

WILLOUGHBY CITY NEWS



Willoughby residents among the happiest in Sydney

Willoughby residents have given Council a resounding tick of approval on service delivery, project delivery and community support across the local government area.

A key finding from the Micromex 2022 Community Perception Survey, which ranked Willoughby households against 11 comparable Sydney Metropolitan Councils, reveals that 95 per cent of respondents were satisfied with the overall service



provided by Council, with the benchmark being 89 per cent.

Customer experience was identified as a key driver of customer satisfaction and Council's Customer Experience Strategy 2023/25 will help us ensure the highest standard of service is provided when interacting with us.

On an open-ended question about most valued aspects of living in the Willoughby LGA the 'Natural environment including parks, green spaces, beauty of the area and climate' demonstrated a significant

increase from previous years. And on a subsequent 'priority areas for next ten years' open-ended question, references to 'environmentally sustainable practices' increased significantly from five per cent in 2020 to 11 per cent in 2022.

Council is proud to be placed equal second amongst its Sydney Metropolitan peers.

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MAYOR'S COLUMN



The \$8 million dollar Artarmon Streetscape Upgrade will be a game changer for Artarmon delivering increased accessibility, safety, and liveability while encouraging economic growth. Council will be working hard to support local businesses throughout the works, and we encourage the local community to support our much-loved Artarmon traders and shop local.

The Naremburn local business centre upgrade will provide easier access for cyclists and pedestrians as well as enhance features to improve and extend customer experience including more alfresco dining and increased visitation time to support local business.

We are currently asking the community for feedback and issues to consider in the development of a draft Edward Street Improvement Plan. The project is likely to include street greening, traffic calming and pedestrian infrastructure improvements to make the corridor safer and more inviting for active transport.

The corridor has also been identified by students participating in a Council-led active travel project at Willoughby Public School as one of four key 'active paths' to be marked with stencils to encourage more students and families to walk, cycle or scooter to school.

These projects embrace our vision for a connected, vibrant and liveable city. Our projects aim to protect our environment, increase green spaces, enhance recreational facilities, create vibrant local centres and nurture connected and liveable communities. Some of our projects are highlighted here in this edition of City News.

Cr Tanya Taylor
Mayor, Willoughby City Council

COUNCIL NEWS is our monthly newsletter and a reliable source to stay updated. Sign up now for monthly updates. (Did you know that Council Updates is used to update on emergencies such as floods, bushfires and health alerts?)



RECONCILIATION ACTION PLAN



Reconciliation is about strengthening the relationships between First Nations People and the wider community, for the benefit of all Australians.

We have recently completed a series of community consultations to draft a report and vision for our Reconciliation Action Plan (RAP). Our next step will be to seek input and feedback from Reconciliation Australia. We value the contribution from members of our community and encourage everyone to participate in further consultation later this year.

LIBRARY SURVEY



Willoughby City Library is constantly evolving with over 62,000 members and 500,000 visitors to our six libraries and over half a million physical loans in 2022.

Over 10,000 attendees took part last year in programs and events presented in a range of languages. Submit feedback on your experience to help us improve services and meet the local community's needs. The survey is open until 11 June 2023. haveyoursaywilloughby.com.au/annual-customer-survey-2023



ARTARMON VILLAGE STREETScape UPGRADE

The major revitalisation of the Artarmon Local Centre along Hampden Road will deliver improved pedestrian safety, increased space for outdoor dining and shopping, footpath widening, and a new public amenities building.

Our community wants to see more greening of our local areas, including vibrant town centres and villages. The project aims to deliver a welcoming hub with over 5000 new plantings being installed throughout the precinct as well as new street furniture and feature lighting.

These improvements form part of the Artarmon Local Centre Public Domain Masterplan which was endorsed by Council in November 2020, after extensive community consultation with businesses and community.

This \$8 million dollar project will deliver much needed infrastructure to enhance the centre's village character as well as increase the liveability, accessibility and safety of the centre, while stimulating economic growth for local businesses.

A letterbox marketing campaign, signage and a \$7,500 grant supporting the Artarmon Progress Association initiative

"Love Your Locals" campaign, have been provided by Council to continue to support Artarmon traders during the works.

Wilkes Ave businesses surveyed after the completion of Stage 1 of the Artarmon Local Centre works, completed in 2021, were satisfied that the traffic works created a safer space, the new lighting and landscaping has made the area feel more inviting and works have helped to attract more customers throughout the day and into the evenings.



PROJECTS THE



Chatswood Culture Bites

Council's flagship cultural program of innovative cultural activities at The Concourse and Chatswood CBD.

Chatswood Lunar New Year Festival

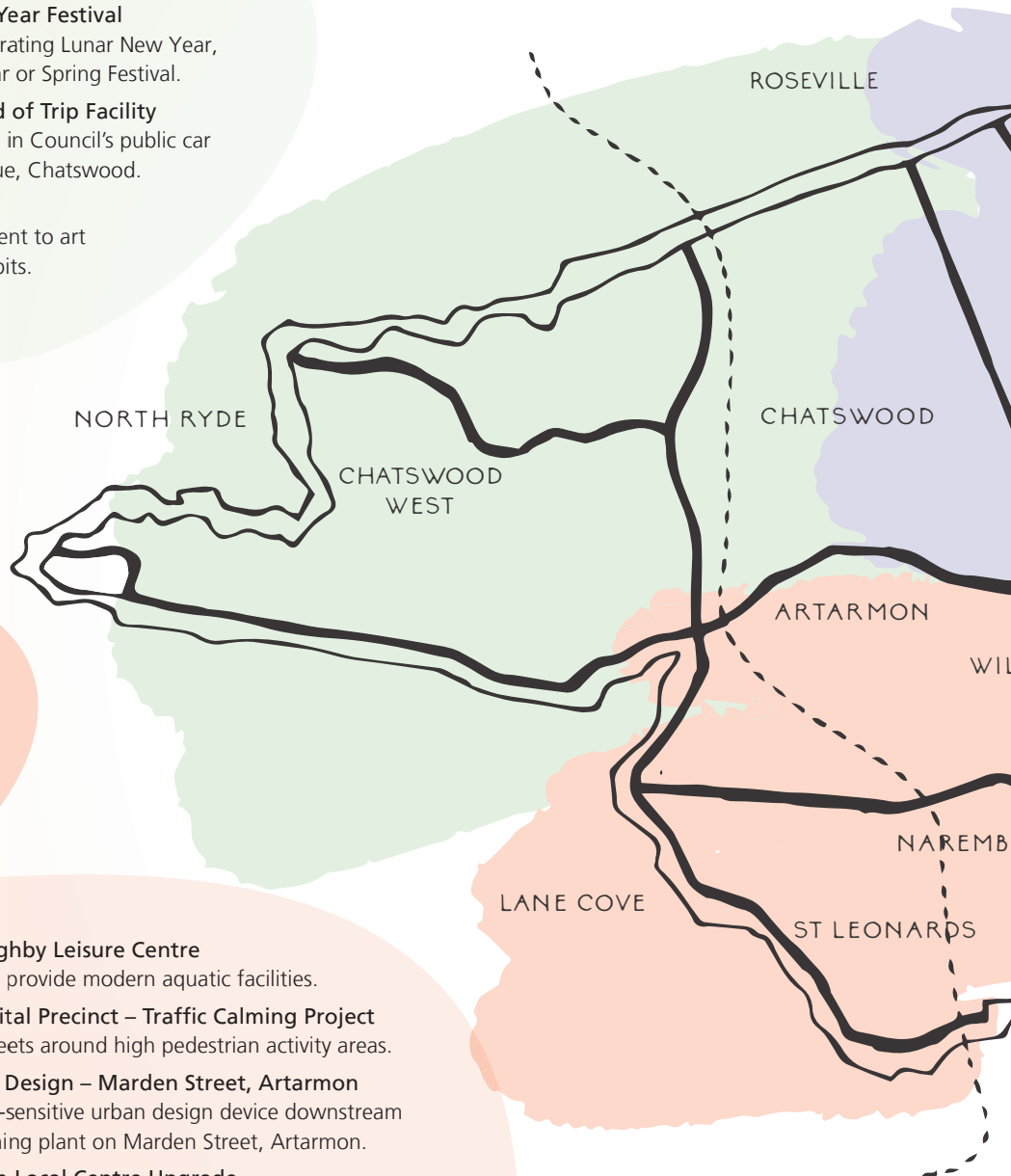
The prestigious annual festival celebrating Lunar New Year, also known as Chinese New Year or Spring Festival.

Chatswood CBD Bicycle End of Trip Facility

A bicycle end-of-trip facility located in Council's public car park at 75 - 79 Albert Avenue, Chatswood.

Visual Arts

Continuous commitment to art spaces and exhibits.



Willoughby Leisure Centre

Pool hall upgrade to provide modern aquatic facilities.

Royal North Shore Hospital Precinct – Traffic Calming Project

More pedestrian friendly streets around high pedestrian activity areas.

Water Sensitive Urban Design – Marden Street, Artarmon

Installation of bespoke water-sensitive urban design device downstream of Holcim Concrete batching plant on Marden Street, Artarmon.

Naremburn Local Centre Upgrade

Improved safety and access for cyclists and pedestrians in and around the local business centre.

Artarmon Local Centre Upgrade

Improved safety and access for cyclists and pedestrians, increased space for outdoor dining and shopping, footpath widening, greening and a new public amenities building.

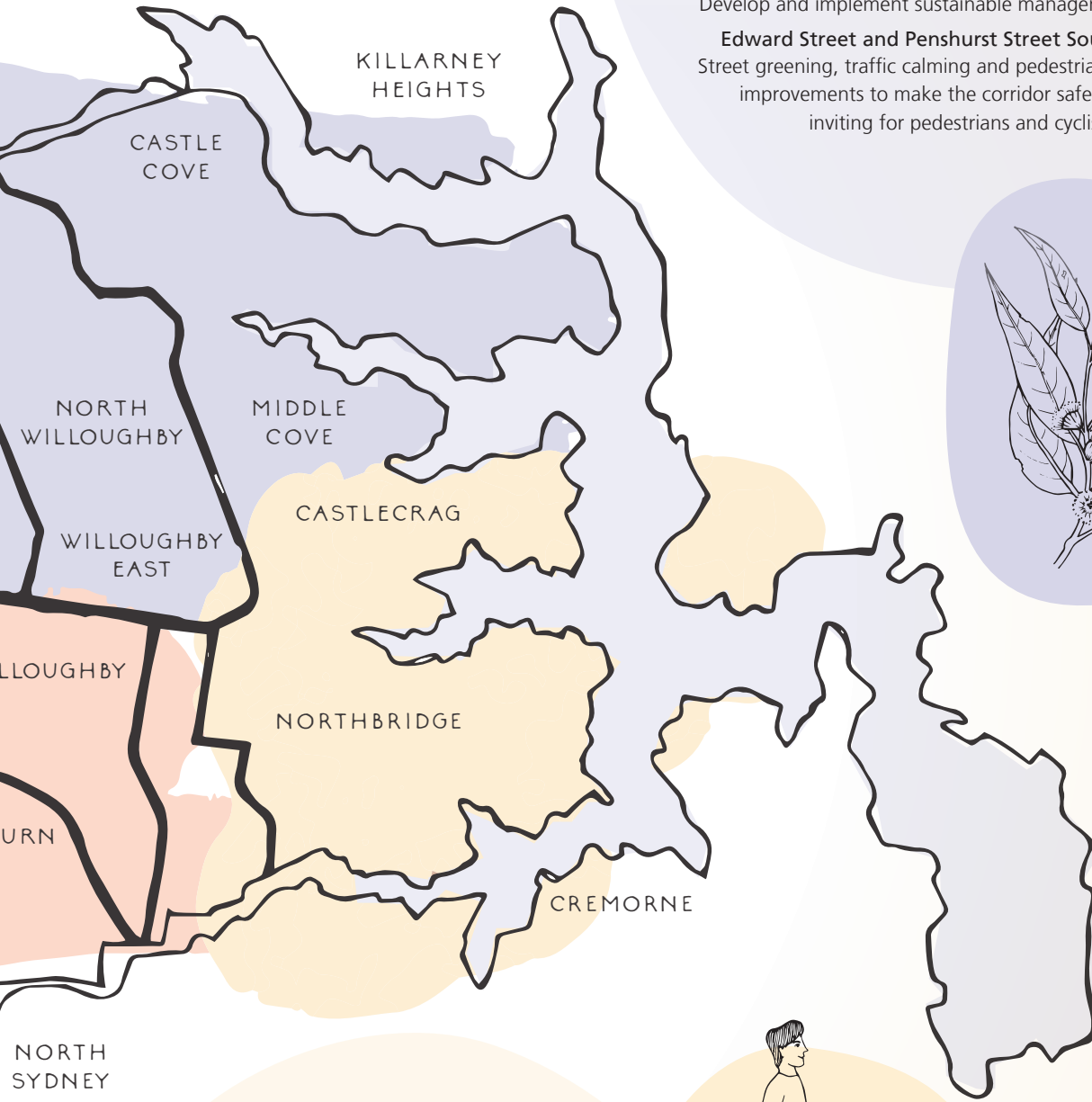
Pacific Highway shared paths

Direct access to bicycle parking at Artarmon Station for commuters and visitors to the area.

Artarmon Pavilion

Creating a place to relax, exercise and connect.

ACROSS LGA



Bales Park playground improvement work
 Stage 1 playground upgrade works.

Beauchamp Park and Nicholson Street, Chatswood
 Drainage to reduce water ingress onto oval, upgrade of clubhouse toilets to recycled water, and installation of a new recycled water pipeline.

Natural Area Management Middle Harbour
 Develop and implement sustainable management strategies.

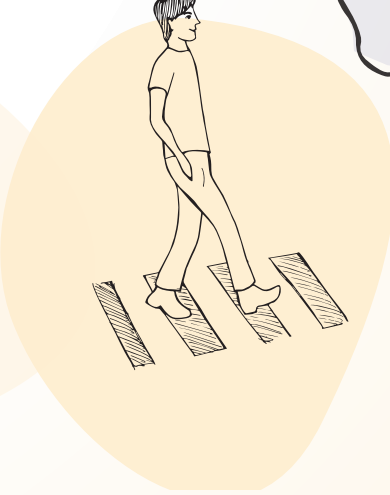
Edward Street and Penshurst Street South Corridor
 Street greening, traffic calming and pedestrian infrastructure improvements to make the corridor safer and more inviting for pedestrians and cyclists.



Bonds Corner courts at Northbridge Park
 Resurfacing works

Bellambi Street Square Northbridge
 Improve pedestrian safety and shopping precinct visual quality.

Northbridge Baths
 Upgraded to a more accessible and sustainable community asset are on track to commence this month.





WILLOUGHBY WALKS APP

Willoughby LGA is brimming with beautiful bushwalks and pathways that link our natural spaces.

Find walking track maps on the Council website and/or download the Willoughby Walks App to enrich your knowledge about our local area. The Willoughby Walks App provides narration and visuals about the local history, flora and fauna. Try the self-guided walking tours in Castlecrag, Ferndale Park, Mowbray Park, Sugarloaf Bay and Flat Rock Gully.

Download the free app to your phone or tablet to access audio narration and bring to life a wealth of fascinating accounts of some of Willoughby's most significant locations. Willoughby Walks is regularly updated with new tours and additional content.

Visit libraries.willoughby.nsw.gov.au/History-at-Willoughby/Willoughby-Walks



(RE)TELLING: STORIES OF COUNTRY AND TRUTH

Exhibition Dates: 15 June to 9 July

Artists: Group exhibition

(Re)telling: Stories of Country and Truth, is an exhibition curated for Willoughby City Council by Muruwari woman Dr Virginia Keft. It brings together emerging and established Aboriginal artists from around Australia to present new and existing works that showcase their resilience, strength, and connection to culture. Using potent strategies of visual storytelling, the exhibition foregrounds deep connections to place, knowledge sharing, and resistance while weaving narratives of Country and 'truth telling' through a First Nations lens.

Image: Virginia Keft, *Imprints of Country*, 2022, raffia, silk eco-printed with eucalyptus leaves found on Dharawal Country



PIONEERING ACTIVE TRANSPORT



Willoughby City Council together with Willoughby Public School have developed the Resilient Willoughby Schools Active Travel Pilot Project – where schools and students can identify walking and riding routes to school within a five to ten minute zone.

The innovative pilot has given students the opportunity to learn how to plot their own map to walk to school as well as education around roads and traffic as part of their geography and science studies, providing positive hands on learning. The program is a vital part of Council's commitment to working with the community and providing safe roads and pathways.

GREEN LIGHT FOR BELLAMBI



The new public square at the junction of Bellambi Street and Sailors Bay Road Northbridge has been approved after a six month trial period and careful consideration following extensive community engagement.

The trial data indicated that pedestrian safety was enhanced at a junction by removing traffic turning left into Bellambi Street from Sailors Bay Road, and also the stopping of traffic travelling directly into Bellambi Street from Strathallen Avenue.



EDWARD STREET HAVE YOUR SAY

Council is seeking feedback on the draft Edward Street and Penshurst Street South Corridor Improvement Plan to be exhibited in mid to late 2023.

The project focuses on street greening, traffic calming and pedestrian infrastructure improvements to make the corridor safer and more inviting for pedestrians and cyclists.

The corridor has also been identified by students participating in a Council-led active travel project at Willoughby Public School as one of four key 'active paths' to be marked with stencils to encourage more students and families to walk, cycle or scooter to school.

HAVE YOUR SAY

Community workshops on this project to be held over May and June. www.haveyoursaywilloughby.com.au/edward-st-and-penshurst-st-south-streetscape-improvement-project

NAREMBURN DESIGNS GAIN LOCAL SUPPORT

Naremburn's Local Centre upgrade is set to improve safety and access for cyclists and pedestrians in and around the local business centre.

The improvements will enrich and extend customer experience to support local business and will include new public shaded seating areas, changes to traffic circulation, a separated south bound bike lane to improve cycling safety and a level leased area for businesses to utilise more outdoor space.

The overall feedback was that the initial designs were well received and Council is currently considering feedback from the detailed designs which were on exhibition from March up until May 2023.

GORE HILL INDOOR SPORTS CENTRE

The Gore Hill Indoor Sports Centre (GHISC) represents the second stage of the Gore Hill park redevelopment to provide state of the art indoor sporting facilities for our community.

Stage 1 was completed in March 2019 with the opening of the new synthetic oval, clubhouse and playground after the oval was re-oriented east west to accommodate requirements for the new indoor sports facility.

Stage 2 will include the construction of an indoor sports facility, underground parking and integration with the oval. Council is working with the appointed Principal Design Consultant and will present concept plans late 2023.



MAYOR AND COUNCILLORS

Council is made up of 13 Councillors including a popularly-elected Mayor. Councillors represent one of the four wards that make up Willoughby, while the Mayor represents all the wards.

MAYOR



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