



## REPORT ON ISCCC ONLINE SURVEY 2019/20 INNER SOUTH COMMUNITY VALUES, INTERESTS AND CONCERNS

### A. Executive Summary

The Inner South Canberra Community Council conducted an online survey in late 2019-early 2020 to seek the views of inner south residents on what they value about their local area, suburb or the inner south generally, what they would like to change, or to be protected, to make it a better place to live.

A key reason for the survey's timing was to better understand residents' views in the context of the ACT Government's comprehensive review of the planning system.

The survey results show that inner south residents most value the streetscape, open space, character and environment where they live. The value placed on streetscape has increased massively since the ACT Government's survey of community values in 2003-04. The ACT Government's *Places and Spaces Survey (2019)*<sup>1</sup> and its *Better Suburbs* community engagement process (2018)<sup>2</sup> have found similar results with respect to the value placed by the Canberra community on streetscape, street trees and open space.

The respondents' greatest concerns about where they live are maintenance of parks, street trees and verges; then planning, development and building issues; rates and charges; access to and condition of footpaths/cycle paths; and traffic and parking.

There does not appear to be a big shift in the type of dwelling respondents foresee they will live in five to ten years from now. The survey results indicate a very small decrease in the proportion planning to live in single detached dwellings, no change in the proportion planning to live in apartments, and a slight increase in the proportion planning to move to townhouses, duplexes, dual occupancies, or aged care. This finding should be considered in the context that already only 42% of inner south dwellings are low density/detached, while 45% are high density such as apartments (the highest proportion of any district in Canberra in 2017), and 13% are medium density such as townhouses.<sup>3</sup>

The main reasons respondents would like to change the type of dwelling they live in 5-10 years from now are, in order, to move to quality and well designed dwellings, to downsize, because they prefer a house on their own block, or to upsize. A younger demographic in Kingston foresaw the need to upsize, and an older demographic in some other suburbs foresaw a need to downsize.

Overwhelmingly, respondents would like a say on building construction next door to them or nearby. In particular, they want a say with respect to impact on access to

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<sup>1</sup> ACT Government, *Places and Spaces Survey*, <https://www.yoursay.act.gov.au/yoursay-community-panel/places-and-spaces-survey-results>, accessed 29 March 2020

<sup>2</sup> [https://s3.ap-southeast-2.amazonaws.com/hdp.au.prod.app.act-yoursay.files/3415/2642/9905/Better\\_Suburbs\\_Community\\_Consultation\\_and\\_Engagement\\_Summary\\_Report.pdf](https://s3.ap-southeast-2.amazonaws.com/hdp.au.prod.app.act-yoursay.files/3415/2642/9905/Better_Suburbs_Community_Consultation_and_Engagement_Summary_Report.pdf), accessed 29 March 2020

<sup>3</sup> ACT Government, *ACT Planning Strategy 2018*, page 95

sunlight and natural light, building height, zoning changes, the amount of green space on the block, and protection of the character of the heritage precincts.

About 75 percent of respondents rely on private motor vehicles for transport, about eight percent use a bicycle or other non-motorised vehicle, a similar proportion use the bus, and slightly less walk, run or jog. Of those using bus transport, the vast majority either were no better off, or were worse off, after the bus network changes in April 2019 due to increased travel times. Many stopped using buses as a result.

Of respondents dissatisfied with public transport, about 46 percent indicated an expanded bus network would best meet their future public transport needs, compared to 32 percent who looked to a combination of light rail and bus transport, and 19 percent who thought the light rail stage 2 link between Civic and Woden would meet their needs.

The survey results have clear implications for priorities for the ISCCC in the coming years, namely the need for advocacy and activities with respect to:

- Improved maintenance and renewal of the urban forest, verges and vegetation contributing to the streetscape
- Improvements to, and better maintenance of open spaces, parks and reserves, with Telopea Park being a top priority
- Improved maintenance of footpaths and shared paths, and better street lighting
- Reinstatement of the requirement for neighbours to have a say on knockdown/rebuild developments
- Meaningful community engagement about housing choice and diversity in the inner south, given that already only 42% of dwellings are detached, 45% are high density, and the remaining 13% medium density.
- Improvements to the bus network to address adverse impacts from changes in the past couple of years.

## **B. Methodology**

The ISCCC used Survey Monkey to conduct the survey from 13 October to 9 March 2020. The survey included 15 closed and 2 open-ended questions, and was publicised through:

- Hard copy newsletters delivered by Australia Post in late October-early November 2019 to all inner south Canberra dwellings and post office boxes, except for Yarralumla where they were letterboxed by volunteers.
- ISCCC member residents groups and their networks by email
- E-newsletters to all contacts in the ISCCC's email list
- Social media – through the ISCCC, Canberra Notice Board Group and other Facebook and Instagram sites, and paid advertising through Facebook
- Print media and radio
- ISCCC public forums, other events, and direct approaches to residents, community groups, schools etc.

The ISCCC invited residents in the following suburbs to complete the online survey: Barton, Deakin, Forrest, Fyshwick, Griffith, Kingston, Narrabundah, Oaks Estate, Red Hill, Symonston, and Yarralumla.

Survey Monkey automatically generated tables and graphs summarising responses to the closed questions. The responses to the open ended questions, about special buildings, streetscapes and other places respondents valued or wanted to change, were grouped manually under issue/theme and under each of the headings *In their Street or Nearby Streets*, *In their Suburb*, and *In the Inner South as a Whole*.

## C. Results

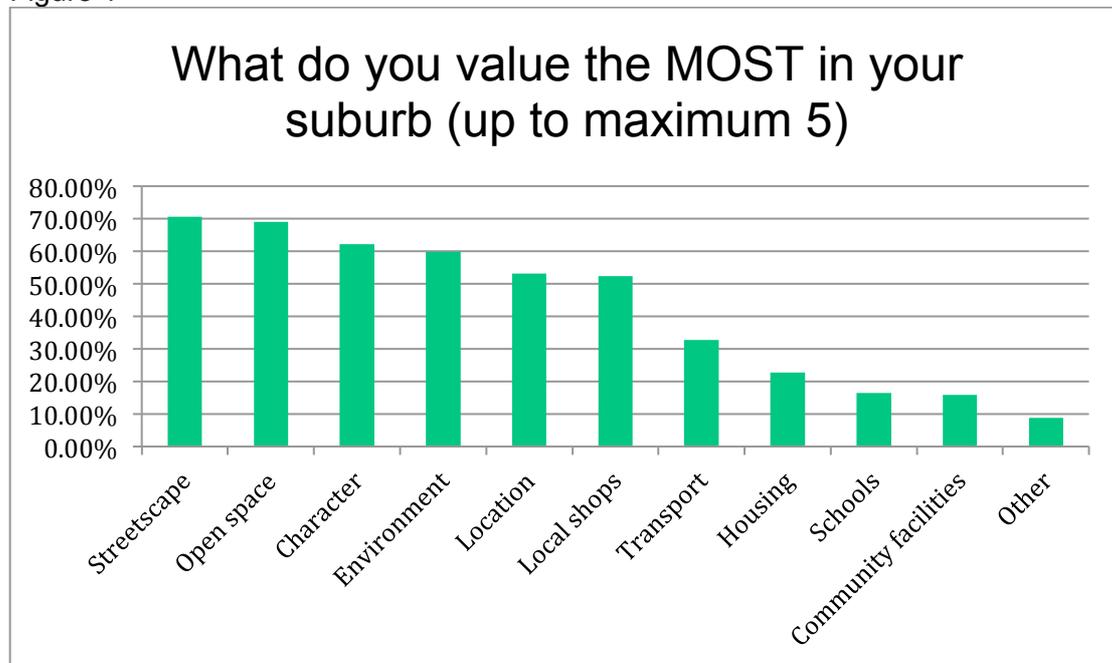
555 people responded to the survey, about 2 percent of the inner south Canberra population of 28,511 in 2017<sup>4</sup>. This sample size compares favourably with the ACT Government-commissioned *2014 Housing Choices Community Survey* (known as Winton Survey)<sup>5</sup> that had a total sample size for Canberra of 1,000, of which only 87 were from the Inner South. Likewise, the ACT Government's *Places and Spaces Survey* (2019) of 994 Canberrans only had 8% respondents from the inner south, or about 80 people.<sup>6</sup>

### 1. What Canberra residents value most about their suburb

The survey found that inner south Canberra respondents value most:

- Streetscape (*street trees, vegetation, gardens, width of streets*) - 70.63%
- Open spaces (*parks, ovals and bushland for recreation*) – 69.01%
- Character (*well planned, peaceful, safe, community feeling*) – 62.16%
- Environment (*reserves, trees, vegetation, wildlife, flora and fauna*) – 59.82%
- Location (*central location & investment potential, employment, friends and family, services & facilities*) – 53.15%
- Local shops (*proximity to, and variety of*) – 52.43%

Figure 1



Compared to community views expressed in 2003-04 surveys as part of the ACT Government's development of Neighbourhood Plans, there has been a massive increase in the value attached to the streetscape, a consistently high value placed on open space and environment, and an increasing value placed on character. While 2003-04 survey respondents were only allowed to pick one top value, and the ISCCC's survey allowed people to nominate their top 5 values, the increase in importance of streetscape in the past 16 years is still dramatic. What has changed in

<sup>4</sup> ACT Government, *ACT Planning Strategy 2018*, page 95.

<sup>5</sup> Winton Sustainable Research Strategies, *Report on the 2014 Housing Choices Community Survey*, prepared for the ACT Government Economic and Planning Directorate, 2015.

<sup>6</sup> [https://s3.ap-southeast-2.amazonaws.com/hdp.au.prod.app.act-yoursay.files/3415/8226/1649/YourSay\\_Community\\_Panel\\_-\\_Places\\_and\\_Spaces\\_survey\\_report.PDF](https://s3.ap-southeast-2.amazonaws.com/hdp.au.prod.app.act-yoursay.files/3415/8226/1649/YourSay_Community_Panel_-_Places_and_Spaces_survey_report.PDF), downloaded 19 March 2020.

that period? The proportion of single detached dwellings has declined from 60%<sup>7</sup> to 42%, and the proportion of apartments has increased from 26% to 45%. There has been significant redevelopment in the suburbs, including construction of many “McMansions” and other developments that have occupied most of the residential blocks. Both of these changes have had a significant impact on the streetscape.

**Table 1: Top 5 Community Values: Neighbourhood Plans 2003-4<sup>8</sup>**

| Suburb      | Streetscape (% of respondents) | Open Space/ Environment (combined) (%) | Character (%) | Housing (%) | Location (%) | Local shops (%) | Transport |
|-------------|--------------------------------|--|---------------|-------------|--------------|-----------------|-----------|
| Forrest     | 9                              | 43                                     | 14            | 18          | 14           |                 |           |
| Griffith    | 5                              | 26                                     | 21            | 12          |              | 31              |           |
| Narrabundah | 5                              | 40                                     | 17            | 10          | 22           |                 |           |
| Red Hill    | 9                              | 57                                     | 17            | 6           | 9            |                 |           |
| Yarralumla  | 6                              | 69                                     | 10            | 4           |              |                 | 6         |

## ***2. The special buildings, streetscapes and other places they would like to be protected or to change (open ended question)***

The responses to the open-ended questions confirm the findings above about what people value. While far fewer residents answered the open-ended questions, their responses provide a more nuanced understanding of what they value in their street, their suburb and the inner south as a whole, and what they would like to change.

### ***a. In their street or nearby streets***

The most often mentioned aspects of their street or nearby streets that respondents would like to see **protected** are:

- Trees/street trees, large mature leafy trees, heritage trees
- Nature strips/verges, wide setbacks, streetscapes, tree lined streets - better maintenance, protect from cars parking/driving over them
- Parks, open/vegetated spaces, ovals, playgrounds
- Housing no higher than 2 storeys, low density, domestic residential scale, no McMansions, single use blocks, setbacks from street
- Heritage listed buildings, 1920s houses, old brick and tile houses, 1950s/1960s architecture, houses with heritage/good design elements
- Footpaths, walkways linking streets and connecting to parks

Some specific areas were mentioned, especially Telopea Park; Kingston powerhouse/glassworks/old bus depot markets and associated heritage buildings; Manuka Precinct including Manuka Pool and Oval, arts precinct, cinema; and the lake foreshore and Stirling Park/ridge in Yarralumla.

The most often mentioned aspects of their street or nearby streets that they would like to **change** are:

- Fix/maintain footpaths, safe, wide accessible footpaths (eg for prams, bikes, mobility scooters, wheelchairs), keep in good condition with hedges trimmed, better lighting, require developers to repair footpaths before certificate for occupancy is issued
- Plant more trees, including deciduous and shade trees, remove dangerous or allergy-producing trees, replant where dead trees have been removed, and better maintain street trees, plant shade trees along cycle path by lake

<sup>7</sup> 2001 Census Community Profiles, South Canberra, Expanded Community Profile, sheet 49, [https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2001/communityprofile/80535?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2001/communityprofile/80535?opendocument), accessed 29 April 2020.

<sup>8</sup> Inner South Neighbourhood Plans, <https://www.planning.act.gov.au/tools-resources/plans-registers/plans/neighbourhood-plans>, accessed 11 March 2020

- Better protect and maintain verges, stop people parking on street tree root zones, plant drought tolerant and easy care plants and edible plants on street verges, maintain street furniture, continue theme of no front fences
- Better regulation to prevent McMansions/other dwellings taking up most of their block and mandate minimum percentage of green space on block

### ***b. In their Suburb***

#### ***Deakin***

Deakin respondents mentioned La Trobe Park, other parks, green spaces, reserves/Red Hill Nature Reserve and trees as places to be protected.

With respect to what they would like to change, several Deakin respondents called for more trees, including in parks and at the shops, and better maintenance and renewal of street trees. A few called for better upkeep of, and access to footpaths, including wheelchair access. Better public transport was also desired.

#### ***Kingston and Barton***

Both Kingston and Barton respondents highly valued Telopea Park. Kingston residents highly valued the glassworks/bus depot markets/arts precinct. In terms of what they would like to change, residents of both suburbs mentioned the need to better maintain street trees, better maintain footpaths and make them more accessible, make pedestrian crossings safer, and improve street lighting. A Barton resident suggested: “Revamp Telopea Park to ensure healthy trees, improved bridges and new paths to match desire lines.” A Kingston resident suggested separation of pedestrian and bike paths and another: “Rebuild cycle path along the lake between Bowen Park and Kings Ave bridge. Currently is narrow, overcrowded and dangerous”. A few people mentioned the Kingston shops, along the lines of “Kingston shops could do with a spruce up”.

There was consistency between these views and those expressed during an ISCCC public forum/workshop in April 2019 on *Planning for Manuka to the Foreshore*.<sup>9</sup>

#### ***Forrest***

Forrest respondents mentioned the need to protect older homes and gardens, heritage/1920s houses; and trees, including mature trees. Telopea Park and Collins Park were also mentioned as places to protect.

In terms of what they would like to change, several Forrest respondents called for better care of trees/verges, planting of new street trees, and basic maintenance of newly planted street trees. Others called for better maintenance of footpaths and more pedestrian crossings. A few called for a stop to parking by commuters in Forrest streets, including in narrow streets, and for: “Access to off street parking and better public transport for local office workers”.

#### ***Griffith***

Griffith respondents valued open spaces, parks/open parklands, and playgrounds, as well as the Manuka precinct, and original/old brick and tile houses. Manuka Pool and Manuka Oval, Blaxland Park, parkland and ovals along Captain Cook Crescent, remnant woodland adjacent to La Perouse Street, and Bass Gardens in Griffith were some of the open spaces mentioned.

In terms of what they would like to change, the highest level of interest was in improving footpaths and bike paths, including to link schools and shops for young

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<sup>9</sup> <https://www.isccc.org.au/isccc-public-forum-planning-manuka-to-the-foreshore>, accessed on 29 April 2020

cyclists, and to provide access to the elderly on mobility vehicles. There was also interest in better street lighting, maintaining and renewing street/park trees, protecting original housing and the garden suburbs, more heritage listing of older housing stock, and stopping traffic racing through suburban streets.

### ***Narrabundah***

Narrabundah respondents were very keen to protect parklands, reserves, open/green spaces, small parks dotted around, and ovals. The specific open spaces they mentioned were “Green space between Canberra Ave and Matina Street and between Matina Street, new wetlands and baseball park” as well as Rocky Knob on Carnegie Street.

In terms of what they would like to change, there was a desire for more tree lined streets, for trees to provide complete coverage and to be better maintained, for removed ones to be replaced, and mature trees retained in new developments. Some suggested that a limit be placed on the footprint of houses so that they did not extend boundary to boundary, and that a high ratio of green space on residential blocks be mandated. One commented: “At present some blocks end up with 90% of concrete, turning them into a heat bank, and destroying the character of the area.”

### ***Oaks Estate***

A respondent called for “Protection of the entire streetscape and surrounds of Oaks Estate, including the river system, especially from encroachment of industrial development in Beard and pollution of the creeks and Molonglo River associated with that development”. Another mentioned the heritage listed Robertson’s house. Suggested changes were a “cycling and walking track extension from Oaks Estate along the Molonglo toward Fyshwick”, replacement of dead street trees, reduction in public housing (from the current 50% of Oaks Estate housing) and removal of dumped cars.

### ***Red Hill***

Red Hill respondents highly valued trees, including old established, mature trees, deciduous trees and canopy trees; as well as parks; original/older houses and heritage listed buildings like Calthorpe’s House and the Carmelite Nunnery. Valued open spaces included Red Hill Nature Reserve, Voyager Park and the park on the corner of Quiros St and Golden Grove.

With respect to what they would like to change, they are seeking better footpaths, including footpaths on roads leading to the school precinct, and better lighting, as well as less traffic, slowing of traffic, and more speed restrictions on Monaro Crescent; as well as more cafes, restaurants and parking at Red Hill shops.

### ***Symonston***

The two Symonston respondents valued the rural character in Symonston, and the native woodland and grassland, including Callum Brae. With respect to the changes they would like to see, one commented: “As few changes as possible to retain the unique character.”

### ***Yarralumla***

Many Yarralumla respondents highly valued the suburb’s green open spaces, parkland/recreational lands, Weston Park, Stirling Ridge, reserve and bush around the lake, and lake foreshore. They made comments such as: “Very keen to see Stirling Ridge/Park protected. Amazing community and environmental asset/space”, and “...the open spaces, landscape corridors, lake foreshore and local and district parks are beautiful and should be protected (Weston Park, Royal Canberra Golf Course, lake shores, ovals, playgrounds)”. They valued street trees and other trees,

the CSIRO heritage listed Forestry precinct in Banks Street, and the Brickworks and woodland near the Brickworks.

In terms of what they would like to change, Yarralumla respondents sought improved maintenance of paths and more pedestrian crossings. One resident said: "Novar Street in Yarralumla gets particularly busy with traffic (at speed) and is hard/dangerous to cross with kids. Install speed humps on Novar Street." There was a desire for better and safer parking at the shops, as well as tenancing of vacant shops at the Yarralumla shops and upgrading of the Yarralumla shops streetscape, and better maintenance and renewal of street trees.

### ***c. In the Inner South as a whole***

The most often mentioned special buildings, streetscapes and other places that respondents would like to be **protected** in the inner south are:

- Streetscapes and treescapes, mature street shade trees, deciduous and native trees, trees and shrubs for birdlife
- Green, open spaces and buffers, "green leafy feel", vistas, parks and gardens, wildlife corridors, bush reserves/woodland
- Historic and heritage listed building/places/precincts, landscape character, garden city, Walter Burley Griffin Legacy, indigenous significant sites, 1920s-1930s houses, old Canberra red brick homes, pre-70s/modernist houses, especially older houses in Forrest, Kingston, Griffith and Barton
- Low density, low building height, single/detached dwellings, no higher than 2 storeys with gardens, decrease high density apartment development
- Manuka Pool and Manuka Oval Precinct
- Telopea Park
- Manuka village/shops, Franklin Street, cinema, The Lawns
- Wide verges/nature strips, leafy green feel, gardens, protected from cars parking over them, wide and clean roads
- Red Hill Reserve, Red Hill track, Red Hill summit building
- Kingston power house, fitters workshop, old bus depot markets and open space around it, Kingston arts precinct visible from Wentworth Avenue
- Local shop character, local shopping centres eg Griffith, Yarralumla

The most often mentioned **changes** sought in the inner south were:

- Increase canopy cover (eg up to 30%), maintain trees, replace dead trees, more deciduous trees, engage residents in watering/caring for trees
- Less apartment complexes/high-rise
- Fix footpaths, more wide paths in good condition, more ramps on footpaths for cyclists, prams, wheelchairs, scooters
- Retain leafy low rise character, maintain ambience/character of older suburbs, protect original housing and garden suburb, buildings/houses reflect character of suburb
- Retain/increase open green space including private garden space, more vegetation, developments to have common herb plots or leisure areas

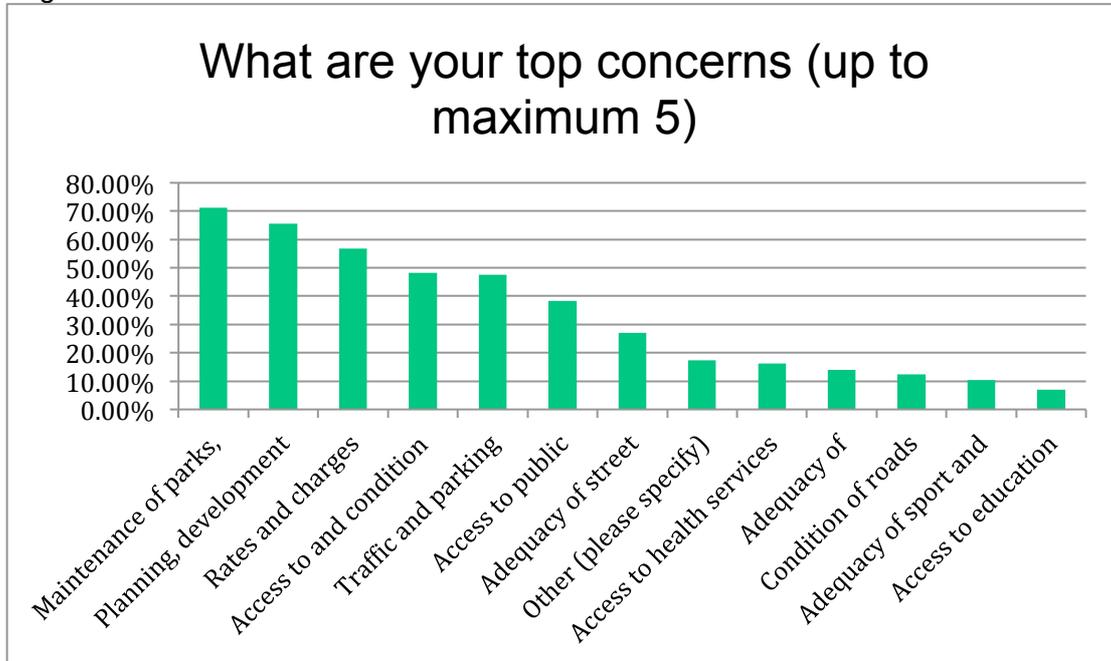
### **3. Survey respondents' top five concerns**

The top five concerns of the 555 survey respondents were, in order:

- Maintenance of parks, street trees and verges (71.14%)
- Planning, development and building issues (65.52%)
- Rates and charges (56.81%)
- Access to and condition of footpaths/cycle paths (48.28%)
- Traffic and parking (47.55%)

Some additional concerns were mentioned under Other, including opposition to the proposed waste rail terminal and major recycling facility in Fyshwick, on the basis that it was not an appropriate location for “waste of unknown origin and unknown quantity”. Also under the Other heading was concern about: “Destruction of heritage character and ad-hoc planning resulting in the loss of nature landscape and agriculture (of which there is little remaining in the Inner South)”.

Figure 2



**4. The type of housing they live in at the moment, and the type of housing they expect to live in 5-10 years from now (in the foreseeable future), compared to Winton Survey results in 2014<sup>10</sup>.**

The profile of survey respondents in terms of current type of housing is similar to that of inner south respondents to the ACT Government-commissioned Winton survey in 2014. However, in the case of the 2014 survey, based on a small sample of 87 inner south respondents, all planned to move to detached dwellings in 5-10 years. In the ISCCC survey, based on 555 inner south respondents, there were very slight increases in the proportion planning to move to medium density housing, and roughly the same as now planning to live in apartments, and only a 2 percent decline in the percentage planning to move out of detached dwellings in 5-10 years.

This finding should be considered in the context that already only 42% of inner south dwellings are low density/detached. In other words, detached dwellings are already in the minority. 45% are high density such as apartments, and 13% are medium density such as townhouses.<sup>11</sup> So it's not surprising that there is still a significant demand for detached dwellings.

Many respondents said they preferred a house on their own block, with one remarking: “We still prefer a detached house so we aren't subjected to body corporate issues”.

<sup>10</sup> Winton Sustainable Research Strategies, *Report on the 2014 Housing Choices Community Survey*, prepared for the ACT Government Economic and Planning Directorate, 2015, Table A5.5 on page 148 and Table A5.51 on page 158)

<sup>11</sup> ACT Government, *ACT Planning Strategy 2018*, page 95

Table 2: Comparison of ISCCC and Winton survey findings – dwelling intentions

| Type of housing                  | Now: ISCCC Respondents(%)<br>(Winton respondents, 2014) | 5-10 years from now: ISCCC Respondents (%)<br>(Winton) | Difference ISCCC Respondents<br>(Winton) |
|----------------------------------|---|--|--|
| Separate dwelling/detached house | 59.93 (57.6)  | 57.82 (100)  | -2.14 (+42.4)                            |
| Townhouse/duplex/terrace         | 12.82 (16.4)  | 16.36 (0)  | +3.50 (-16.4)                            |
| Dual occupancy                   | 3.97 (4.6)  | 5.27 (0)   | +1.47 (-4.6)                             |
| Unit in apartment building       | 22.02 (21.5)  | 21.82 (0)  | -0.28 (-21.82)                           |
| Aged care facility               | 0.72 (not included)                                     | 2.36 (not included)                                    | +1.64                                    |
| Other                            | 1.62 (0)  | 4.0 (0)  | +2.37 (0)                                |

**5. If the type of housing will change in the foreseeable future (5-10 years), why will they choose that type of housing?**

In both the ISCCC online survey responses and the earlier Winton survey (2014) responses, quality and good design were important factors leading inner south residents to change the type of dwelling they lived in. The main change was a switch from a focus on upsizing in 2014 to more of a focus on downsizing in 2019/20. Drilling down into some of those responses, quite a few people who said they wanted to downsize, still indicated they foresaw living in detached dwellings in 5-10 years, so perhaps they have in mind a different type of detached house.

Table 3: ISCCC and Winton surveys – reasons for changing dwelling type

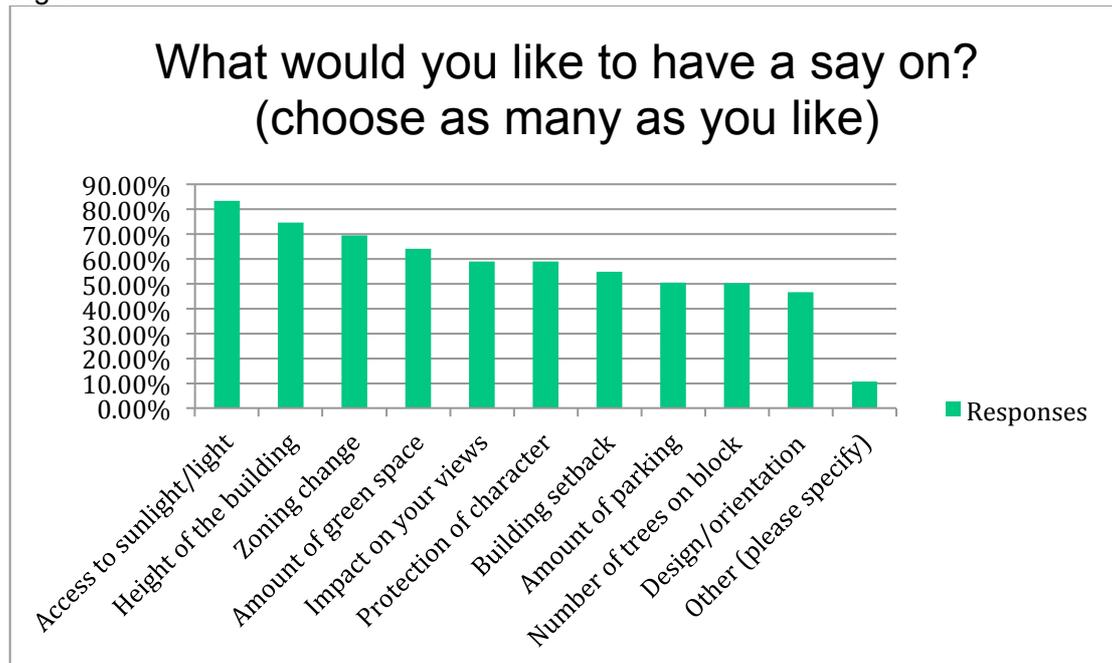
| Top reasons for change in type of dwelling in 5-10 years | ISCCC online survey 2019/20 % | Winton Survey 2014 % |
|--|-------------------------------|----------------------|
| Quality: well built, solid                               | 26.86                         | 24.4                 |
| Other  | 23.67                         | 3.6                  |
| Well designed: looks good; works well                    | 21.54                         | 24.4                 |
| Downsizing: kids moving out; need less room              | 20.74                         | 0                    |
| Prefer house on own block                                | 19.41                         | 0                    |
| Upsizing: family growing, need more room                 | 12.5                          | 63.7                 |
| Affordability: cheaper to buy/rent                       | 8.78                          | 7.7                  |

There was some concern about purchasing new units on quality grounds. A Kingston respondent under 24 years of age living in an apartment planned to buy a townhouse/duplex/terrace, explaining: “do not want to purchase apartment due to building quality concerns.” Kingston had a number of respondents in the 25-44 year age group who anticipated upsizing to detached dwellings or townhouses as their families grew.

**6. If a house/building is to be built, knocked down and rebuilt, or extended significantly nearby, do residents want a say on what is built?**

Overwhelmingly, respondents said they would like a say on building construction occurring next door or nearby (84.75%). In particular, they want a say on impacts on access to sunlight and natural light (83.21%), building height (74.72%), zoning changes (69.56%), the amount of green space on the block (64.02%), and protection of the character of the heritage precincts (58.86%).

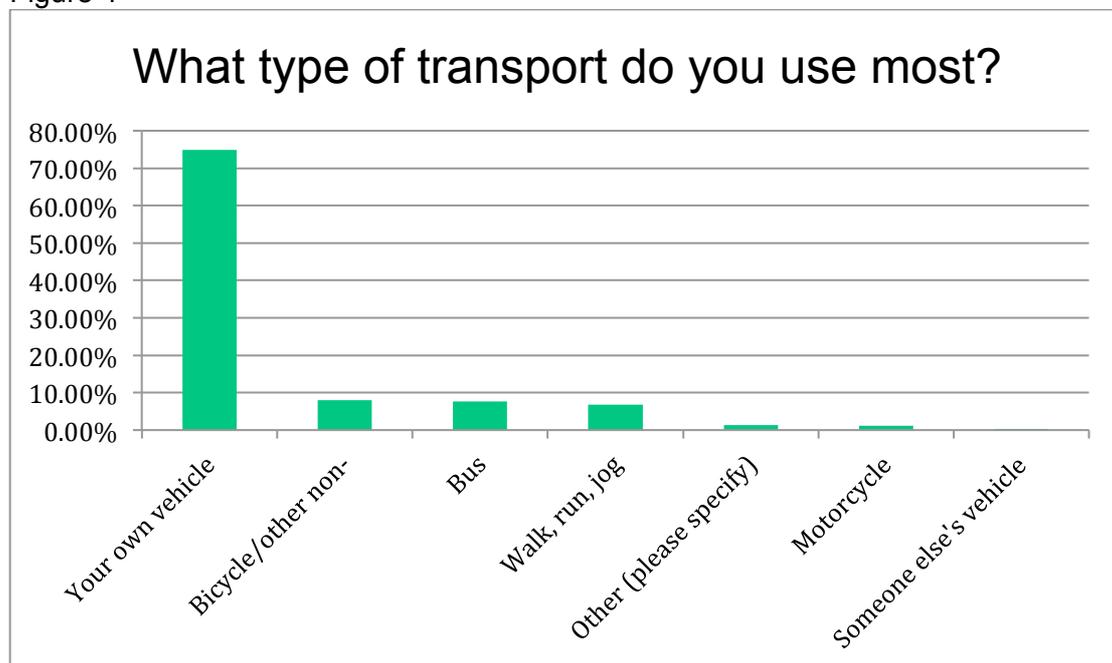
Figure 3



**7. Type of transport they use most**

About 75% of respondents rely on private motor vehicles for transport, 8% use a bicycle or other non-motorised vehicle, 8% use the bus, and 7% walk, run or jog.

Figure 4

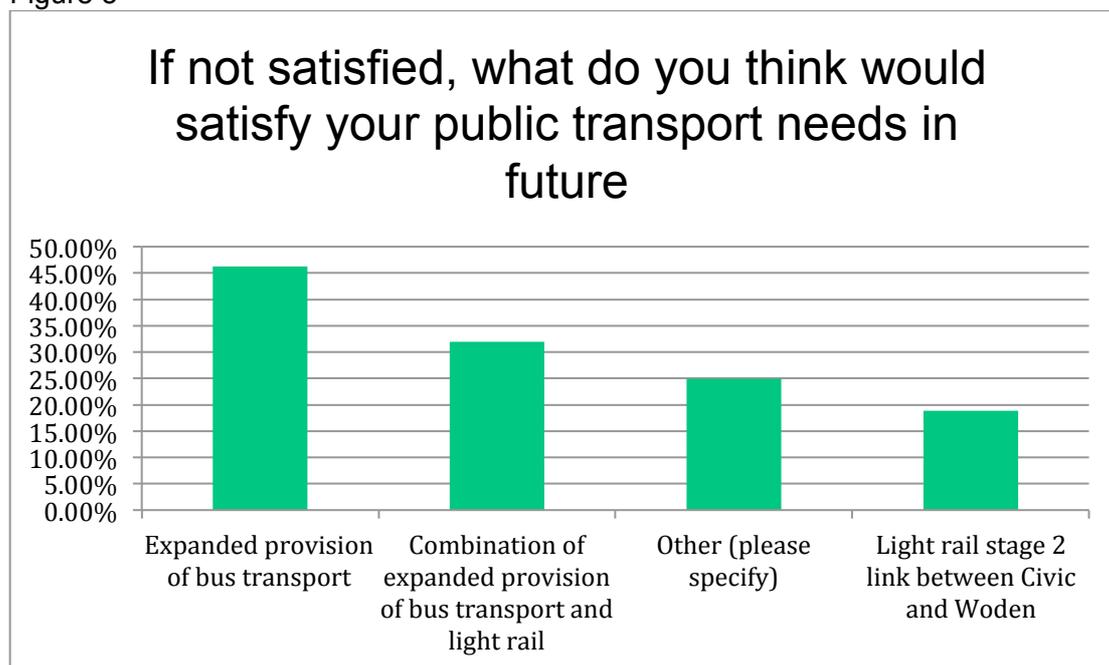


**8. Satisfaction with the availability and accessibility of public transport**

Roughly equal proportions of respondents expressed satisfaction (38%), and dissatisfaction with public transport (40%). Of those who were dissatisfied, about 46% considered their public transport needs could be met by expanded bus provision, 19% considered their needs could be met by light rail stage 2 from Civic to Woden, and 32% by a combination of expanded bus transport and light rail. A Yarralumla resident suggested: “Yarralumla is not well serviced, so it would be good

if Adelaide Avenue buses could stop at Yarralumla Novar and Houptoun (sic) Streets”.

Figure 5



Only 6% of respondents who are current bus users have benefited from a reduced travel time since the new bus network changes in April 2019, while about 29% have the same travel time as before, and about 23% have an increased travel time. 28% of respondents have indicated they no longer use bus transport, and only 6% have started using the bus network since the network changes.

Residents of several suburbs have expressed dissatisfaction with bus services, including changes made in April 2019. For example, a Deakin retirement village resident indicated that the bus stop is too far now for the elderly residents to walk to catch a bus to Woden. Another Deakin resident said it affected his ability to travel to work in Barton by bus, and yet another her access to cultural institutions. A Yarralumla resident remarked: *“The April 2019 timetable is less user friendly”*.

Several said bus network changes had significantly increased their travel time, and/or they had stopped using the bus. One Narrabundah resident pleaded: *“Bring back the No. 5 bus route”*, another Narrabundah resident under 24 years of age said her travel time had increased 20-50% and she no longer caught the bus: *“I would love to be able to catch the bus but the journey is now far too long and serviced bus stops now too far away. Plus the service ends so early in the evening that it’s simply not an option for me.”* A Symonston resident complained: *“Bus route in Symonston were (sic) removed in the last timetable. This is despite two government buildings with over 800 people working that could take the bus if an appropriate service was provided (i.e TGA and GeoScience).”*

### 9. Which suburbs respondents live in

Most respondents provided details of their suburb. The final numbers were Barton: 34, Deakin: 35, Forrest: 37, Fyshwick: 0, Griffith: 67, Kingston: 73, Narrabundah: 88, Oaks Estate: 6, Red Hill: 46, Symonston: 2, Yarralumla: 82.

## 10. Age profile of respondents and how this compares with inner south profile

The ISCCC survey respondents were skewed towards the older age groups of 45-64 and 65 and over. However, the ISCCC considers the results are valid as they are similar to the findings of ACT Government surveys such as the *Places and Spaces*, and the *Better Suburbs* surveys.

Table 4: Comparison of age profile of ISCCC survey respondents and census

| Age profile | ISCCC respondents<br>% (and no.) | Inner south population<br>(% and no. 2016<br>census) <sup>12</sup>  |
|-------------|----------------------------------|---|
| Under 24    | 3.65% (20)                       | 15.7% (4,285) are aged 10 and above<br>10.6% (2,870) are aged 15 and above<br>5.3% (1,425) are aged 20 and above. |
| 25-44       | 20.62% (113)                     | 30.1% (8,242)   |
| 45-64       | 40.15% (220)                     | 27.3% (7,369)   |
| 65 and over | 35.58% (195)                     | 17% (4,594)   |

## 11. Willingness to be contacted by the ISCCC in future for their views on other issues

Pleasingly, 72.05% of respondents indicated that they would be happy to be contacted by the ISCCC to seek their views on other issues.

The ISCCC thanks all those in the inner south Canberra community who took the time to participate in the survey. Together with our member residents groups, we look forward to continuing our engagement with you to better understand your interests and concerns and advocate on your behalf.

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<sup>12</sup>[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/80106?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/80106?opendocument), downloaded 23 March 2020

ISCCC ONLINE SURVEY QUESTIONNAIRE 2019-20

**1. What do you value the MOST in your suburb (up to max 5 – multiple choice)**

Answer Choices

- Open space (parks, ovals, bushland for recreation)
- Housing (type and mix of housing)
- Streetscape (street trees, vegetation, gardens, width of streets)
- Character (well planned, peaceful, safe, community feeling)
- Transport (access to transport, including public transport)
- Community facilities (churches, medical, library etc)
- Local shops (proximity to, and variety of)
- Location (central location & investment potential, employment, friends & family, services & facilities)
- Environment (reserves, trees, vegetation, wildlife, flora & fauna)
- Schools (access to and quality of)
- Other (please specify)

**2. Which special buildings, streetscapes (spaces between buildings and roads) and other places would you like to see protected in:**

Answer Choices

- Your street and nearby streets
- Your suburb
- Inner South Canberra generally
- (This is an open-ended question)*

**3. What changes to buildings, streetscapes and other places would make it better to live in?**

Answer Choices

- Your street and nearby streets
- Your suburb
- Inner South Canberra generally
- (This is an open-ended question)*

**4. What are your top concerns (up to maximum 5)**

Answer Choices

- Access to health services
- Access to education services
- Rates and charges
- Planning, development and building issues
- Traffic and parking
- Condition of roads
- Access to public transport
- Access to and condition of footpaths/cycle paths
- Maintenance of parks, street trees and verges
- Adequacy of street lighting
- Adequacy of sport and recreation facilities
- Adequacy of entertainment and cultural facilities
- Other (please specify)

**5. What type of housing do you live in at the moment?**

Answer Choices

Separate dwelling - detached house  
Townhouse/duplex/terrace house  
Dual occupancy  
Unit in apartment building  
Aged care facility  
Other (please specify)

**6. In the foreseeable future (5-10 years from now), what type of housing do you expect to live in?**

Answer Choices

Separate dwelling - detached house  
Townhouse/duplex/terrace house  
Dual occupancy  
Unit in apartment building  
Aged care facility  
Other (please specify)

**7. If the type of housing you live in will be different in the foreseeable future (5-10 years from now), why will you choose that type of housing?**

Answer Choices

Upsizing: family growing, need more room  
Affordability: cheaper to buy/rent  
Downsizing: kids moving out; need less room  
Well designed: looks good; works well  
Quality: well built; solid  
Prefer new(er) dwelling  
Prefer medium/high rise living  
Prefer house on own block  
Meet needs in different generations in the family  
Meet care needs - enter aged care facility  
Other (please specify)

**8. If a house or other type of building is going to be built, knocked down and rebuilt, or extended significantly next door or nearby in your street, would you like to have a say on what is built?**

Answer Choices

Yes  
No  
Don't know

**9. What would you like to have a say on? (choose as many as you like)**

Answer Choices

Impact on your access to sunlight/natural light  
Impact on your views  
Amount of parking provided  
Height of the building  
Design and orientation of the building  
Building setback from the boundary  
Amount of green space on the block  
Number of trees on the block  
Protection of the character of heritage precincts  
Zoning change leading to change in building type or purpose (to allow higher density residential, commercial etc)  
Other (please specify)

**10. What type of transport do you use most?**

Answer Choices

Your own vehicle  
Someone else's vehicle  
Motorcycle  
Bus  
Bicycle or other non-motorised vehicle  
Walk, run, jog  
Other (please specify)

**11. Are you satisfied with the availability and accessibility of public transport?**

Answer Choices

Yes  
No  
Not sure/neutral

**12. If not satisfied, what do you think would satisfy your public transport needs in future**

Answer Choices

Expanded provision of bus transport  
Light rail stage 2 link between Civic and Woden  
Combination of expanded provision of bus transport and light rail  
Other (please specify)

**13. If you travel by bus, how does your current door to door travel time (eg from home to work), compare with your travel time before changes to the bus network in April 2019?**

Answer Choices

Less travel time  
About the same travel time  
20-50% longer travel time  
More than 50% longer travel time  
No longer use bus transport  
Only started travelling by bus after the changes to the bus network in April 2019  
Comment

**14. Which suburb (and street - optional) do you live in?**

*(Open-ended question)*

**15. What is your age range?**

Answer

Choices

Under 24

25-44

45-64

65 and over

**16. Would you be happy for the Inner South Canberra Community Council to seek your views on other issues in future?**

Answer

Choices

Yes

No

**17. If you answered yes, please provide your contact details**

Answer Choices

Name:

Company:

Address (optional):

Address 2:

Suburb:

State/Province:

ZIP/Postal Code:

Country:

Email Address:

Phone Number: