it to get to ACT services.</p> <p>Public transport connectivity between Oaks Estate and surrounding town centres should be explored to improve this situation for the residents of Oaks Estate; partnerships between Queanbeyan and the ACT could be created to bridge this gap, utilising the 'through route' that Oaks Estate provides.</p> <p>If there are any plans to link the village with any future development that could occur at Kowen, intentions should be indicated.</p> <p>Infrastructure, including sewerage facilities is an important factor in determining if land is suitable and capable for further development; Queanbeyan City Council is keen to ensure that its sewer and water capacity is not hampered by proposals in the Oaks Estate master plan.</p>

