

Consultation Outcomes Report

Bankstown Compass Centre

83-85 and 99 North Terrace, Bankstown

Submitted to Barings



'Gura Bulga'

Liz Belanjee Cameron

'Gura Bulga' – translates to Warm Green Country. Representing New South Wales.



'Dagura Buumarri'

Liz Belanjee Cameron

'Dagura Buumarri' – translates to Cold Brown Country. Representing Victoria.



'Gadalung Djarri'

Liz Belanjee Cameron

'Gadalung Djarri' – translates to Hot Red Country. Representing Queensland.

Ethos Urban acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and culture.

We pay our respects to their Elders past, present and emerging.

In supporting the Uluru Statement from the Heart, we walk with Aboriginal and Torres Strait Islander people in a movement of the Australian people for a better future.

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1.0 Executive Summary

1.1 Purpose of Report

This Consultation Outcomes Report is submitted to the City of Canterbury-Bankstown Council (Council) on behalf of Barings Real Estate Australia (Barings) in partnership with property investment platform, Aware Real Estate (ARE) in support of a Development Application (DA) for a mixed-use development at the Compass Centre site, located at 83-99 North Terrace, Bankstown (the site).

This Report details the approach to engagement, the various communication tools utilised, engagement activities undertaken, the feedback received to date from immediate neighbours, local community, existing tenants, and other relevant stakeholders, and recommendations for further consideration as the project progresses.

1.2 Overview of Proposal

Bankstown is currently undergoing a period of significant change and revitalisation, including the delivery of fast and reliable Sydney Metro services from Bankstown to Sydenham in late 2025. In this context of evolving growth and change, Barings Real Estate Australia (Barings), in partnership with property investment platform, Aware Real Estate (ARE), is seeking to contribute to the transformation of Bankstown by redeveloping the Compass Centre into a mixed-use residential precinct and creating a better experience of Bankstown for all.

A Development Application (DA) will be lodged to the City of Canterbury-Bankstown Council, seeking approval for:

- Site preparation and early works, including demolition of all existing structures, bulk excavation, any required remediation and tree removal;
- Construction and use of a five (5) storey mixed use podium and three towers, comprising:
 - a 19 storey hotel tower in the south-west corner of the site;
 - a 24 storey residential tower in the south-east corner of the site;
 - a 24 storey residential tower in the north-east corner of the site;
 - ground floor retail activating the ground plane;
 - a gym at the south eastern corner of levels 1 and 2;
 - metro supermarket at the west of level 1;
 - provision of residential amenity spaces at the north of levels 1 to 3;
 - a childcare use at the north eastern corner of the podium rooftop;
 - a function centre and retail uses along the south of the podium rooftop;
 - provision of a through site link connecting The Mall in the north to North Terrace in the south, as well as additional links from Fetherstone Street and The Appian Way, providing connections to both The Mall and North Terrace.
- Construction of a two (2) level basement car park accommodating car, bicycle, motorcycle and loading spaces. Vehicular access from Fetherstone Street to the west of the site;
- Inclusion of landscaping throughout the site; and
- Extension and augmentation of services and utilities to the development as required.

1.3 Consultation Overview

Ethos Urban was engaged to support Barings and ARE with community and stakeholder consultation over the period of November 2023 to April 2024 as part of its broader commitment to proactive community engagement.

The team recognise that the proposed redevelopment of the Compass Centre site creates a significant opportunity to invest in a growing community with changing needs. As such, proactive engagement provided an opportunity for Barings and ARE to enact the following principles under their recently adopted National Engagement Framework:

- **Understand the neighbourhood** – to create better awareness, understanding and investment in the places and communities created by development
- **Appreciate potential impacts** – to inform reasonable approaches to stakeholder management and mitigation throughout the project

- **Plan for success** – to consider stakeholder risks and opportunities, define roles and responsibilities to manage risk and execute success, and continue to feedback on lessons learned
- **Communicate clearly** – to build key relationships early on and gain controlled influence the public narrative about the development
- **Engage meaningfully** – to ensure negotiables and non-negotiables are defined upfront, and time is spent driving realistic outcomes
- **Seek shared value** – to establish areas of common ground, understand aligned interests, develop win-win outcomes, and create positive project outcomes.

This complemented previous work led by Brickfields Consulting to understand the local context and community, which included local area profiling and place value proposition reports prepared using inputs from local focus groups and stakeholder workshops.

Building on these established insights, Ethos Urban undertook engagement in two phases:

- 1. Phase 1 (November-December 2023):** To consult with local community and stakeholders about the proposal, vision and early design concepts and understand initial feedback.
- 2. Phase 2 (April 2024):** To consult on the progressed plans and designs and provide opportunities for those impacted and interested in the development to learn more, ask questions, and provide feedback ahead of final DA lodgement.

This engagement process provided opportunities for open conversations and feedback from:

- Immediate neighbours at Fetherstone Apartments;
- Existing Compass Centre tenants;
- General community members and visitors to retail centres; and
- Representatives from several government agencies, peak bodies, surrounding landowners and operators.

Table 1 below includes a high-level summary of the engagement activities undertaken during this process:

Table 1 *Engagement outcomes from pre-lodgement consultation, November 2023 – April 2024*

Community Notifications - Approximately 4,100+ letters distributed on 18 November 2023 and again on 18 April 2024 to surrounding properties and businesses located within a 500m radius from the site, inviting residents and community members to fill out a survey and attend a community pop-up on two separate occasions to learn more and ask questions. - Approximately 65+ letters distributed to Fetherstone apartments on 18 November 2023 and 18 April 2024 inviting owners and residents to a dedicated webinar and additional community pop up events. Additional email notifications also via building strata.	Stakeholder Outreach & Meeting Offers - Dedicated project briefings offered to 9 key stakeholders, including: - Jihad Dib, State Member for Bankstown - Jason Clare, Federal Member for Blaxland - Transport for NSW - Sydney Metro - Bankstown Police Area Command, NSW Police - Bankstown Central, Vicinity Centres - Canterbury-Bankstown Chamber of Commerce - Bankstown Library and Knowledge Centre - Western Sydney University, Bankstown City Campus
Tenant Engagement - Compass Centre tenant walkaround on 17 November 2023, visiting approx. 27 tenants. - Ongoing email notifications and updates via centre management, Knight Frank.	Fetherstone Resident Webinars 16 registrants and approximately 13 attendees at the Fetherstone residents webinar held on 28 November 2023. 6 registrants and 3 attendees at the Fetherstone residents webinar held on 23 April 2024.
Community Survey 13 survey responses received on the online community survey, run between 18 November – 13 December 2023 and advertised in the community letter distributed to approximately 4,100+ surrounding properties on 18 November 2023 and promoted at the community pop up held 7 December 2023 attended by approximately 35 community members.	Community Pop-ups - Approximately 35 community members engaged at community pop-up held on 7 December 2023 held at the local retail centre, Bankstown Central. - Approximately 50 community members engaged at pop up held on 27 April 2024 held at the local retail centre, Bankstown Central.
Stakeholder Briefings 5 stakeholder briefings held with: Council's planning team on 26 September 2023 - Council's Design Review Panel on 12 October 2023 and 22 February 2024 Bankstown Police Area Command on 5 November 2023 Western Sydney University and Canterbury-Bankstown Chamber of Commerce on 2 February 2024	Project Email Phone As of 9 May 2024, 4 community enquiries received via a dedicated project email and phone. Contact channels will continue to be operational until DA lodgement.
Project Website Approximately 14 views on dedicated project website, https://bankstowncompass.com.au/	

1.4 Key Feedback

Feedback raised during pre-lodgement consultation is summarised as follows:

- **There is strong level of support for the proposal**, with many community members expressing excitement for the proposed scale and change of the development given the site's strategic location. Many acknowledged that a redevelopment of the existing site is much needed and overdue, and locals want to see development of some kind proceed, with a strong interest in project and construction timelines.
- General **support for the proposed design and building uses**. Stakeholders and community acknowledged and **appreciate the potential for improved connectivity, vibrancy and nighttime economy, and passive surveillance** through the site-through links and increased pedestrian activity in the area, with references made to current safety and crime prevention issues around the site. Offering a diversity of uses across ground and podium levels will enable flexibility and expand the development's appeal and offering which will attract locals and visitors.
- **Building design, public domain and landscaping** with interest in proposed heights, density, and setbacks and visual sightlines. The design should enable a seamless and optimal pedestrian experience from various entry / exit points connecting to surrounding sites and also consider Council's vision to pedestrianise the Appian Way. There is also a desire for more green space, biodiversity and natural ventilation in the Bankstown CBD, with a consideration for surrounding neighbours. Interest in sustainability initiatives in context of climate change to ensure longevity for future generations.
- **Proposed building uses, including build-to-rent residential apartments and hotel received mixed opinions**, with many community members unaware of the build-to-rent housing typology and rationale. There is a need to consider communal facilities and spaces to create community interaction. Interest in the proposed higher-end hotel use, which would be a relatively new offering in the immediate area.
- **Local character, identity and integration** with the surrounding urban context is important. Many value the **strong sense of place and connection, multicultural offerings and services** for locals, which they would like to see continued. Although, there is a significant opportunity to incorporate a strong Designing with Country approach and provide more diverse retail and tenancies that reflect the growing and changing needs of the community.
- There is **some concern around construction methodology and impacts including noise, dust, vibration, and traffic congestion**. This was particularly noted amongst immediate neighbours at the Fetherstone Apartment building.
- **Traffic movement and congestion, parking, and site access were of high interest and some concern** across the community, both during construction and future operations, with reference to the **car-dependent population, pedestrian safety, emergency vehicle access and Council's future plans to pedestrianise Appian Way**. Stakeholders and community would like assurance that the proposal is supported by **ample parking**.
- **Neighbouring amenity impacts** to Fetherstone Apartment residents noted include **overshadowing, solar access, privacy, property valuation, and increased noise** during operation from some uses.
- There was interest from existing Compass Centre tenants around the **potential for future tenancy** in the redeveloped Compass Centre. Community members also expressed that they would like to see some long-term operating tenants given the opportunity for a new tenancy. Many community members enjoy and have developed a **loyalty for key operators**, which they would like to see continue in the new development.

1.5 Key Considerations

Ethos Urban recommends the following approach to guide ongoing engagement as the project progresses:

- **Timely face-to-face engagement opportunities** with community as the project progresses through key milestones. This approach appeals and work well with the local community, and ongoing opportunities of this nature will help continue to build project support and momentum. This was evidenced throughout the project through minimal engagement in online forums such as email project updates and enquiries received through the consultation inbox and 1800 number. However, the pop-ups held at Bankstown Central retail centre received a stronger level of engagement and generated a higher level of interest in the proposal from general community members who may be time poor and / or may not think to engage via 'traditional' engagement activities.
- **The inclusion of 'takeaway collateral' at future engagement events** to summarise key project information, updates and contact information. Collateral should also include options for translation for those in the community who are not proficient in English.
- **Ongoing engagement with surrounding landowners** such as WSU, Vicinity, and Sydney Trains / Metro to maintain a working relationship and understand timings of surrounding developments. Fetherstone

residents would also appreciate an ongoing relationship with the project team and appointed builder, especially around project timing, construction mitigation and milestones.

1.6 Next Steps

Barings and project consultants have taken the time to review the feedback received and have since progressed with refining the plans and designs for the redevelopment of Bankstown Compass Centre in preparation for final lodgement to Canterbury-Bankstown Council in 2024.

Feedback received during pre-lodgement consultation provides the project team with a better understanding of the local context, opportunities and concerns from neighbouring residents, existing Compass Centre tenants, key stakeholders, and the wider Bankstown community. The community and stakeholders will have another opportunity to provide formal feedback on the proposed scheme via the public exhibition process, to be managed by Canterbury-Bankstown City Council.

Should the DA receive approval, Barings, ARE and their consultants recognises the importance of continued engagement with nearby neighbours, existing tenants and the wider Bankstown community.

2.0 Introduction

2.1 Proposed Development

A DA will be lodged to the City of Canterbury-Bankstown Council in 2024, seeking approval for:

- Site preparation and early works, including demolition of all existing structures, bulk excavation, any required remediation and tree removal;
- Construction and use of a five (5) storey mixed use podium and three towers, comprising:
 - a 19 storey hotel tower in the south-west corner of the site;
 - a 24 storey residential tower in the south-east corner of the site;
 - a 24 storey residential tower in the north-east corner of the site;
 - ground floor retail activating the ground plane;
 - a gym at the south eastern corner of levels 1 and 2;
 - metro supermarket at the west of level 1;
 - provision of residential amenity spaces at the north of levels 1 to 3;
 - a childcare use at the north eastern corner of the podium rooftop;
 - a function centre and retail uses along the south of the podium rooftop;
 - provision of a through site link connecting The Mall in the north to North Terrace in the south, as well as additional links from Fetherstone Street and The Appian Way, providing connections to both The Mall and North Terrace.
- Construction of a two (2) level basement car park accommodating car, bicycle, motorcycle and loading spaces. Vehicular access from Fetherstone Street to the west of the site;
- Inclusion of landscaping throughout the site; and
- Extension and augmentation of services and utilities to the development as required.

2.2 Project Vision and Objectives

The vision is to reimagine the Compass Centre in new and inviting ways by making the most of its central location in the heart of Bankstown.

Project objectives include:

- To deliver much-needed housing and housing diversity for the Bankstown community.
- To enhance local liveability.
- To contribute to the authentic retail, food, and beverage offering.
- To offer improved pedestrian connections and enhanced public safety.

2.3 Location

The site is located at 83-85, 99 North Terrace and 62 The Mall, Bankstown, at the heart of the Bankstown CBD. It has a site area of approximately 10,122m² (inclusive of the Council owned former library site), with frontages to North Terrace (south), The Appian Way (east), The Mall (north) and Fetherstone Street (west).

A site aerial, including the surrounding context is included in **Figure 1**.

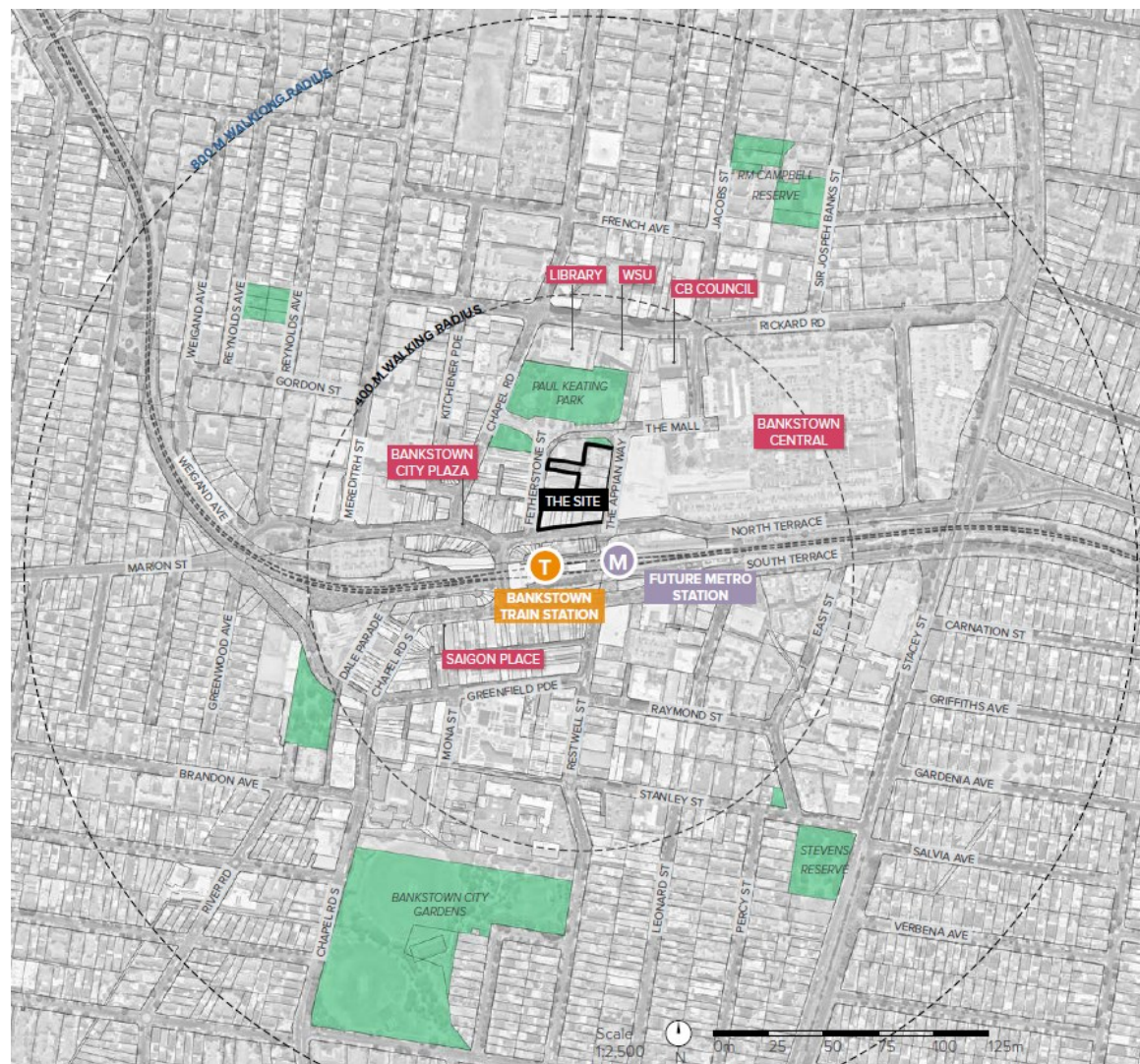


Figure 1 Site Aerial

2.4 Planning Context and Requirements

2.4.1 Planning Pathway

The nominated planning pathway for the development is a Detailed Development Application (DA) to be lodged with the City of Canterbury-Bankstown Council and determined by the Sydney South Regional Planning Panel, given it has an estimated development cost of more than \$30 million and is therefore subject to Part 2.4 of the State Environmental Planning Policy (SEPP).

As part of the DA process, there is a requirement to undertake consultation with Council's Design Review Panel (DRP), given that Clause 6.16 requires the redevelopment of the site to demonstrate design excellence in order to achieve a height of 83m and an FSR of 5:1, which is the intended outcome for the proposed development.

This has been achieved via two DRP meetings to date, as detailed further in **Section 5.2.1**.

2.4.2 Planning Considerations

Key planning considerations applied to the site include:

- The site is subject to a maximum height limit of part 41 metres, part 53 metres. Notwithstanding this, clause 6.16 of the Canterbury Bankstown Local Environmental Plan 2023 (Canterbury Bankstown LEP 2023) permits a maximum height of 83m subject to the development demonstrating design excellence.
- A base FSR of 4.5:1 is mapped for the site. Notwithstanding this, Clause 6.16 of the Canterbury Bankstown LEP 2023 permits a maximum FSR of 5:1 subject to the development demonstrating design excellence.
- The site is subject to site specific Development Control Plan (DCP) provisions that guide the site layout, setbacks and request that the mid-block pedestrian connections from Bankstown Railway Station to The Appian Way and The Mall be retained. It is noted that the current street setbacks in the DCP are 0m, except The Mall to the north of the site, where a 3m setback applies. The Bankstown City Centre Master Plan envisages the same street setbacks apart from the 3m setback to the mall being increased to 5m.

2.4.3 Strategic Alignment

The proposed development aligns with relevant local and broader strategic planning policies, as outlined in **Table 2** below:

Table 2 Relevant Planning Policies and Strategies

Strategic Plan	Strategic Context
Transit Oriented Development Program Transport for NSW (2024)	• The program aims to deliver much needed housing around 45 transport hubs. • Bankstown has been identified as one of eight accelerated precincts wherein land within 1,200m of the station will be rezoned to allow for more medium and high density and mixed-use developments. • The proposal will align with the State Government's aim of providing more housing in Bankstown.
Canterbury-Bankstown Local Environmental Plan Canterbury-Bankstown City Council (2023)	• The aim of the Local Environmental Plan (LEP) is to make local environmental planning provision for land within Canterbury-Bankstown. • The LEP is actioned to address items such as providing residential accommodation choice and diversity for the changing needs of the population, managing sustainable growth, achieving good urban design, and creating vibrant town centres. • The proposal addresses the LEP through providing greater housing diversity through BTR and apartment size diversity, providing local employment opportunities, aligning housing in a well-connected location, and contributing to good urban design and helping to revitalise the Bankstown CBD.
Greater Sydney Region Plan – A Metropolis of Three Cities Greater Sydney Commission (2018)	• The Greater Sydney Region Plan is the overarching strategic plan to manage change and growth in the Greater Sydney Region. It sets a 40-year vision where most residents live within 30-minutes of their jobs, education and health facilities, services and great places. • The proposal aligns with the plan by providing more housing in an area that is well-connected to services and infrastructure.
Bankstown City Centre Master Plan Canterbury-Bankstown City Council (2021)	• The plan is a 20-year vision for Bankstown (to 2036) that establishes a spatial framework for growth and change across the centre, informs future changes to planning controls, and assists Council in priority infrastructure to advocate for delivery and investment. • The overall aim is for Bankstown to become a liveable, vibrant, sustainable, and accessible place that attracts more people to live, work, study, visit, and invest. • The proposal aligns with Council's overall aim for Bankstown in making the centre a more attractive place to live and engage with.
Connective City 2036 Canterbury-Bankstown City Council (2020)	• The plan provides a 20-year framework that guides Canterbury-Bankstown's future population and employment by ensuring that the centre is appropriately supported by active and public transport. • There are several visionary mass transit corridors including to Kogarah, Parramatta, Bankstown Airport, and Western Sydney International Airport. It further identifies The Appian Way being transformed into a pedestrianised street lined with shops and restaurants. • The proposal supports Council's plan by providing housing close to existing and future transport connections, as well as providing an improved pedestrian experience through the inclusion of site-through links that connect to the station, Paul Keating Park, the library and WSU, and Bankstown Central.

2.5 Engagement Context and Requirements

As the DA will be lodged to Council, there is no formal requirement to conduct proponent-led engagement prior to lodgement. However, given the site's history and ongoing community interest in its development, there was value in undertaking a pre-lodgement consultation to identify any early issues with the proposal and understand local feedback to inform the final design.

2.5.1 Previous Engagement

There has been public awareness and knowledge about the impending redevelopment of the Compass Centre due to the previous development plans, public exhibition process and related media coverage. The Bankstown Master Plan and LEP (2023) also identifies this area for intensification.

Previous engagement ahead of pre-lodgement community engagement included:

- Engagement with the Fetherstone Street Apartments Owners Corporation during initial site acquisition.
- Qualitative profiling of the Bankstown CBD via focus group sessions with local residents, workers, visitors and prospective renters, led by Brick Consulting. This has provided valuable insight into the community including perceptions, experiences, needs, and aspirations for the local area.
- Ongoing correspondence and meetings with Canterbury-Bankstown Council, via pre-DA and DRP meetings.

2.5.2 Pre-Lodgement Engagement

This Report outlines pre-lodgement engagement undertaken to understand early reactions and feedback on the Proposal:

- **Section 3.0** outlines the engagement approach, including activities and tools.
- **Section 4.0** outlines the engagement process and delivery, including engagement outcomes.
- **Section 5.0** summarises feedback gathered across the pre-lodgement engagement process from community, Council and other key stakeholders.

2.5.3 Public Exhibition

Once the DA is lodged, community and stakeholders will have an opportunity to provide formal feedback via the public exhibition process, which will be managed by Council. It is anticipated this will be for a minimum of 21 days given the project's broader scale impact.

3.0 Engagement Approach

3.1 Purpose and Principles

The engagement approach was designed to align with Aware Real Estate and Barings' recently adopted National Engagement Framework.

3.1.1 Purpose

The engagement approach was designed to:

- Introduce the project to community and stakeholders – by ensuring engagement activities were designed to be accessible and relevant to local demographics.
- Understand reactions and implications or consequences of the proposal – by seeking qualitative and quantitative feedback on stakeholder and community views.
- Improve the quality of the proposal and designs – by seeking feedback directly from community and stakeholders impacted and likely to interact with the proposed development, and reporting back on how feedback has informed the final design.
- Create social licence to operate – by creating an understanding of reasons for change and garnering support for future operations.

3.1.2 Principles

The following principles guided the engagement process:

- **Understand the neighbourhood** – to create better awareness, understanding and investment in the places and communities created by development
- **Appreciate potential impacts** – to inform reasonable approaches to stakeholder management and mitigation throughout the project
- **Plan for success** – to consider stakeholder risks and opportunities, define roles and responsibilities to manage risk and execute success, and continue to feedback on lessons learned
- **Communicate clearly** – to build key relationships early on and gain controlled influence the public narrative about the development
- **Engage meaningfully** – to ensure negotiables and non-negotiables are defined upfront, and time is spent driving realistic outcomes
- **Seek shared value** – to establish areas of common ground, understand aligned interests, develop win-win outcomes, and create positive project outcomes.

3.2 Alignment with IAP2 Public Participation Spectrum

The International Association for Public Participation (IAP2) is the leading professional organisation advancing the practice of public participation or engagement globally. IAP2 has developed a number of tools that demonstrate how and when to engage and provide insight into the principles behind effective community engagement. Using best practice based on the **IAP2 Global standards** documentation Ethos Urban adheres to seven key principles for driving good engagement outcomes:

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

Figure 2 below demonstrates IAP2's Spectrum of Public Participation which was designed to assist with the selection of the level of participation that defines the public's role in any consultation process. The Spectrum is used internationally, and it is found in engagement plans around the world.

The 83-85, 99 North Terrace and 62 The Mall, Bankstown project sits at **consult** on the IAP2 Spectrum in which Barings is seeking to obtain public feedback on the proposed development.

IAP2 Spectrum of Public Participation



IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Figure 2 IAP2 Spectrum of Public Participation.

Source: IAP2

3.3 Activities and Tools

Table 3 below details the various communications tools and engagement activities utilised, their purpose, target audience and level of anticipated engagement during the pre-lodgement consultation process.

Table 3 Engagement Collateral and Activities

Activity/Tool	Description	How engagement informed the project	Target Audience	Level of Engagement
Collateral				
Stakeholder & Community Invite Letters	Introduced the project to key stakeholders and impacted residents, tenants and community members, and provided high level information on the project. Invited them to learn more via a series of engagement events. Letterbox dropped and emailed directly to stakeholders, residents, tenants, and community members.	- Built early project awareness. - Assisted in identifying key stakeholders, ascertaining level of interest and influence to manage to engagement throughout project lifecycle.	- Key stakeholders - Community members - Fetherstone residents - Compass Centre tenants	Inform
PowerPoint Presentation	Detailed the project vision, objectives and key deliverables of the site using visual aids. Used in Fetherstone resident webinars.	Ensured accurate, relevant information was provided to Fetherstone residents.	Fetherstone residents	Inform

Activity/Tool	Description	How engagement informed the project	Target Audience	Level of Engagement
		Established and gained early influence on public project narrative.		
Information Display Boards	Explained the project in simple and easy-to-understand terms, including project vision and objectives, designs, planning process, project timeline and further opportunities for feedback. Were displayed at both community pop-ups at Bankstown Central.	- Ensured accurate, relevant information was provided to all impacted and interested community members and stakeholders. - Established and gained early influence on public project narrative.	Face to face community event attendees	Inform
Project Website	Created a standalone, centralised point of project information for all stakeholders and community to learn more about the project, planning process, engagement events and how to contact the project team and get involved. Link to website was included across all print and digital collateral.	- Ensured accurate, relevant information was provided to all impacted and interested community members and stakeholders. - Established and gained early influence on public project narrative. - Provided a platform for challenging / interested stakeholders and prospective future community members to identify themselves – via direct sign up to project updates.	All	Inform
Project Flyers	Helped create project awareness and generated momentum about upcoming opportunities for consultation. Were displayed at key locations in and around the site and handed out at the community pop-up (Round 1 only).	- Built early project awareness. - Ensured broad audience reach across various demographic groups.	All	Inform
Activities				
Frontline Engagement Channels	Provided all stakeholders with a direct point of contact for any enquiries via 1800 number and project email address. Was promoted across communications collateral and engagement channels.	- Provided an outlet for the stakeholders to ask questions and communicate any concerns they may have about the project directly to the project team. - Established ongoing stakeholder database for project updates and future construction communications throughout the project, ensuring broadness of awareness and reach.	All	Consult

Activity/Tool	Description	How engagement informed the project	Target Audience	Level of Engagement
Key Stakeholder Briefings	Provided an opportunity for key stakeholders to be a part of the project, find out information, ask questions and provide feedback.	• Provided an outlet for the stakeholders to ask questions and communicate any concerns they may have about the project directly to the project team. • Gained greater understanding of stakeholder interests and areas of influence. • Established and built key stakeholder relationships. • Created trust and established potential project advocates.	• Key stakeholders - Council Planning Officers & DRP - Bankstown Police - Vicinity - WSU - Chamber of Commerce	Involve
Tenant Walkaround through Compass Centre	Provided an opportunity for Compass Centre tenants to learn more, meet the team and ask questions.	• Created an opportunity for accessible and meaningful face-to-face engagement with the project team. • Gained direct feedback from those immediately impacted and likely to be interested in the proposal. • Ensured diversity of feedback channels. • Established Barings as good neighbours invested in understanding the local community they are developing.	• Compass Centre tenants	Consult
Local Pop-ups	Provided an in-situ opportunity for local community and neighbouring businesses to learn more about the project, understand its vision, and ask questions of the project team.	• Created an opportunity for accessible and meaningful face-to-face engagement with the project team. • Established Barings as good neighbours invested in understanding the local community they are developing. • Sought input directly from site users and visitors. • Ensured diversity of feedback channels.	• All	Involve
Online Survey	Sought feedback on elements of the project to help inform the planning, design and delivery stages (Round 1 only).	• Gathered feedback from broad catchment of stakeholders to inform final design where appropriate. • Ensured diversity of feedback channels.	• All	Consult

Activity/Tool	Description	How engagement informed the project	Target Audience	Level of Engagement
Fetherstone Residents Webinars	Provided an alternative and flexible forum, dedicated to Fetherstone residents to learn about the project, meet the project team, provide feedback on key topics and ask questions. Held online via Zoom.	• Provided an outlet for Fetherstone residents to ask questions and communicate any concerns they may have about the project directly to the project team. • Created an opportunity for accessible and meaningful face-to-face engagement with the project team. • Gained an understanding of likely topics of interest and concern ahead of formal public exhibition. • Helped to understand resident sentiment towards the project.	• Fetherstone residents	Involve

4.0 Engagement Process and Delivery

The following sections of the report provide a detailed summary of the communications and engagement activities undertaken to date to support the proposal in the lead-up to DA lodgement, the feedback received, and how the project team has responded.

4.1 Notifications

The project team engaged an external distribution supplier to complete letterbox drops to existing tenants, Fetherstone Apartment residents, and the wider community across both rounds of consultation.

4.1.1 Existing Tenants

Round One

On 17 November 2023, a dedicated letter to Compass Centre tenants was emailed and also physically distributed as part of a tenant walkaround to approximately **27 tenants** attended by a representative from Ethos Urban and Knight Frank. Approximately nine retailers were not notified due to being either missed, closed, or occupied.

The letter provided information about the project, including vision, objectives, indicative timeline, contact information and detailed further engagement opportunities through the project lifespan.

Round Two

As part of Round Two notification, a project letter update was issued to Compass Centre tenant database, comprising approximately **35 tenants**, by Knight Frank on behalf of the project team on 18 April 2024. The letter provided a summary of the updated DA proposal, a summary of community and stakeholder feedback, reiterated the project team's commitment to ensuring tenants are consulted throughout the project lifespan, and provided an invitation to the upcoming community pop-up.

4.1.2 Fetherstone Apartment Residents

As immediate neighbours to the proposed development site, engagement with Fetherstone Apartment residents has been targeted and tailored to promote direct opportunities to meet the project team and address any queries.

Round One

A letter was distributed on 18 November 2023 to approximately **69 properties** to introduce the project, promote an online community survey, and invite residents to a series of engagement events to learn more, including a dedicated webinar.

The project team also contacted building strata management on 21 November 2023 to request further digital distribution of the letter to relevant owners, agents and tenants so as to ensure the appropriate and relevant people were informed.

Round Two

A second letter was distributed on 18 April 2024 to the same catchment comprising approximately **69 properties**, to invite residents to attend upcoming engagement events, including a follow-up dedicated webinar to present the progressed proposal in more detail.

The project team also emailed the Fetherstone Resident database, compiled from Round one engagement, and building strata management a copy of the letter to encourage further distribution to relevant owners and occupiers.

4.1.3 Bankstown Community

Engagement with the wider Bankstown community has been notably successful via ad-hoc, face-to-face engagement activities such as community pop ups and walkarounds. Nevertheless, letters were prepared and distributed as a formal notification and invitation to upcoming engagement events.

Round One

A letter was distributed on 18 November 2023 to approximately **4,108 properties within a 500m radius** of the site to introduce the project, including vision, objectives, indicative timeline, contact information, promote an online community survey, and encourage interested members attend a community pop up to learn more.

Round Two

A second letter was distributed on 18 April 2024 to the same catchment comprising approximately **4,108 surrounding properties**, to provide an update on the project, including a summary of community and stakeholder feedback and invite interested community members to attend a community pop up to view the progressed proposal in more detail. The project team also emailed the general project database, formed following Round One engagement, to ensure timely project update.

**It should be noted that the while the letterbox drop method is a useful channel for mass communication, there are limitations that can arise as a consequence of the distributors' Code of Conduct. 'No junk mail' mailboxes, difficulty in locating or accessing mailboxes, and human error can result in no delivery to some addresses. As such, this method was adopted as part of a suite of tools and activities including establishment of a project website and stakeholder database, and email outreach to consultation databases and building managers to ensure the community were provided with ample notice of upcoming engagement opportunities.*

4.1.4 Stakeholder Email Notification

During Round One, a series of stakeholders were contacted directly by the project team with an offer for a dedicated project briefing, as outlined in **Table 4**.

Table 4 Stakeholder Correspondence and Outcomes

Stakeholder	Correspondence	Outcome
City of Canterbury-Bankstown Council – Planning officers	Ongoing outreach, including email notification of intended pre-lodgement community and stakeholder engagement on 9 November 2023	- Engagement with Council's Planning team has been ongoing since the project's inception. - Pre-DA meeting held on 26 September 2023. Refer to Section 5.2.2 for further details. - Barings and their consultants remain committed to ongoing consultation with Council planning officers as the project progresses.

Stakeholder	Correspondence	Outcome
City of Canterbury-Bankstown – Elected Mayor and Councillors	Email request on 27 November 2023 and 14 December to Council's Director of Planning to request presentation to Councillors in presence of relevant council executives.	- It was noted that Council officers would brief Councillors at the appropriate time, with input from the project team. - Barings and their consultants remain committed to ongoing consultation with Councillors as the project progresses.
Bankstown Police	Email outreach on 20 November 2023	Meeting held May on 5 December 2023. Refer to Section 5.3.2 for further details.
Western Sydney University – Bankstown City Campus	Email outreach on 20 November 2023	Meeting held on 2 February 2024. Refer to Section 0 for further details.
Canterbury-Bankstown Chamber of Commerce	Email outreach on 20 November 2023	Meeting held on 2 February 2024. Refer to Section 5.3.4 for further details.
Transport for NSW	Email outreach on 20 November 2023	- Response received on 24 November 2023 advising engagement should align with agency's standard practices for pre-lodgement engagement. Contacts were provided for relevant transport teams, including TfNSW (bus operations, Metro, and traffic generation) and Sydney Trains. - Barings and their consultants remain committed to ongoing consultation with relevant TfNSW teams as the project progresses.
Sydney Metro	Email outreach on 20 November 2023	- No response as of 1 May 2024. - Barings and their consultants remain committed to ongoing consultation with Sydney Metro as the project progresses.
Bankstown Central (Vicinity Centres)	Email outreach on 20 November 2023	- Vicinity Development representatives declined a meeting request in February 2024 and requested engagement once the design was further progressed. - As part of the April 2024 wider community consultation, Bankstown Central Centre management team has requested a project briefing to occur at the appropriate time. - Barings and their consultants remain open and committed to consultation with Vicinity Centres as the project progresses.
Jihad Dib, State Member for Bankstown	Email outreach on 20 November 2023	- No response as of 1 May 2024. - Barings and their consultants remain committed to ongoing consultation with Jihad Dib MP as the project progresses.

Stakeholder	Correspondence	Outcome
Jason Clare, Federal Member for Blaxland	Email outreach on 20 November 2023	- No response as of 1 May 2024. - Barings and their consultants remain committed to ongoing consultation with Jason Clare MP as the project progresses.
Bankstown Library and Knowledge Centre	Email outreach on 20 November 2023	- No response as of 1 May 2024. - Barings and their consultants remain committed to ongoing consultation with Bankstown Library and Knowledge Centre as the project progresses.
Bankstown Sports Club	Email outreach on 20 November 2023	- No response as of 1 May 2024. - Barings and their consultants remain committed to ongoing consultation with Bankstown Library and Knowledge Centre as the project progresses.

4.2 Project Email and 1800 Number

A project email address, consultation@ethosurban.com and telephone number, 1800 870 549, were set up and communicated through printed collateral and email outreach to provide community and stakeholders with a channel to ask questions and provide feedback throughout the engagement period.

As of 1 May 2024, **four project enquiries** have been received. One sought further information regarding the technical design, including proposed setbacks, floor space ratio and carparking provisions. Another was a query around the height and placement of the buildings in respect to the Fetherstone apartments. Another enquiry was a question around the project timeline and the potential for investment in the apartments. The final enquiry was related to adjacent Sydney Metro upgrades, with the enquirer directed to the correct community hotline. This feedback has been incorporated into the general community feedback under **Section 5.1.3**.

The email and phone number will continue to operate until lodgement of the final DA.

4.3 Project Website

A dedicated project website, <https://bankstowncompass.com.au/>, was created as a central information source to stay up to date on the project. Information provided included:

- Overview of the proposal, including project vision, objectives and the proposed development
- Overview about community consultation and feedback from Round One.
- Opportunities for engagement, including links online community survey and information about community pop up.
- Contact information for any project queries and project update sign-up form

The project website will be updated with key information as the project progresses.

Table 5 outlines website analytics over the pre-lodgement consultation period.

Table 5 Project Website Analytics from December 2023 - May 2024

Statistic	Number*
Website views	14
Visitors	14

Statistic	Number*
Average engagement time	53 seconds

*As of 9 May 2024

4.4 Community Survey

An online community survey was open from 18 November – 13 December 2023, with **13 responses** collected during this period. The survey was promoted via letterbox drop to approximately 4,100+ surrounding properties on 18 November 2023 and promoted at the community pop up held 7 December 2023 attended by approximately 35 community members.

The survey provided the opportunity for the wider community to provide feedback on the initial project design and objectives, with questions designed to understand community sentiment around the proposal, including level of support, what they valued about their local area, and asked what types of retail, food and beverage, health and wellbeing services, and other uses they would like as part of the redevelopment.

Overall, the community were very supportive of the proposal, with a summary of feedback as follows:

- Most respondents (76.9%) had a positive mindset towards new development in Bankstown CBD.
- There is also a strong level of support for the redevelopment of Bankstown Compass Centre (81.8%).
- Respondents indicated a strong sense of place and connection (50.0%) to Bankstown, particularly around its multicultural diversity (66.7%).
- Respondents value authentic retail, food, and beverage offerings (63.6%), as well as easy connections (63.6%) and an expanded nighttime economy (54.6%).
- Key concerns expressed by respondents included traffic congestion and parking impacts (70.0%), and potential disruptions to accessibility during construction (50.0%).

This feedback has been incorporated into general community feedback outlined in **Section 5.1**.

4.5 Fetherstone Apartment Webinars

Two online information webinars for Fetherstone residents were held as part of pre-lodgement engagement process.

In the ongoing COVID-19 context, online video conferencing has emerged as a safe, flexible, and accessible way to conduct consultation, offering greater levels of attendance and engagement. To encourage participation and maximise community reach around the state, the webinar was held via Zoom which is a well-known and familiar platform for community members and ran for a duration of 1-1.5 hours. This ensured the relevant material could be presented and digested in a timely manner whilst providing the opportunity for questions and concerns to be raised by participants and acknowledged and addressed by the project team.

4.5.1 Round One – 28 November 2023

The first webinar, held on 28 November 2023 from 6:30-7:30pm, aimed to introduce the project to the residents and seek feedback on the early stages of the proposal. It also provided an opportunity for residents to meet the team, ask questions, and provide feedback.

Approximately **16 people registered**, with **13 in attendance** at the session.

The presentation included:

- Welcome, housekeeping, and introductions
- Planning context
- Project overview
- Design response
- Project timeline and opportunities for engagement
- Q&A
- Next steps

4.5.2 Round Two – 23 April 2024

The second webinar, held on 23 April 2024 from 6:00-7:30pm, aimed to present the updated design response based on community and stakeholder feedback. Residents were further encouraged to ask questions and provide feedback on the updated design.

A series of polls were also included as part of the webinar to understand the demographics of participants and gather feedback around their level of support for the project, and whether they believed the updated design reflected community and stakeholder feedback.

Approximately **6 registered** and **3 attended** the second webinar, suggesting a level of acceptance about the impending development of the Compass Centre.

The presentation for the second webinar included:

- Welcome, housekeeping, and introductions
- Planning update, including referencing Bankstown Transit Oriented Development
- Project update, including high-level design update, construction methodology, and engagement and feedback so far
- Developed design response, including apartment make-up, parking and site access, Connecting with Country, and sustainability
- Project timeline and opportunities for engagement
- Q&A
- Next steps

4.6 Community Pop-up

Two community pop-ups were held at Bankstown Central, with an aim to provide an ad-hoc opportunity for the wider Bankstown community to learn more, chat with the project team and provide their feedback.

Round One – 7 December 2023

The first pop up was held on 7 December 2023 from 4:00-7:00pm and was attended by approximately **35 interested community members**. The pop up included a series of display boards that provided an overview of the project including the project vision, objectives, planning context, design principles, project timeline, and further opportunities for engagement including the survey and project team contact details. 'Takeaway engagement' was also included in the form of a factsheet that provided.

Round Two – 27 April 2024

The second pop-up, held on 27 April 2024 from 10:30am-1:30pm, was attended by approximately **50 interested community members**.

This included a series of display boards containing further information about the updated design response based on community and stakeholder feedback. The boards went into greater detail around the site layout, proposed uses, construction methodology and respect for neighbours, pedestrian and vehicle site access, parking, apartment make-up, sustainability and Connecting with Country. The boards also included an indicative project timeline, next steps, and project team contact details.

5.0 Summary of Feedback

5.1 Community

Community feedback gathered across existing tenants, Fetherstone Apartment residents, and the general Bankstown community, is as follows:

- **There is strong level of support for the proposal**, with many community members expressing excitement for the proposed scale and change of the development given the site's strategic location. Many acknowledged that a redevelopment of the existing site is much needed and overdue, and locals want to see development of some kind proceed, with a strong interest in project and construction timelines.
- The **community like the design and proposed uses** and **appreciate the potential for improved connectivity, vibrancy and nighttime economy, and passive surveillance** through the site-through links and increased pedestrian activity in the area, with references made to current safety and crime prevention

- issues around the site. Many value the **strong sense of place and connection, multicultural offerings and services** for locals, which they would like to see continued.
- There is **some concern around construction methodology and impacts including noise, dust, vibration, and traffic congestion**. This was particularly noted amongst immediate neighbours at the Fetherstone Apartment building.
 - **Traffic movement and site access were of high interest and some concern** across the community, both during construction and operation, with reference to the **car-dependent population**. The community would like assurance that the proposal is supported by **ample parking**.
 - **Neighbouring amenity impacts** to Fetherstone Apartment residents noted include **overshadowing, solar access, privacy, property valuation, and increased noise** during operation from some uses.
 - There was interest from existing Compass Centre tenants around the **potential for future tenancy** in the redeveloped Compass Centre. Community members also expressed that they would like to see some long-term operating tenants given the opportunity for a new tenancy. Many community members enjoy and have developed a **loyalty for key operators**, which they would like to see continue in the new development.

5.1.1 Compass Centre Tenants

Table 6 provides an overview of feedback gathered from the tenant walkaround on 17 November 2023.

Overall, tenants were aware of the development and believed there is a need for redevelopment in Bankstown. Many expressed appreciation of the notice and early engagement and a few noted interest in the potential future tenancies in the new Compass Centre.

Table 6 Compass Centre Tenant Feedback

Theme	Question / Comment	Project team response
Proposal and overall design	General belief that there is a need for uplift, and acknowledgment of impending redevelopment of Compass Centre site Note that Compass Centre was booming 15 years ago.	• Comment, noted. • The project vision is to reimagine the Compass Centre in new and inviting ways by making the most of its central location in the heart of Bankstown.
	Suggestions to acquire library site as part of longer-term strategy.	• Canterbury-Bankstown Council's current Local Environmental Plan and Development Control Plan envisage redevelopment of the former library site. • Under a voluntary planning agreement, the project team is obliged to negotiate with Council for the ultimate inclusion of the library site as part of the development of the Compass Centre. The project team is considering what that means for our design and how we make this work, however this is dependent on whether we can come to an agreement with Council, who currently own the library site.
	Suggestion to include free dwelling spaces, cafes, opportunities for child's play areas, more activities, nighttime operators to create an atmosphere (e.g. Roselands).	• The project team has engaged a retail consultant to understand and reflect community needs.
	Crime prevention and safety is an ongoing issue for the Centre.	• The project team has engaged with Bankstown Police to understand potential safety risks and concerns and discuss mitigation strategies.
Retail tenancy arrangements and future	A keenness from existing tenants in opportunities for future tenancy in the new Compass Centre.	• The project team notes enthusiasm from existing tenants and will explore if there are opportunities for future tenancies.

leasing opportunities		- The project team has engaged a retail consultant to understand and reflect community needs and aspirations. - Future retail leasing opportunities will be confirmed at a later stage in the project.
	Note that some tenants have been in the area for extended periods (15+ years).	The project team is committed to ensuring existing tenants are consulted throughout the project lifespan. This will include timely updates as the project progresses through the planning process.
	Request for a 6-month notice for vacancy as need to get rid of produce stock.	Comment, noted.
	Some concerns from clients of tenants around loss of services.	The project team notes enthusiasm from existing tenants and the community and will explore if there are opportunities for future tenancies.
Project timeline and opportunities for consultation	Overall appreciation for notice. Note that consultation during previous scheme was poor.	Comment, noted.
	Interest in project timeline and construction phases, with suggestion that Metro would need to be complete first, followed by Compass Centre, followed by Bankstown Central / Vicinity.	- An indicative project timeline has construction commencing mid-late 2025, with the new centre opening in late 2028, pending relevant planning approvals. - The project team will liaise with other major landowners and operators to understand indicative construction times and develop strategies to mitigate cumulative construction and development impacts on the community. - Tenants will be provided at least six months' notice ahead of demolition works.

5.1.2 Fetherstone Residents

Table 7 provides a summary of feedback from Fetherstone residents across both webinars.

Overall, there was support for the redevelopment of Bankstown Compass Centre, with general sentiment believing that there is a need. Concerns raised related to specific impacts to Fetherstone residents including during construction, being traffic, noise, dust, vibration, and design and operations, notably setbacks, overshadowing and solar access, parking.

Table 7 *Fetherstone Resident Feedback*

Theme	Question / Comment	Project team response
Proposal and overall design	Interest in project rationale.	- The redevelopment of the Compass Centre seeks to deliver a world-class precinct in a growing area, responding to the demand and needs of the local community, and providing a better experience of Bankstown for all. - The project responds to Council's strategic vision set out in the Bankstown City Centre Masterplan and the NSW Government's Transit-Oriented Development Program, in which Bankstown has been identified as a priority high-growth area.

	Interest in whether shortcut to Bankstown Central will be retained in design and throughout construction.	- At this stage, the laneway is proposed to be publicly accessible and able to be used 24/7. <i>Post-meeting note:</i> Further technical studies will be carried out to ensure the proposed development considers safety and crime prevention through environmental design.
	Interest in whether proposed development will include social or affordable housing and rent-to-buy options for health care workers.	- Build-to-rent housing is proposed in the residential buildings, to reflect market demand. At this stage, social/affordable housing and rent-to-buy housing is not intended to form part of the development. <i>Post-meeting note:</i> We acknowledge the initial community letter distributed on 18 November 2023 included a reference to the provision of essential worker housing. Please be advised the project seeks to deliver much-needed housing and housing diversity for the Bankstown community. The proposed housing typology at this stage is build-to-rent, to meet market expectations, demands and feasibility.
Traffic, parking and site access	Interest in traffic plan and any proposed changes to the way Fetherstone Street is designed to accommodate increase in traffic.	- A Traffic Impact Assessment will be submitted as part of the final DA package. - The site is located within a block bounded by four streets, which can help to share and manage traffic flow. We will try to use the existing crossovers for Fetherstone apartments and Compass Centre for site access points. - The proposed design has considered Council's Complete Streets Plan proposes the future pedestrianisation of The Appian Way. This limits where access points for the site can be, as the development may need to deliver part of Council's Complete Streets Plan. - Fetherstone Street will become a secondary tier street and only be used to provide access to Fetherstone apartments and this proposal.
	Interest proposed location for carpark entry and loading docks.	Loading dock access will be to the north of Fetherstone Apartments. Parking access will be south of Fetherstone Apartments.
	Query about whether a commuter car park is proposed within the development.	There are no existing plans to include commuter parking on site.
Amenity impacts during future operations	Interest in whether the proposed 25-storey building height is permissible around the entire Fetherstone Apartments building.	- Yes, Canterbury-Bankstown Council has approved 25-storeys (approximately 83m) for the entire block surrounding Fetherstone Apartments, including the former library site. - The site has been rezoned with new heights and density to accommodate for the planned future growth of Bankstown and is consistent with Council's future vision for Bankstown CBD, per the Bankstown City Centre Masterplan. - The NSW Apartment Design Guideline (ADG) also regulates building design for apartments. The proposed Compass Centre buildings will have a setback of at least 24 metres from Fetherstone Apartments, which responds to ADG guidelines.
	Interest in the progress of shadow studies and diagrams to highlight potential	Minimising impacts where possible is at the forefront of our design thinking, with fundamental findings from the overshadowing studies looking promising.

	overshadowing and solar access impacts for residents.	- Any potential shadowing impacts will be carefully considered within the controls stated in the NSW Apartment Design Guide (ADG). - Technical shadowing studies and diagrams will be included in the final DA package for viewing and comment during public exhibition.
	Interest in proposed building setbacks, and proposed 18-24 metre setback (is it from the outermost wall of the building, i.e., the bottom of the building is wider than the top)	- The proposed Compass Centre buildings will have a setback of at least 24 metres from Fetherstone Apartments, which responds to NSW ADG guidelines. - This is a sliding scale determined on a variety of factors – including height – the taller the building, the greater the separation. - The proposed setbacks will meet, if not exceed, NSW ADG requirements.
	Concerns around proposed hotel / function centre use increasing noise disturbances for existing Fetherstone residents, and interest in noise reduction design measures to mitigate this. Notes that the Fetherstone building is older, with thin walls	- The proposed design includes a suite of design and acoustic separation measures to reduce unreasonable noise impacts: - Window glazing and appropriate façade materials. - Hotel rooms and podium level uses are designed facing away from Fetherstone apartments (south, east, and west) to reduce noise and privacy impacts. - The function centre space is contained internally, with core purpose for corporate events, rather than big gatherings like weddings. This reduces the potential for events continuing during the evening / night. - Feedback from Council's Design Review Panel has also looked into the design of the building to ensure uses are facing away from existing residents.
	Some concern around safety impacts due to increase in foot traffic, with acknowledgement that while it may improve local safety, some people may not like the increase in people and activity in the area.	- Any use within the buildings will have to be monitored and managed and must commit to Council conditions around safety and access e.g. hours of operation. - There are safety benefits to the broader community through an increase in passive surveillance from additional foot traffic throughout the day / night.
Construction impacts	Interest in construction timeline, methodology and mitigation measures, with concerns around potential construction impacts e.g., noise, vibration, property damage, property value References made to lengthy construction projects like Parramatta Square, which took 5 years.	- A Construction Environmental Management Plan (CEMP) will be prepared and is required to be approved by Council before construction can commence. This will detail proposed mitigation measures to manage and reduce construction impacts where possible. - The CEMP will also need to meet any conditions of consent issued by Council regarding construction working hours, traffic movements and site access, and more. - The project team will look to appoint a Tier 1-2 builder to deliver a quality product that meets our expectations and our neighbours. The builder will also have a dedicated community contact for queries during construction. - Construction is anticipated to commence no earlier than mid-late 2025 and completed by mid-2028 (approximately 3-year build). This includes 6-9 months for demolition and basement excavation, 18 months for main construction

		works, and 6 months for fit out. These timeframes are indicative only and subject to change, pending relevant planning approvals. • The anticipated construction period for the new Compass Centre will be shorter than that in Parramatta Square due to being a singular development. • <i>Post-meeting note:</i> Dilapidation reports will be offered to all residents ahead of construction starting. The report serves as evidence of any damages that may have occurred as a result of a nearby construction site. Also, this report is a precondition for getting Development Approval for projects that can potentially cause damage to other properties next to them.
	Reference to existing residents and community who will have to live through the construction period before wider project benefits are enabled. References made financial compensation offered on other development projects. Interest in any exclusive benefits on offer to Fetherstone residents to help cope with construction impacts, with suggestion made for residents to be included on any priority sales interest lists.	• Comments, noted. • We will continue to work closely with impacted immediate neighbours as the project progresses. • A Construction Environmental Management Plan (CEMP) will be prepared and is required to be approved by Council before construction can commence. This will detail proposed mitigation measures to manage and reduce construction impacts where possible. • At the stage, the proposed apartments are not for sale and are instead proposed to be build-to-rent apartments. This responds to housing market expectations, demands and feasibility.
	Interest in building contractor appointment and building integrity.	• We will appoint a Tier 1-2 quality builder, including frontline communications contact and a willingness to work with residents, to ensure construction impacts are proactively managed and minimised where possible. • Ongoing community engagement throughout the process will ensure concerns are addressed and mitigated appropriately.
Project timeline and opportunities for consultation	Interest in whether the proposed development has any alignment or connection with the new Bankstown Hospital project	• No, there is no connection between the proposed redevelopment of the Compass Centre and any plans for the Bankstown Hospital.
	Interest in access to the presentation slides shown during the briefing session	• Presentations are designed for consultation purposes only and will not be shared with attendees as the design and information is subject to change. • The final DA documentation will made available for viewing and comment during public exhibition period, to be managed by Council.
	Support for undertaking early engagement with Fetherstone residents	• Comment, noted.
	Interest in future communications and opportunities for consultation, particularly on the design	• A follow up webinar with Fetherstone residents was held on 23 April 2024. Residents were also encouraged to visit the community pop up across both rounds of engagement. • The upcoming public exhibition period will be an opportunity to provide formal feedback on the proposal. This process will be managed by Council.

- The project website will continue to be the main source for updates and information as the project progresses.

5.1.3 General Community

Table 8 provides a summary of community feedback received across pop up sessions held at Bankstown Central.

Table 8 *Community Feedback*

Theme	Question / Comment	Project team response
Proposal and overall design	Strong support for proposal, with many acknowledging it is “about time”. Many noted the redevelopment makes sense there will be economic uplift and an improved perception of the area as a result. The site’s connectivity to the station and other major destinations and facilities is a drawcard.	• Comments, noted. • The redevelopment of the Compass Centre seeks to deliver a world-class precinct in a growing area, responding to the demand and needs of the local community, and providing a better experience of Bankstown for all.
	Interest in whether developer would consider purchasing Fetherstone Apartment site to develop as a whole	• The project team is not considering the purchase of the existing Fetherstone apartments.
	Interest and desire for more parking options around the area, with references to car-dependent population.	• The project team will ensure there is adequate parking on-site to support the different uses and demographics of potential users. • The current proposal includes over 500 car parking spaces, including approximately 350 residential car spaces and 220 commercial retail car spaces.
	Desire for improved pedestrian accessibility (e.g., wider paths).	• The proposal includes three site-through links: • Compass Way – between the station and Paul Keating Park • Fetherstone Walk – between the site and Fetherstone Street • Appian Walk – between the site and Bankstown Central
Building and retail uses	Interest in housing model, with some questions around whether the proposal is build-to-sell or build-to-rent. Strong interest in sales price and some confusion as to why the apartments will only be available for rent, not purchase. Some concern that the proposal could increase unit prices in Bankstown, decreasing the area’s existing relative affordability.	• The proposed housing model at this stage is build-to-rent, which reflects current and projected market demand and helps to address the gap in rental housing and affordability in Bankstown. • Rental prices will be reflective of market
	Support for greater nighttime activation, extended food and beverage operators, quality mix of retail and boutique options whilst continuing to serve the community. Suggestions for more multicultural dining options including South American cuisine, GYG, Lebanese, Chinese, Japanese, Nepalese, Thai.	• Comments and suggestions noted. • The project team has engaged a retail consultant to understand and reflect community needs and aspirations. • Proposed retail and services will meet the needs of a growing community, including ground floor casual dining, grab & go hospitality, Metro-scale grocery store, medical, health and wellbeing facilities, childcare services, hotel event space and bar.

	Other notable suggestions included higher end retail stores like Mecca and desire for more social infrastructure spaces and services for youth – including indoor kids play centre, before / after school care, sporting infrastructure	
Construction and development impacts	Concerns around construction impacts, including noise and vibration, dust, traffic and impacts to building integrity.	• The project team will ensure that appropriate mitigation strategies will be in place to reduce construction impacts. • The team will appoint a Tier 1-2 builder which will provide a dedicated community contact for any concerns. • A Construction Environmental Management Plan will be in place. The team will need to comply with Council conditions of consent. • Construction is anticipated to commence no earlier than mid-late 2025 and completed by mid-2028 (approximately 3-year build). This includes 6-9 months for demolition and basement excavation, 18 months for main construction works, and 6 months for fit out. These timeframes are indicative only and subject to change, pending relevant planning approvals.

Project Response:

- The project team thanks the community for participating in the pre-lodgement engagement activities. The feedback provided has been useful to assist with design refinement ahead of final DA lodgement to Council in 2024.
- There will be an opportunity to view the final DA package, including relevant designs, technical plans and documents during the upcoming public exhibition process. Community and stakeholders will be invited to provide formal feedback on the proposal via a public submission. Council will manage the formal notification and public exhibition process.
- The project team will continue to provide timely updates as the project progresses through the planning approval process.

5.2 City of Canterbury-Bankstown Council

5.2.1 Design Review Panel

Two briefing sessions were held with Council's Design Review Panel on 12 October 2023 and 22 February 2024. The issues raised during these meetings are set out in **Table 9 & Table 10** below.

Table 9 *Design Review Panel #1 Feedback*

Theme	Question / Comment
Context and place-based considerations	• Designing with Country approach should be a continuous frame of reference for benchmarking across all aspects of the development. • A more detailed urban design analysis needs to be undertaken, taking into account both current and future context.
Built form and scale	• Parking levels must have a greater floor-to-floor dimension, so that resulting spaces can be used as mixed-use activity spaces when no longer required for the storage of cars. • Wellness circuit is too insubstantial. • The parking and wellness loop interrupt any possible line-of-sight to the retail at level 4, dislocating from any activity on the ground plane. • A more diverse range of potential spaces and tenancies should be incorporated.

Theme	Question / Comment
Density	Density should be tempered by spatial, economic, and social diversity, as well as corresponding spatial urban responses to its immediate context.
Sustainability	- Environmental sustainability should be fully integrated into the development. - It is essential to futureproof the high-rise buildings for changes in living patterns. - Shared and flexible amenity spaces that can accommodate both residents and members of the surrounding community. - The need to consider economic sustainability, driven by a diversity of spaces, uses, and operations on and within the site.
Landscape	- The site needs to have deep soil planting. - Consider creating a green setback on level 4 to provide enhanced amenity for residents and patrons of the podium-level and create a pocket of biodiversity in the Bankstown CBD. - The residential and civic amenity spaces should be integrated within the landscape network on level 4 and throughout the podium.
Amenity	- Consider if the ground floor can become more permeable through including amenity spaces wrapping around the parking levels. - Central through-site link is too narrow, cluttered, and unclear, spatially and visually. - Large and ling multi-level escalators act as intrusions into the space closing off clear access to the link. - Amenity of apartment balconies should be considered, given the likely high wind exposure and large number of south facing balconies. - In the context of the BTR model, it is recommended that apartment layouts be adjusted to afford future tenants greater flexibility.
Safety	- Wellness circuit presents a serious safety issue. - Consider widening and opening the through-site link to increase its safety.
Diversity and social interaction	- Should avoid a consistent and mono-cultural approach to the ground plane and podium. - Consider how the operations and character of the ground plane and podium might change between day and night, allowing for multi-use and flexible spaces. - Proposed spaces on level 2 of podium need more consideration to increase civic activity and enhance residential amenity. - Retail and hospitality spaces on level 4 need more attention in terms of viability, access, address, and spatial identity. - Apartment types and configurations do not appear to reflect the diversity of the LGA, with a greater variety encouraged.
Aesthetics	- Material palette is basic – should be more robust and industrial, adding character to the precinct, along with a degree of resilience. - Materials should support a long-life cycle performance and renewable energy usage for common areas.

Project Response:

- DRP feedback from the first meeting was considered and incorporated into progressed designs presented at the second DRP meeting held 22 February 2024.

Table 10 *Design Review Panel #2 Feedback*

Theme	Question / Comment
Context and place-based considerations	- The urban design report is well-considered. - The ground floor permeability, visibility, and access are much improved, as well as the spatiality of the central connecting spine Compass Way. - Within the confines of the development site, a public stair connection linking the ground floor and upper-level active use space should be considered.
Built form and scale	- The development exhibits both a fine grain relationship to specific aspects of place, as well as presenting grand urban gestures to surrounding streets and public spaces. - The proposed hotel tower creates a highly visible landmark destination for arrivals from the train / metro station complex. - The podium addresses corner conditions clearly and boldly.
Density	The ground floor and its network of retail and hospitality spaces are suitable dense but interlinked by relatively generous movement spaces.
Sustainability	- Due to being build-to-rent, the proponents should explore the prospect of aggregating some facilities and features into communal spaces (e.g. shared laundry) to make them smaller and more affordable, minimise utility use, and reinforce community interaction. - Further consideration could be given to providing durable and low maintenance materials and climate controls to facades.
Landscape	- The incorporation of deep planting zones at major access points is a strong improvement. - The Country advice suggests expressing water in the landscape and across the site. - The soil depth for the urban forest on the upper level of the podium seems insufficient. The removal of some carparking spaces below should allow for better propagation. The solid wall between L2 parking and the urban forest should also be changed to an open screen to allow natural ventilation into the carpark. - The Level 2 communal outdoor space should be designed to include a bigger congregational space that might allow major community events (e.g. birthdays).
Amenity	- The drop-off zone at the hotel entry requires some further refinement, especially regarding coach standing areas. - The scenario for future apartments wrapped around the proposed upper level is a forward-thinking solution. Explore possibilities for more diverse future uses (e.g. two-storey houses, work-live units). - Explore if there's a way to connect Level 1 'active use' to the external communal spaces at this level. See if Level 2 communal space be connected to external terraces. - The access to and viability of the upper-level retail and commercial spaces still warrant further investigation. - Cycle connectivity, bike parking and access to site and user-specific bike storage should be a key part of the public domain and movement strategies.
Safety	The network of upper level internal and external spaces is dispersed across the site. This may cause potential safety issues arising from isolated spaces, single access spaces, and obscured sightlines.
Diversity and social interaction	- It would be useful to have some indication of how retail, commercial, residential, and external spaces at ground level and podium would be established, and how they might evolve over time. - Further consideration should be given to providing a greater variety of dwelling typologies and sizes. Furthermore, adaptable apartment planning should be considered that permits change over time.

Theme	Question / Comment
	- The ground level retail strategy should allow opportunities for small-scale speciality shops (e.g. key cutter, shoe repair, tailor, barber). - Part of the retail strategy should consider opportunities for Aboriginal businesses e.g. bush-foods café, cultural production spaces, youth-oriented activities).
Aesthetics	- The visual qualities of the building have been well considered. The articulation of the residential towers on the north and south elevations has also been well considered. - Further development of the infill roof structure at Compass Way should be considered to ensure maximum level of weather protection while providing adequate ventilation and lighting. - Pedestrian awnings to the Appian Way should be continuous and low enough to the ground to ensure protection from rain and downward winds.

Project Response:

- The project team presented updated designs to the community in April 2024 for feedback and will continue to refine the design ahead of final DA lodgement in 2024.
- The project team remain open and committed to addresses any queries from the DRP during the public exhibition period.
- The project team will also continue to work with the DRP regarding future design refinement as required during post-lodgement and future delivery phases.

5.2.2 Planning Officers

Consultation with the Council planning officers has been ongoing throughout the project, with a pre-DA meeting held on 26 September 2023. **Table 11** highlights the meeting outcomes.

Table 11 Council Planning Officer Feedback

Theme	Question / Comment
Through site links	- Minimum 20m wide through site link. - The proposed arrival and destination points of the link need to be examined and must provide for optimal pedestrian movement through the site. - It is noted that the central north / south link would currently terminate at the northern boundary of the site and not connect to The Mall. This needs to be resolved so the link serves its intended purpose.
Parking and wellbeing circuit	- Health and wellbeing circuit – provide precedents for where this has been successful. - CEPTED – how will this be managed / mitigated for appropriate outcome for Bankstown. - Council wants to see other options of above ground parking and how else this can be delivered on the site. As such, the proposed development does not comply with the DCP due to the inclusion of above ground parking. - Query around providing additional levels of basement parking – need to provide detail on environmental constraints limiting this from being achieved. - Make parking spaces adaptable to EV spaces. - The proposed parking provision for the non-residential components of the development is substantially less than what is required by Council's DCP. This needs to be examined and justified.
Vehicular access	- Network capacity – provide data from SIDRA that the proposal fits within network. - North Terrace and The Appian Way – traffic lights being added. - Access points and intersections need to be same level or improved.

Theme	Question / Comment
	• Query around whether retail / employment parking would be paid. • Pedestrian safety. • Council to provide input on where signalised / pedestrian crossings will be appropriate. • Need to let Council know about desire for shared way along Fetherstone Street.
Response to 3 Fetherstone	• The proposed development would cause 3 Fetherstone Street to fail the solar access criteria set out in the Apartment Design Guide. • Compare proposal to scenario that achieves compliance with 70% solar access requirement.
Alignment with general urban design layout	• South-west corner of building should stand out as different and separate – will be gateway to Compass Centre from the station.
Relationship with library	• Treatment of north-eastern building and relationship with library needs to be carefully considered.
Deep soil and communal open space	• Seeking green spaces at north and south entries to provide continuation of Paul Keating Park to north and reserve to south. • Communal open space needs to be designed and located to ensure that it is inviting, accessible, and adaptable to a range of recreational uses by residents.
Flooding and stormwater impacts	• The site is subject to flooding and stormwater flows, resulting in an undesirable retail / ground level interface with The Appian Way. • Encouraged the applicant work with Council on its broader City Centre capital works to improve stormwater flow and flood levels. • It is encouraged the applicant continue to work with Council on The Appian Way interface, given the planned significance of the north-south link upon completion of Sydney Metro works at Bankstown Station.
Road network impacts	• Impact of the proposed development on the surrounding road network must be fully examined regarding Council's Complete Streets CBD Transport and Place Plan, Transport for NSW aspirations for the area in and around Bankstown Train Station, the proposed vehicle access from Fetherstone Street, proposed traffic flows around the site and nearby intersections, and the traffic movements and volumes forecast for the development of the neighbouring Vicinity site. • Pedestrian movements must be included in this modelling and additional or upgraded pedestrian crossings (potentially signalised) may be required as part of the proposed development.

Project Response:

- The project team have considered the Council planning team's feedback. Coupled with feedback from DRP, the project team is committed to ensuring the design response to reflective of the community needs and desires for the site.
- The project team will continue to work with Council planning officers as required and remain committed to ongoing consultation to address any queries during the public exhibition period, post-lodgement and future delivery phases.

5.2.3 Councillors

Whilst the project team had prepared project letters and intended to consult elected Councillors at the City of Canterbury-Bankstown, no direct engagement has been undertaken to date on the request of Council's planning team.

It was advised that Council officers would brief Councillors at the appropriate time, with input from the project team. Barings and their consultants remain open and committed to consultation with Councillors as the project progresses and at the appropriate time.

5.3 Other Stakeholders

Barings and their consultants have commenced consultation with several key authorities and government agencies to identify planning issues to confirm the strategic and site-specific merit of the proposal before lodgement. A summary of this consultation, key feedback and the project response is provided below.

5.3.1 Department of Planning, Housing and Infrastructure

A meeting with the Department of Planning, Housing and Infrastructure (DPHI) was held on 29 April 2024 to discuss the NSW Government's Transit-Oriented Development Program and the changing nature of Bankstown CBD in the context of various planning instruments and priorities for the broader area. The project team referenced the proposal and remain open and committed to ongoing consultation with the Department as the project progresses.

5.3.2 NSW Police – Bankstown Area Command

On 5 December 2023, the project team attended a meeting with Bankstown Area Command at Bankstown Police Station. Overall, the Compass Centre project was well-received by Bankstown Police Area Command, who noted the proposed redevelopment would offer a big improvement on the existing condition of the site.

A summary of the feedback is provided in **Table 12** below.

Table 12 Bankstown Area Command Feedback

Issue	Detail
Crime prevention and safety	• Crime prevention through environmental design (CPTED) principles to be adopted include adequate signage, lighting, out of hours access to be limited, and CCTV. • CCTV required to all areas at pedestrian movement. CCTV is important and should be at an appropriate fixed height for facial visibility. Footage should also be immediately accessible when required. • Residential storage cages in basement locations noted as concern with theft and break-in. Positioning of these in lockable areas can mitigate this. • Secure parcel delivery locations required • Concierge in each of the buildings was noted and to be confirmed. • Quick Police and Fire Brigade access to all areas (including apartments) is important, including out of hours. • Unisex bathrooms not supported, with reference to potential intoxicated patron behaviour from arising from hotel operations.
Traffic	• Question around how increase in traffic control going to be managed under existing traffic signal arrangements. • Issue raised around if Council have accounted for increased parking and if road design would be changed. • Expecting significant pedestrian movements from the Metro and WSU.

Project Response:

- Feedback from Bankstown Police has been considered and will be incorporated where relevant into final DA lodged with Council in 2024.
- The project team remain open and committed to addresses any queries received from Bankstown Police during the public exhibition period.
- The project team remain open and committed to working with Bankstown Police regarding design refinement and as part of the operational management planning as the project progresses.

5.3.3 Western Sydney University

On 2 February 2024, the project team attended a meeting held with representative from Western Sydney University and Canterbury Chamber of Commerce.

Feedback from Western Sydney University is noted in **Table 13** below.

Table 13 *Western Sydney University Feedback*

Issue	Detail
Proposal and project staging	- Support for proposed redevelopment, with note that this is overdue. There has been a historic expectation it would have occurred at the same time as WSU Bankstown Campus development. - Note the proposed redevelopment would help support the success of the university
Building and retail uses	- Support for proposed build-to-rent residential use. Noted lack of student accommodation options in the area and desire to see short term accommodation options. - Noted lack of cafes and night life venues for students

Project Response:

- Feedback from Western Sydney University has been considered and will be incorporated where relevant into final DA lodged with Council in 2024.
- The project team remain open and committed to addresses any queries received from WSU during the public exhibition period.
- The project team remain open and committed to working with WSU regarding design refinement and as part of the operational management planning as the project progresses.

5.3.4 Canterbury-Bankstown Chamber of Commerce

On 2 February 2024, the project team attended a meeting held with representative from Western Sydney University and Canterbury Chamber of Commerce.

Feedback from the Chamber of Commerce is noted in **Table 14** below.

Table 14 *Canterbury-Bankstown Chamber of Commerce Feedback*

Issue	Detail
Proposal	Strong support for the proposed redevelopment
Building and retail uses	- Noted lack of night life and offering in the current area. Activating the nighttime will support the future growth of Bankstown - Desire to see local businesses given the opportunity to lease and operate in future retail tenancies.

Project Response:

- Feedback from the Canterbury-Bankstown Chamber of Commerce has been considered and will be incorporated where relevant into final DA lodged with Council in 2024.
- The project team acknowledges feedback regarding the local retail tenancies and operators. The project team has engaged a retail consultant to understand and reflect community needs and aspirations. Future retail leasing opportunities will be confirmed at a later stage in the project.
- The project team remain open and committed to addresses any queries received from the Canterbury-Bankstown Chamber of Commerce during the public exhibition period.
- The project team remain open and committed to working with the Canterbury-Bankstown Chamber of Commerce regarding design refinement and as part of the operational management planning as the project progresses.

5.4 First Nations

Connection with Country and engagement with the Traditional Custodians of the Bankstown area is a principle element of the project. The First People of the lands surrounding Bankstown are the Darug People who have been the traditional custodians of the land on which the Compass Centre is located.

In response to feedback from the Council DRP, Barings engaged Yerrabingin to lead the Connecting with Country workstream. A Design Jam was held, which identified a series of local narratives and site opportunities, ultimately established key Connecting with Country principles that have influenced the overarching design process in both building architecture and landscaping:

- Opportunities to utilise green walls and multiple levels to cascade the different stories of waterways, motifs, and landscape elements.
- The façade or paving treatments designed to reflect the river flats of the Georges River.
- Materials used promote the geology and material use of the area.
- Use planting and integrated seating areas in the dining precinct to communicate cultural uses and stories.
- Back-lighting patterned elements, feature tress, and key textures used to highlight key artworks and installations as key points of wayfinding.

PTW's Urban Design Report and Site Image's Landscape Design Report details this process and outcomes in further detail.

6.0 Conclusion and Next Steps

Barings, ARE and the wider project team recognises the importance of enabling community feedback and stakeholder input into any future plans for the proposed redevelopment of Bankstown Compass Centre.

As outlined in this Report, the feedback received during the pre-lodgement consultation provided the project team with a better understanding of the local context and feedback and concerns from neighbouring residents, existing tenants, and key stakeholders. Many of the groups consulted were aware of the impending redevelopment proposal, however it was the first opportunity for many local residents and community members to learn about the project in detail and across a staggered consultation program.

Feedback across community and stakeholders is summarised as follows:

- **There is strong level of support for the proposal**, with many community members expressing excitement for the proposed scale and change of the development given the site's strategic location. Many acknowledged that a redevelopment of the existing site is much needed and overdue, and locals want to see development of some kind proceed, with a strong interest in project and construction timelines.
- General **support for the proposed design and building uses**. Stakeholders and community acknowledged and **appreciate the potential for improved connectivity, vibrancy and nighttime economy, and passive surveillance** through the site-through links and increased pedestrian activity in the area, with references made to current safety and crime prevention issues around the site. Offering a diversity of uses across ground and podium levels will enable flexibility and expand the development's appeal and offering which will attract locals and visitors.
- **Building design, public domain and landscaping** with interest in proposed heights, density, and setbacks and visual sightlines. The design should enable a seamless and optimal pedestrian experience from various entry / exit points connecting to surrounding sites and also consider Council's vision to pedestrianise The Appian Way. There is also a desire for more green space, biodiversity and natural ventilation in the Bankstown CBD, with a consideration for surrounding neighbours. Interest in sustainability initiatives in context of climate change to ensure longevity for future generations.
- **Proposed building uses, including build-to-rent residential apartments and hotel received mixed opinions**, with many community members unaware of the build-to-rent housing typology and rationale. There is a need to consider communal facilities and spaces to create community interaction. Interest in the proposed higher-end hotel use, which would be a relatively new offering in the immediate area.
- Local character, identity and integration with the surrounding urban context is important. Many value the **strong sense of place and connection, multicultural offerings and services** for locals, which they would like to see continued. Although, there is a significant opportunity to incorporate a strong Designing with Country approach, and provide more diverse retail and tenancies that reflect the growing and changing needs of the community.

- There is **some concern around construction methodology and impacts including noise, dust, vibration, and traffic congestion**. This was particularly noted amongst immediate neighbours at the Fetherstone Apartment building.
- **Traffic movement and congestion, parking, and site access were of high interest and some concern** across the community, both during construction and future operations, with reference to the **car-dependent population, pedestrian safety, emergency vehicle access and Council's future plans to pedestrianise Appian Way**. Stakeholders and community would like assurance that the proposal is supported by **ample parking**.
- **Neighbouring amenity impacts** to Fetherstone Apartment residents noted include **overshadowing, solar access, privacy, property valuation, and increased noise** during operation from some uses.
- There was interest from existing Compass Centre tenants around the **potential for future tenancy** in the redeveloped Compass Centre. Community members also expressed that they would like to see some long-term operating tenants given the opportunity for a new tenancy. Many community members enjoy and have developed a **loyalty for key operators**, which they would like to see continue in the new development.

It will be important to demonstrate how this feedback is considered in any future development designs for the site, with a thorough consideration of local character and community expectations. The community and stakeholders will have another opportunity to provide formal feedback on the DA via the public exhibition process, to be managed by Canterbury-Bankstown City Council.

Should the DA be approved by Canterbury-Bankstown City Council, Barings and ARE recognises the importance of continued engagement with near neighbours, existing tenants, key stakeholders and the wider Bankstown community and will continue to consult during any future Development Application stages they may be involved in.