Becscomm
ENGAGEMENT + COMMUNICATION

KU-RING-GAI COUNCIL

Transport Oriented Development (TOD) Scenario Engagement Outcomes Report

JANUARY 2025

Ku-ring-gai Council

TOD Scenario Community Engagement

Contents

Executive summary

In response to the NSW State Government's Transport Oriented Development (TOD) planning scheme, Ku-ring-gai Council commissioned Becscomm and Taverner Research to conduct a mixed methodology engagement program to understand residents' sentiment regarding new housing around Gordon, Killara, Lindfield and Roseville train stations.

To help it better understand community sentiment on the proposed housing scenarios Becscomm and Taverner Research carried out the following activities between November 2024 and January 2025:

- A self-selecting online and paper survey, able to be completed by any Ku-ring-gai Council resident who had read the background materials supplied by Council. (Questions developed in collaboration between Council, Becscomm and Taverner Research. Survey hosted and analysed by Taverner Research)
- A randomly selected, representative survey of residents living in the Gordon and Roseville wards – predominantly including the suburbs of Gordon, Killara, Lindfield and Roseville – and who had read the background materials. (Questions developed in collaboration between Council, Becscomm and Taverner Research. CATI survey run and analysed Taverner Research).
- Two recruited in-person community workshops held at the Ku-ring-gai Council Chambers in Gordon. (Independently recruited by Taverner Research and independently facilitated by Becscomm)
- Two drop-in community sessions held at the Ku-ring-gai Council Chambers and the Gordon Library. (Run by Council and assistance provided by Becscomm)

Key themes

Across the surveys and recruited workshops reoccurring themes emerged that included:

- Considerations for managing transitions, minimising impact on tree canopy, avoiding environmentally sensitive areas, minimising building heights and protecting some heritage areas.
- Considerations for supporting infrastructure such as road upgrades, water supply/sewer drainage and stormwater drainage and parking.
- Considerations for parking, community upgrades and revitalising shopping/commerce.

Key differences in outcomes across engagement methods

The engagement program used multiple methods revealing key differences in preferences and themes including:

- Option 3b was the most preferred scenario across all methods.
- Surveys ranked Option 1 second, but workshops favoured Option 2a.
- Option 1 was also the most disliked in surveys (41% opposition), while Option 2a had little opposition (~4%).

Key differences in themes

1. Surveys (online, paper, phone)

- Surface-level engagement: Self-selecting online/paper surveys captured strong pre-existing views, while phone surveys provided a broader but less detailed perspective.
- Major concerns: Heritage protection, tree canopy loss, minimising building heights, and infrastructure (traffic, roads, parking).
- Less support for density: Many respondents opposed high-rise development, especially near heritage areas.

2. Recruited in-person workshops

- Deeper discussion and learning: 22% (Workshop 1) and 31% (Workshop 2) changed their preferred scenario after discussions and visualisation of impacts.
- Greater support for balance (Option 2a): Exposure to different perspectives led to more openness to compromise rather than outright opposition.
- Recognition of trade-offs: Participants identified infrastructure needs (e.g., aged care, active transport) and acknowledged some density was necessary if well-managed.

Surveys captured initial opinions, often opposing high-rise development. Workshops enabled more informed decision-making, leading to greater acceptance of balanced solutions such as Option 2a. This highlights the value of interactive engagement alongside static survey responses.

Background

Ku-rung-gai Council is in ongoing discussions with the NSW State government over an appropriate plan to deliver additional housing within the local government area (LGA).

As part of this process, under its Transport Oriented Development (TOD) planning scheme, the NSW Government has proposed creating new housing in immediate proximity to Gordon, Killara, Lindfield and Roseville train stations – all four stations being located within the Ku-ring-gai LGA.

Ku-ring-gai Council opposes elements of the State Government's TOD planning scheme. In response, it has created a series of four alternate scenarios. The five scenarios (TOD plus the four created by Council) have been on public exhibition during the final quarter of 2024, for consideration by local residents and businesses.

This report breaks down each of the deliverables, including sentiment and themes that arose during the surveys and the in-person sessions.

Participation breakdown

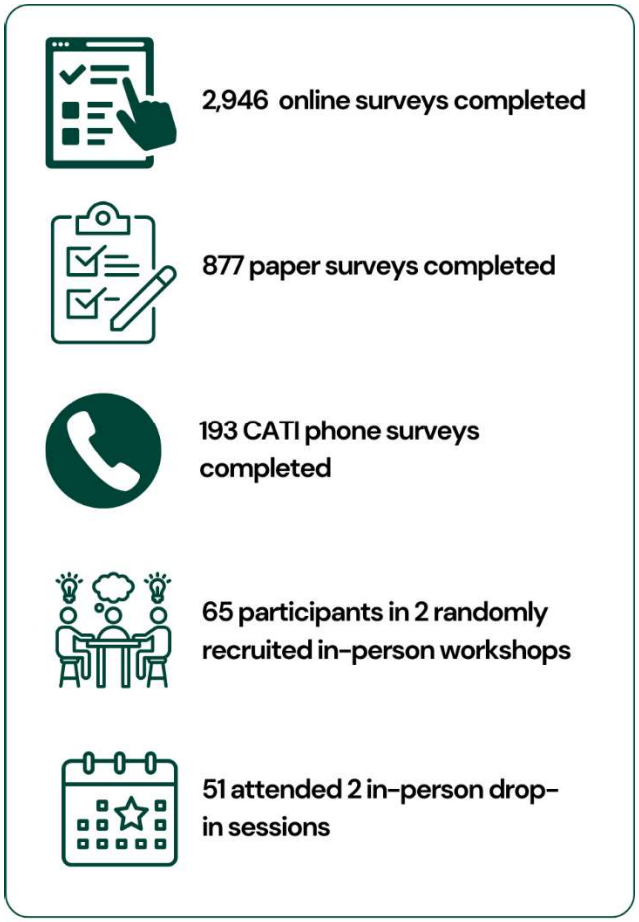

Figure 1 - Participation breakdown

Paper and online survey and CATI phone survey overview

In November/December 2024, two different resident surveys were conducted:

1. **A self-selecting online and paper survey**, able to be completed by any Ku-ring-gai Council adult resident who had read the 16-page background materials supplied by Council;
2. **A randomly selected, representative CATI (telephone**) survey of residents living in the Gordon and Roseville wards – predominantly including the suburbs of Gordon, Killara, Lindfield and Roseville - and who had read the same background materials.

By survey completion deadlines, 2,946 valid online responses had been received, together with 193 to the CATI survey. (In addition, 877 paper surveys were completed and data entered by Council. See Appendix 2 for a summary of these results.)

Each survey sought to understand community sentiment towards five different residential planning scenarios: the one proposed by the State government ("Option 1"), against four alternatives proposed by Council.

The surveys also sought community feedback on preferred housing outcomes and desired infrastructure to support additional housing within the Ku-ring-gai LGA.

There was a high degree of consistency in results between the opt-in online and random CATI surveys.

Key outcomes included:

1. **Options 3b and Options 1 were the most popular with residents** (preferred by one-third and one-quarter of residents respectively)
2. **However, Option 1 was also the most likely to be deemed "least popular"** (by around 41% of respondents)
3. **Option 2a was the "low risk" scenario** – moderately well supported (+/- 20%) with minimal opposition (+/- 4%)
4. Managing transitions, minimising impact on tree canopy, avoiding environmentally sensitive areas, minimising building heights and protecting some heritage areas were considered the most important outcomes
5. Road upgrades, water supply/sewer drainage and stormwater drainage were most likely to be deemed "very important" or "critical" in supporting more housing
6. Parking, community upgrades and revitalising shopping/commerce were also deemed high priorities

Survey research objectives

The surveys were conducted to understand community preferences for housing options around the four train stations within the Ku-ring-gai LGA. More specifically, they were designed to:

- Understand most and least preferred options among five scenarios described above and reasons for these preferences
- Ensure a widespread yet statistically valid sampling approach
- Understand community wishes around infrastructure and community amenity related to additional housing in the Ku-ring-gai LGA
- See how beliefs varied by factors such as age, gender, proximity to stations

Survey methodology

Self-selecting survey:

A self-selecting (or "opt-in") online questionnaire was developed collaboratively by Taverner Research, Council and consulting partner Becscomm (see Appendix 1). It was then scripted by Taverner into the FORSTA software platform.

Respondents were asked to read a 16-page background material prepared by Council before commencing the survey.[1]

The survey opened on 15 November and closed on 17 December. It was promoted heavily by Council via website, social media, YourSay and other channels.

By completion deadline, 4,075 completed responses were received. Some 97% of these came from Ku-ring-gai LGA residents.

Taverner then conducted a series of quality checks to remove duplicate and "bot"-generated surveys. These tests included:

- Duplicate IP addresses
- Surveys conducted outside Australia
- Cut and paste responses to open-ended questions
- Those completing the survey too rapidly (i.e. less than 2 minutes)
- "Straight-lining" multiple response questions (Q8 and 9)
- Identical responses
- Poor quality of open-ended questions
- "Honeytrap" question (a question only visible to bots)

Note that a survey needed to fail at least three of these tests prior to being removed. (For example, there are many legitimate reasons why two or more people might complete a survey from the same IP address.)

In all, 1,129 records were removed due to failing quality checks. This included 460 surveys believed to be completed by one individual and 40 by another.

The final online sample size was hence n=2,946.

Random sampling error cannot be applied to a self-selecting survey, as it does not meet the necessary conditions of randomness. However, were random sampling to be applied, results would replicate the views of the Ku-ring-gai adult community to within +/- 1.8% at the 95% confidence level.

Results of the paper-based surveys have been analysed separately and are shown in Appendix 2. This is partially because appropriate quality checks could not be conducted on this sample and also because some results suggest the paper-based version of the survey may have been "gamed" to achieve a particular outcome.

Random CATI survey

For the random CATI[2] (telephone) survey, a questionnaire – effectively the same as the opt-in but for completion by telephone – was developed by Taverner Research in collaboration with Ku-ring-gai Council and Becscomm.

Recruitment commenced on the evening of 28 November, with a team of eight interviewers calling residents in Gordon and Roseville wards – predominantly comprising the suburbs of Gordon, Killara, Lindfield and Roseville.

Phone numbers were supplied by SamplePages, a leading supplier of phone sample to the market and social research industries. Approximately 75% of numbers purchased were geo-confirmed mobile numbers, with the balance being landlines.

Recruitment continued over 13 nights, concluding on 17 December. Potential respondents were told they would need to read the Council-written 16-page background material to complete the survey.

[1] Note that Taverner Research played no role in preparation of the 16-page background document and makes no comment as to its accuracy or objectivity.

[2] Computer-assisted telephone interviewing

Those agreeing to take part supplied an email address and were immediately sent an email with the background material.

In all, 729 residents were recruited. Each was emailed the background materials. Residents could choose to complete the survey either via a dedicated online survey link, or over the phone.

Non-responders were followed up by phone (x5) and email (x2).

By extended survey deadline on Monday 6 January, 193 of the 729 recruited residents had completed the survey. (From our follow-up phone calls, we understand the higher-than-forecast dropout was caused predominantly by residents' reluctance to read the background document.)

For a sample size of n=193 residents, results should replicate those of adult residents living within the Gordon and Roseville wards to within +/- 7.0% at the 95% confidence level.

How to read this report

Statistical differences

Differences between groups are described as significant differences if they reached statistical significance using an error rate of a=0.05. This means that if repeated independent random samples of similar size were obtained from a population in which there was no actual difference, less than 5% of the samples would show a difference as large or larger than the one obtained.

Statistical significance is more often compared between sub-groups, however in some situations statistical significance is measured between response items within the total sample. This is clearly noted in the commentary.

The use of the term 'significant' throughout this report indicates statistical significance. The report may also use the terms 'more likely' and 'less likely' to indicate statistically significant differences.

Subgroups

Comparison tests are used to test if there are statistically significant differences in survey results based on the demographic profile of respondents.

Subgroup analysis was conducted using the following demographic questions:

- Gender
- Age
- Whether the respondent lived in a house or apartment
- Duration of residence in Ku-ring-gai
- Nearest train station
- Proximity to nearest train station

The effect of rounding

Note that where two or more responses have been combined the sum of the combination may be different (+/- 1%) to the sum of the individual items due to rounding.

Who took part in the surveys

The table below, shows the demographic breakdown of the opt-in and random surveys:

Category	Response	Opt-in (n=2946)	Random (n=193)
Age	18-24	3%	1%
	25-34	6%	5%
	35-44	18%	10%
	45-54	26%	23%
	55-64	21%	33%
	65+	22%	26%
	Prefer not to answer	4%	2%
Gender	Male	50%	54%
	Female	44%	46%
	Other	0%	0%
	Prefer not to answer	6%	0%
Own or rent	Own/part-own	92%	95%
	Rent	6%	3%
	Other	2%	2%
Type of house	Detached house	77%	80%
	Semi-detached	3%	1%
	Apartment	19%	19%
	Other	1%	0%
Suburb of residence	Lindfield	22%	26%
	Gordon	20%	18%
	Roseville	19%	24%
	Killara	15%	20%
	Other - in LGA	21%	12%
	Other	3%	0%
Time lived in LGA	Less than 5 years	13%	1%
	5-10 years	21%	6%
	11-20 years	27%	35%
	More than 20 years	39%	58%
Proximity to nearest train station	Less than 400 metres	28%	26%
	400-800 metres	36%	42%
	More than 800 metres	36%	32%

Table 1 - Survey demographics – opt-in and random surveys

Scenario preferences

Respondents were firstly asked whether they had a preferred scenario from the five offered:

Q2C - HAVING READ THE BACKGROUND INFORMATION, DO YOU HAVE A PREFERRED SCENARIO?

BASE: ALL RESPONDENTS (OPT-IN N=2,946, RANDOM N=193)

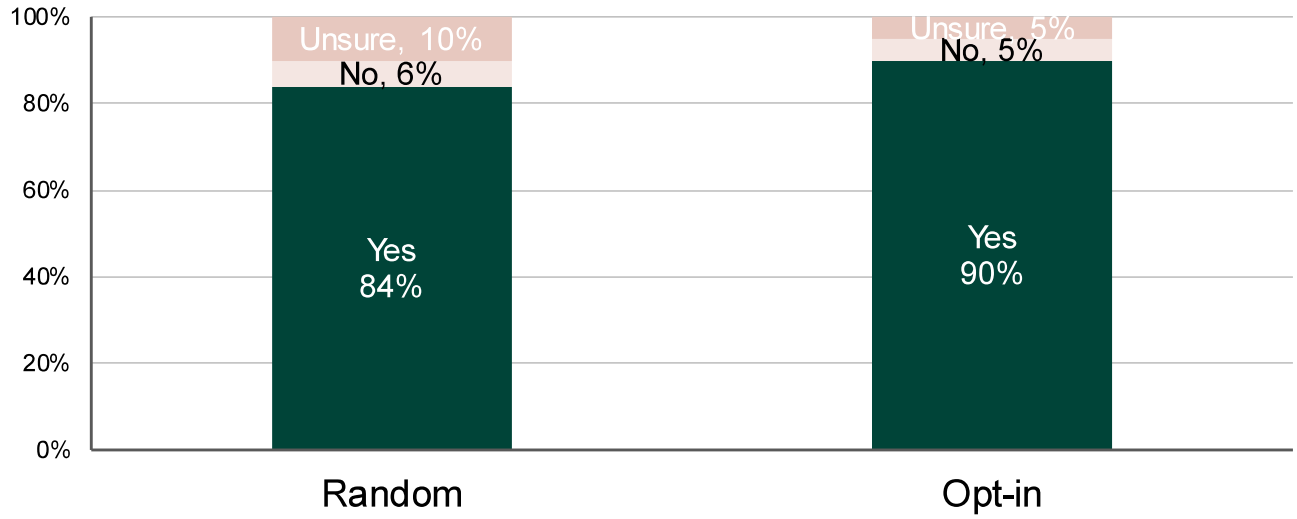

Figure 2 - Do you have a preferred scenario

The vast majority of respondents in both surveys had a preferred scenario. Within the opt-in survey, younger residents (those aged 18-44) were slightly more likely, at 93%, together with residents living near Roseville station (94%). Other than this, results were consistent across all demographics.

Q3 - WHAT IS YOUR PREFERRED SCENARIO?

BASE: RESPONDENTS WITH A PREFERRED SCENARIO (OPT-IN N=2,670, RANDOM N=163)

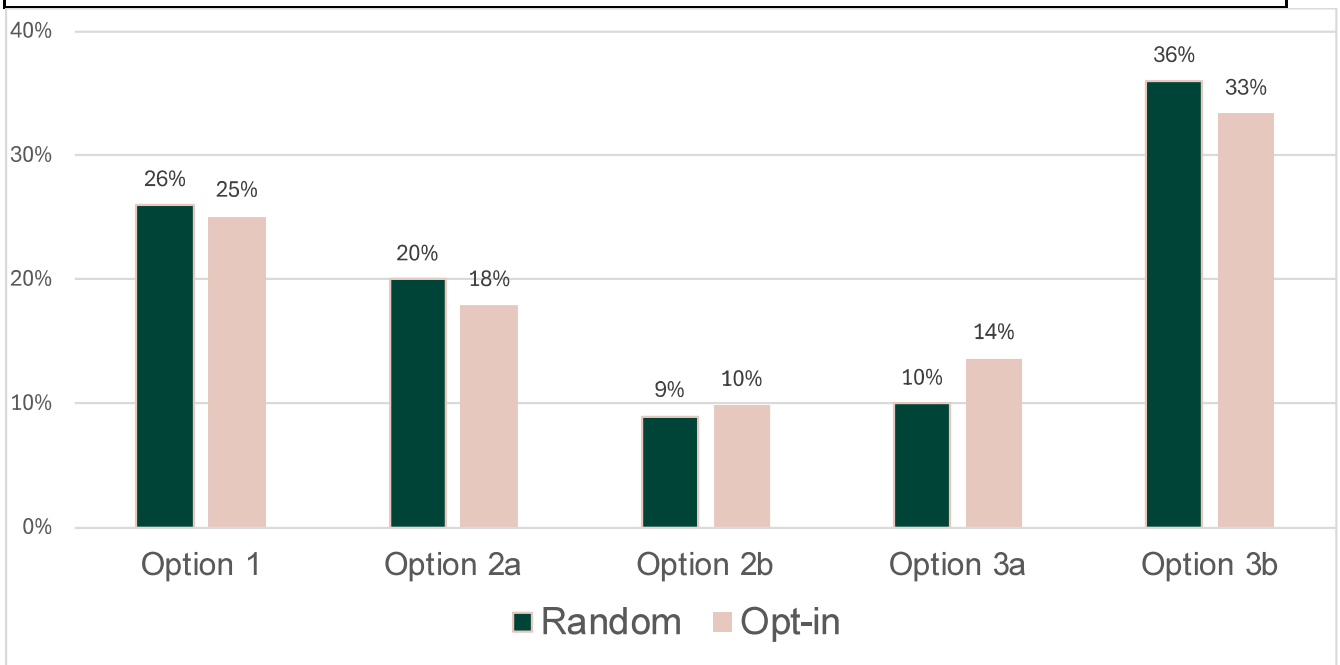

Figure 3 - Preferred scenarios

In both surveys, Option 3b was the preferred scenario (36% random, 33% opt-in) followed by **Option 1** (26% and 25%) and Option 2a (20% and 18%). Options 2b and 3a gathered relatively little support.

For the opt-in survey, Option 1 was preferred by:

- Residents aged 18-44 (32% vs. 29% for Option 3b)
- Residents living near Lindfield Station (31% vs. 24%)
- Those living within 400m of their nearest train station (31% vs. 26%)

For the random survey, results were consistent by age, gender, length of residence and proximity to train stations.

The table below, shows opt-in results for the two most popular options, Option 1 and Option 3b, broken down by proximity to specific train stations:

Nearest station	Less than 400m		400-800m		800+m	
	Option 1	Option 3b	Option 1	Option 3b	Option 1	Option 3b
Lindfield	40%	8%	31%	28%	25%	32%
Roseville	27%	28%	14%	40%	14%	42%
Killara	22%	47%	15%	44%	20%	32%
Gordon	32%	30%	24%	38%	31%	38%
TOTAL	**31%**	**26%**	**22%**	**35%**	**25%**	**36%**

Table 2 - Preferred scenario (Options 1 and 3b only) by proximity to train stations

It shows that:

- Those living within a 400-metre proximity of any of the four train stations were more likely to prefer Option 1 to Option 3b (31% against 26%)
- This was driven mainly by those living within a 400-metre radius of Lindfield Station, 40% of whom supported Option 1 (against just 8% for Option 3b)
- Those living within 400 metres of Roseville and Gordon Stations supported both options equally
- Those living within 400 metres of Killara Station strongly preferred Option 3b (47% against 22% for Option 1)

Respondents were next asked to briefly explain why they preferred their specific option. A random sample of the results from both surveys has been coded into themes, with the major responses (ranked from most to fifth most mentioned) shown in the table below.

PREFERRED SCENARIO	OPTION 1	OPTION 2A	OPTION 2B	OPTION 3A	OPTION 3B
Most mentioned	Preference for lower building heights	Balancing development with heritage preservation	Balanced development and heritage conservation	Heritage preservation and tree canopy protection	Heritage preservation
Second most	Opposition to high-rise	Proximity to public transport	Proximity to infrastructure	Concentration of high density near transport hubs	Balanced development and housing distribution

Third most	Need for more housing	Controlled building heights	Moderate building heights	Minimal impact on existing residential areas	Environmental sustainability and tree canopy protection
Fourth most	Support for even distribution of developments	Equitable distribution of development	Opposition to high-rise	Concerns about traffic and infrastructure	Opposition to high rise buildings
Fifth most	Concerns re infrastructure and traffic	Environmental and tree canopy protection	Even distribution of housing density		Support for TOD

Table 3 - Reasons for most preferred option

(Note, all comments have been sent to Council in a separate document)

All respondents were next asked if they also had a least preferred option.

Q5 - DO YOU HAVE A LEAST PREFERRED OPTION – I.E. ONE YOU WOULD NOT WANT TO SEE?

BASE: ALL RESPONDENTS (OPT-IN N=2,946, RANDOM N=193)

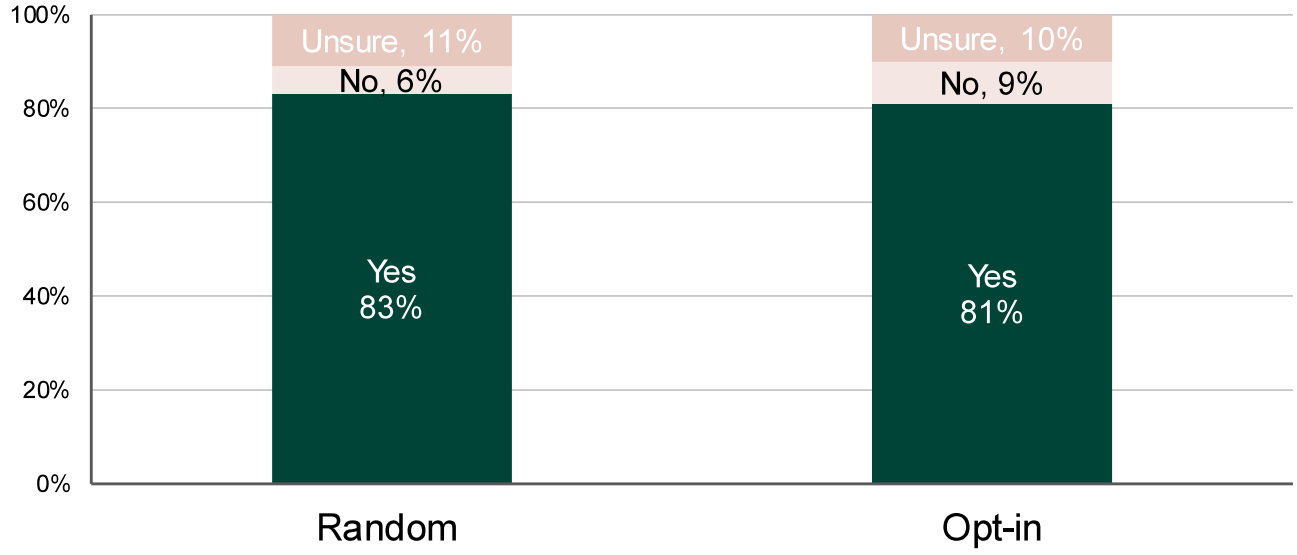

Figure 4 - Do you have a least preferred scenario

While residents were slightly less likely to have a least preferred option then a preferred option, around 80% of both samples still felt there was an option they did prefer least.

Within the opt-in survey, those living near Roseville Station were most likely to have a least preferred option (87%) together with those living within a 400-metre radius of any of the four stations (85%).

Q6 - WHICH IS YOUR LEAST PREFERRED SCENARIO?

BASE: RESPONDENTS WITH A LEAST PREFERRED SCENARIO (OPT-IN N=2,386, RANDOM N=157)

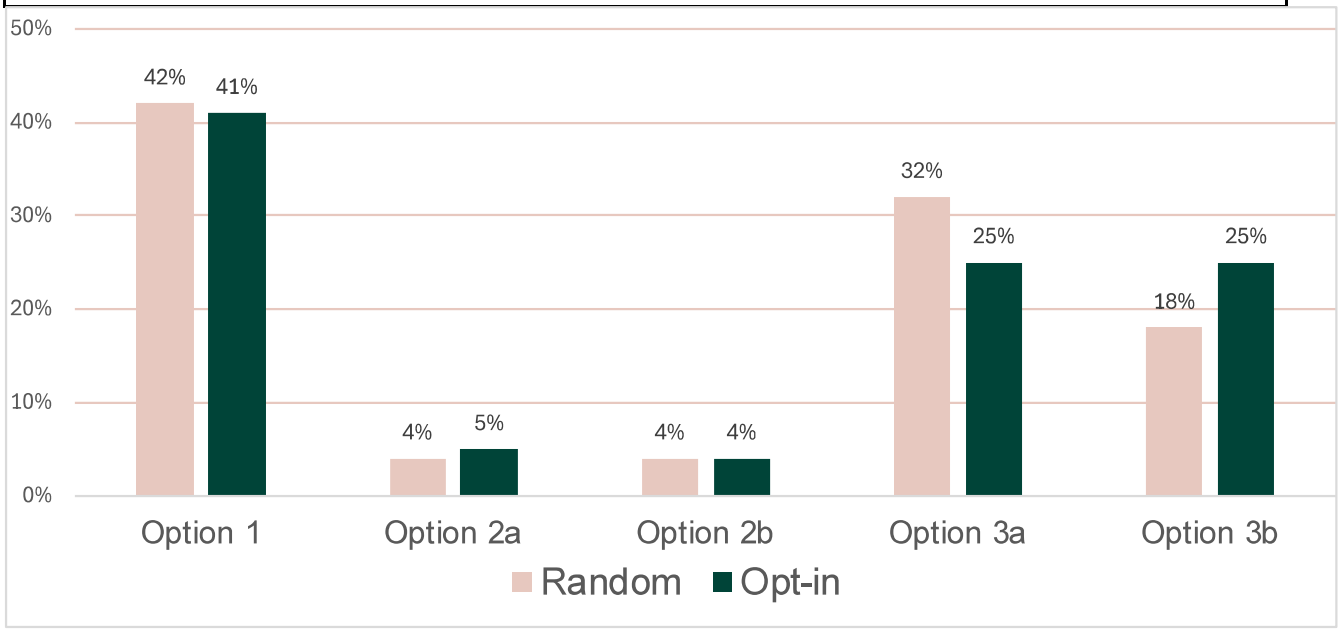

Figure 5 - Least preferred scenarios

Option 1 was the least preferred by +/- 41% of residents across both surveys, with Option 3a the second least liked alternative and then Option 3b. Options 2a and 2b had negligible opposition – hence becoming the least polarising or controversial alternatives.

For the opt-in survey, Option 3b was least preferred by residents living near Lindfield Station (35%, vs. 28% for Option 1). All other cohorts least preferred Option 1.

For the random survey, results were consistent by age, gender, length of residence and proximity to train stations.

The table below, shows opt-in results for the three "least desirable" options, Options 1, 3a and 3b, broken down by proximity to specific train stations:

Nearest station	Less than 400m			400-800m			800+m		
	Option 1	Option 3a	Option 3b	Option 1	Option 3a	Option 3b	Option 1	Option 3a	Option 3b
Lindfield	22%	37%	36%	28%	23%	40%	33%	33%	29%
Roseville	33%	17%	30%	54%	14%	26%	58%	13%	23%
Killara	51%	17%	13%	58%	22%	15%	53%	16%	20%
Gordon	33%	31%	17%	30%	32%	32%	36%	36%	21%
TOTAL	**34%**	**25%**	**26%**	**41%**	**23%**	**30%**	**42%**	**28%**	**23%**

Table 4 - Least preferred scenario (Options 1, 3a and 3b only) by proximity to train stations

This indicates that:

- Option 1 had the highest "least preferred" rating across each station radius
- However, for those living within 400 metres of Lindfield Station, Option 3b was significantly more likely to be rated as "least preferred" than Option 1 (36% and 22% respectively)

- Conversely, those living in proximity to Killara and Gordon Stations were significantly more likely to oppose Option 1 than Option 3b

Respondents were asked why they least preferred one particular option. A random selection of these comments has been coded into themes, with the major responses (ranked from most to fifth most mentioned) shown in the table below:

LEASY PREFERRED SCENARIO	OPTION 1	OPTION 2A	OPTION 2B	OPTION 3A	OPTION 3B
Most mentioned	Destruction of heritage conservation areas	Negative impact on heritage and conservation areas	Building heights excessive	Building heights excessive	Building heights excessive
Second most	Negative environmental impact	Excessive building heights	Insufficient heritage protection	Negative impact on local infrastructure	Negative impact on local infrastructure
Third most	Negative impact on community and lifestyle	Incompatibility with local planning principles	Negative environmental impact	Loss of community character	Unfair distribution of development
Fourth most	Criticism of "one size fits all" approach	Unfair and inequitable development	Destruction of heritage areas	Environmental and visual amenity concerns	Loss of community character
Fifth most	Distrust in Government and/or developers	Loss of privacy and amenity	Poor community and aesthetic appeal	Privacy and safety issues	Environmental concerns

Table 5 - Reasons for least preferred option

(Note, all comments have been sent to Council in a separate document)

The table below, shows the most and least preferred options netted out (i.e. most minus least):

		PREFERRED	LEAST PREFERRED	NET PREFERENCE
Random	**Option 1**	26%	42%	**-16%**
	Option 2a	20%	4%	**16%**
	Option 2b	9%	4%	5%
	Option 3a	10%	32%	**-22%**
	Option 3b	36%	18%	**18%**
		PREFERRED	**LEAST PREFERRED**	**NET PREFERENCE**
Opt-in	**Option 1**	25%	41%	**-16%**
	Option 2a	18%	5%	**13%**
	Option 2b	10%	4%	6%
	Option 3a	14%	25%	**-11%**
	Option 3b	33%	25%	8%

Table 6 - Net preferences

This indicates that for both surveys, Options 1 and 3a were the most polarising among Ku-ring-gai residents. Option 2a appears to be the least controversial scenario – being moderately well supported, and with negligible opposition.

Priorities to support more housing

Respondents were next asked which 11 specific outcomes they felt were most important in delivering additional housing to the Ku-rung-gai LGA. So as to better isolate "true" importance, the question used a skewed 4-point importance scale: unimportant, important, very important and critical.

The table below, shows the proportion of respondents saying an outcome was very important or critical. The responses are ranked from (opt-in survey) most to least important.

Q8. HOW IMPORTANT ARE THE FOLLOWING OUTCOMES TO YOU IN DELIVERING MORE HOUSING? (THOSE SELECTING "VERY IMPORTANT" OR "CRITICAL")

BASE: ALL RESPONDENTS (OPT-IN N=2,946, RANDOM N=193)

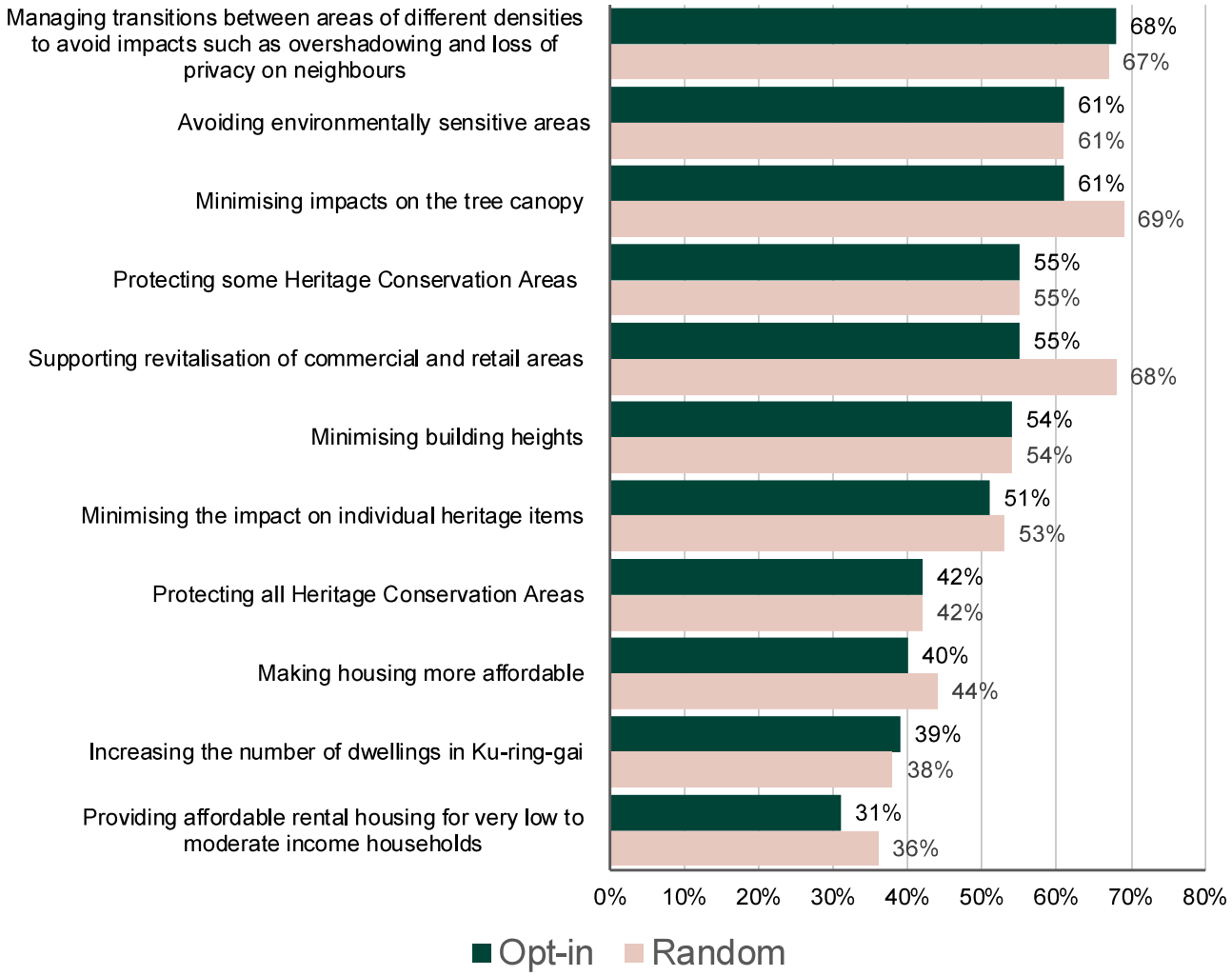

Figure 6 - Importance of specified outcomes in supporting more housing

Firstly, it can be seen that (other than minimising impacts on tree canopy, and supporting revitalisation of commercial and retail areas), responses were very similar between the two surveys.

The key issues of concern across both surveys were managing transitions, minimising impact on tree canopy, avoiding environmentally sensitive areas, minimising building heights and protecting some heritage areas.

Outcomes least likely to be rated of high or critical importance included providing affordable rental housing for low to moderate income households, increasing the number of dwellings and making housing more affordable.

The table below, shows the mean (average) importance scores for each outcome – with 4.0 being the highest possible score and 1.0 being the lowest:

Desired outcome	Mean (Opt-in)	Mean (Random)
Managing transitions between areas of different densities to avoid impacts such as overshadowing and loss of privacy on neighbours	3.01	3.03
Avoiding environmentally sensitive areas	2.88	2.90
Minimising impacts on the tree canopy	2.87	2.96
Minimising building heights	2.72	2.69
Protecting some Heritage Conservation Areas	2.71	2.70
Supporting revitalisation of commercial and retail areas	2.71	2.96
Minimising the impact on individual heritage items	2.59	2.64
Making housing more affordable	2.41	2.45
Increasing the number of dwellings in Ku-ring-gai	2.33	2.32
Protecting all Heritage Conservation Areas	2.30	2.34
Providing affordable rental housing for very low to moderate income households	2.17	2.20

Table 7 - Mean outcome importance scores (highest to lowest)

Predictably, this shows a similar pattern of results to those in, with managing transitions, avoiding environmentally sensitive areas and minimising impacts on the tree canopy again the highest priority items. Increasing housing stock to improve affordability was at the bottom of the list.

Additional infrastructure sought

Respondents were then asked which of ten specific infrastructure items were most important in delivering addition housing in Ku-ring-gai. Again, the question used a skewed 4-point importance scale: unimportant, important, very important and critical.

The figure overleaf shows the proportion of respondents saying an outcome for each of these infrastructure priorities was very important or critical3. The responses are ranked from (opt-in survey) most to least important.

Q9 HOW IMPORTANT IS THE PROVISION OF THE FOLLOWING INFRASTRUCTURE TO SUPPORT MORE HOUSING? (THOSE SELECTING "VERY IMPORTANT" OR "CRITICAL")

BASE: ALL RESPONDENTS (OPT-IN N=2,946, RANDOM N=193)

[3] Note that the final two items were added too late to be included in the opt-in survey.

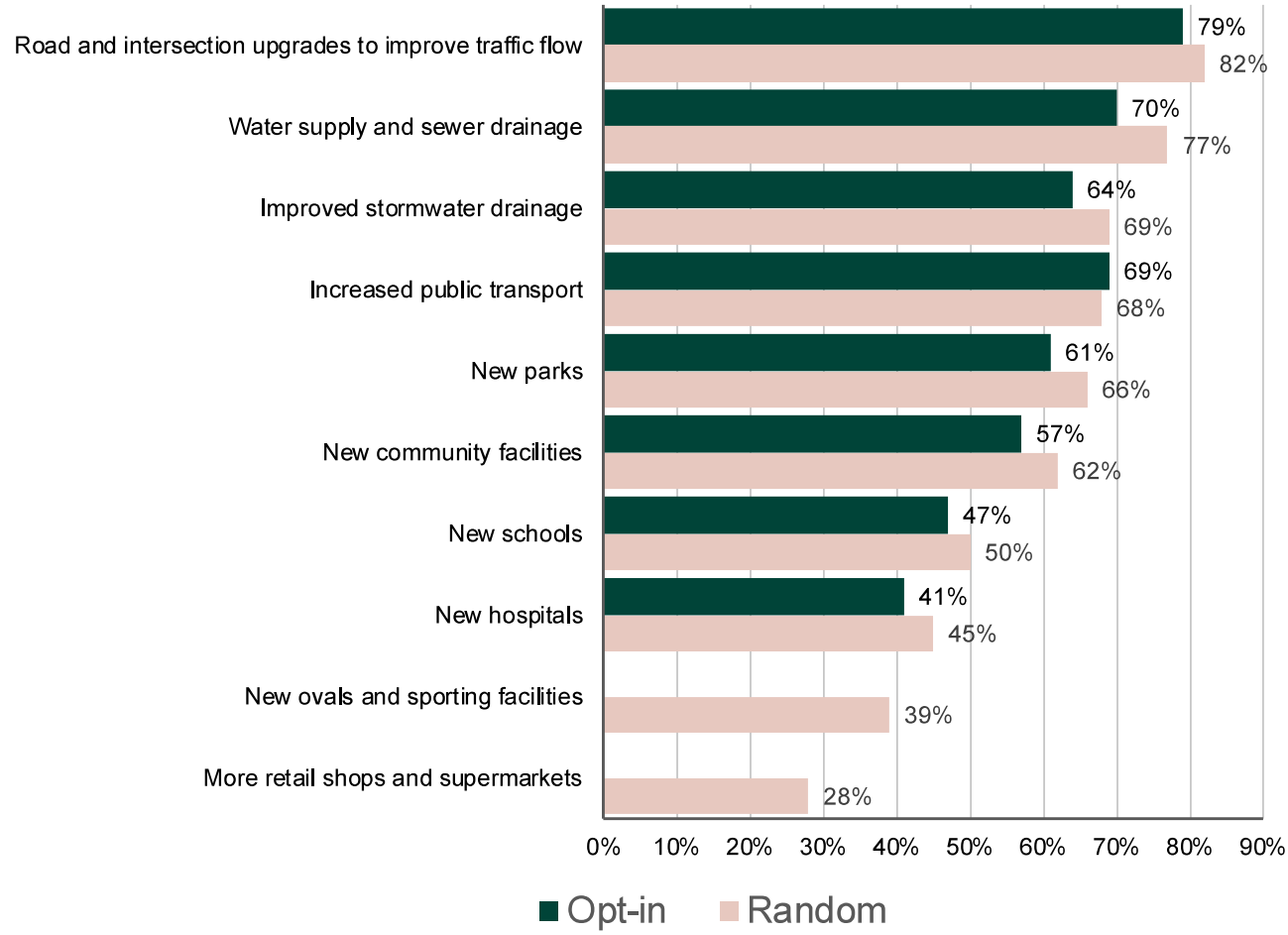

Figure 7 - Importance of specific infrastructure items in supporting more housing

Roads and improved traffic flow topped the infrastructure "wish list", followed by water supply/sewerage, stormwater drainage, increased public transport and new parks/green space. However, residents were quite pragmatic in de-prioritising new schools or hospitals.

Again, findings were relatively consistent between the two surveys.

The table below, shows the mean (average) importance scores for each outcome – with 4.0 being the highest possible score, and 1.0 being the lowest:

Desired infrastructure	Mean (Opt-in)	Mean (Random)
Road and intersection upgrades to improve traffic flow	3.29	3.32
Water supply and sewer drainage	3.11	3.16
Increased public transport	3.04	3.02
Improved stormwater drainage	2.98	2.96
New parks	2.85	2.85
New community facilities	2.77	2.80
New schools	2.56	2.59
New hospitals	2.41	2.45
New ovals and sporting facilities	NA	2.39
More retail shops and supermarkets	NA	2.00

Table 8 - Mean infrastructure importance scores (highest to lowest)

Findings were once again extremely consistent between the two surveys. While results are similar to those shown on the previous page, increased public transport has jumped one space in the priority rankings.

Residents were also asked to nominate any other infrastructure they felt was necessary to support additional housing. For simplicity's sake results for this open-ended question have been merged across both surveys and then coded to identify key themes. Results are shown in the figure below.

Q9A OTHER THAN WHAT'S LISTED ABOVE, CAN YOU IDENTIFY ANY ADDITIONAL INFRASTRUCTURE REQUIRED TO SUPPORT MORE HOUSING?

BASE: ALL RESPONDENTS WHO ANSWERED (N=2114, BOTH SURVEYS)

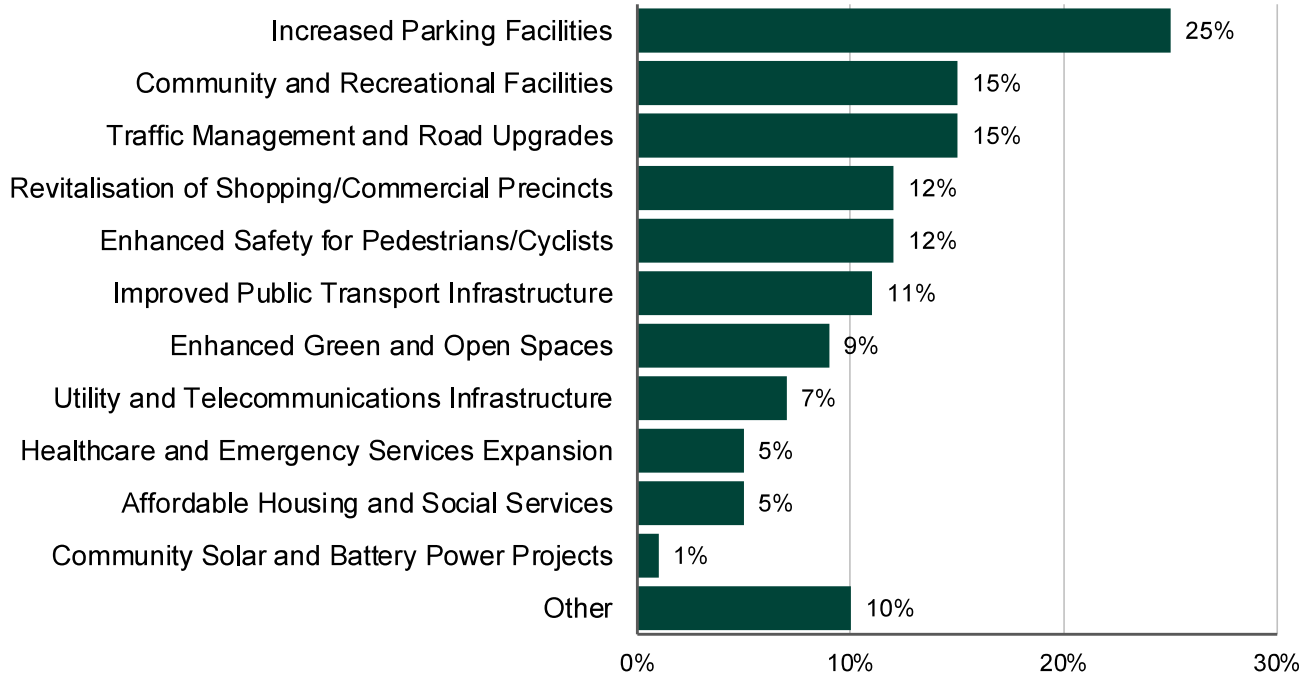

Figure 8 - Other infrastructure sought

Parking was the number one issue raised, by one in four of the respondents. Additional community and recreational facilities were the next most mentioned wish (15%) together with traffic management road upgrades (also 15%). (The fact that this was on the previous list suggests this issue was very much top-of-mind for local residents.)

Revitalisation of the shopping and commercial precincts, enhanced safety for pedestrians and cyclists and improved public transport also attracted numerous comments.

(The full list of suggestions has been sent separately to Council.)

Drop-in session overview

Dates / locations:

- Monday 2 December 2024, 6pm - 8pm / in person, Ku-ring-gai Council Chambers customer service area
- Saturday 7 December 2024, 10am - 12pm / in person, Gordon Library

Targeted group: Residents or business owners from the suburbs of Roseville, Killara, Lindfield or Gordon.

Format summary: Drop-in sessions were held for two hours each. The community asked specific questions about the scenarios with a member of the Council planning team. Maps and brochures available as well as a paper copy of the opt-in survey.

Workshop objectives:

- Opportunity for the community to ask specific questions relevant to their property and view maps, brochures and collect a paper survey.
- Capture a range of community feedback and suggestions about each TOD scenario.
- Use feedback to help Council with decision making.

Snapshot of attendees:

Address (suburb)	Drop-in session 1 Monday 2 December 2024	Drop-in session 2 Saturday 7 December 2024
Total number of attendees: 51	**24**	**27**
Killara	4	4
Gordon	8	13
Lindfield	3	5
Roseville	7	5
Pymble	1	0
St Ives	1	0

Table 9 - Drop-in attendees

Workshop overview

Dates: Wednesday 4 and Wednesday 11 December 2024, 6:30pm - 8:30pm

Platform: In-person at the Ku-ring-gai Council Chambers

Targeted group: Recruited residents or business owners from the suburbs of Roseville, Killara, Lindfield, or Gordon.

Format summary: Two facilitated groups workshops. Participants sat on five tables of around six community members with one member of Council's planning team on each table. Each table appointed a community member as a scribe.

Workshop objectives:

- Capture a range of community feedback and suggestions about each TOD scenario.
- Use feedback to help Council with decision making.

Targeted engagement workshop approach

Both workshop sessions were identical and commenced with a presentation from Council about each of the five scenarios. Participants were then asked which scenario they preferred and to provide a brief explanation about why, through the online polling application Slido. This was to ensure that their responses appeared on the screen while remaining anonymous.

The group then participated in the main activity which was to write down their feedback about the opportunities and challenges of each of the five scenarios.

The session concluded with a series of questions via another online poll. Participants were asked via Slido if their preferred scenario had changed and why. They were then asked again to select their preferred scenario.

The feedback and insights gathered during both sessions will serve as information to help Council with their decision making about the preferred scenario which will be provided to the NSW Government.

Participants

Participants were independently recruited by Taverner Research during a recruitment pop-up near the Roseville and Gordon train stations over a two-day period in November 2024. They were recruited with the intention of providing a spread of demographics including age and gender and qualification metrics including:

- Must live in or own a business in Roseville, Killara, Lindfield, or Gordon
- Not be a Council employee.

They were asked to provide a range of personal details including:

- Name
- Suburb of residence
- Age
- Gender
- Time spent in the LGA
- Rent or own
- Speak another language other than English
- Language spoken at home
- Nearest train station
- How close to train station
- For homeowners – own or operate a business within 400m to train station
- For renters – own property or operate a business within 400m
- If own a property within 400m – which stations are these

Each participant was paid a $130 voucher after attending the workshop.

Snapshot of workshop participants

	Workshop 1 Wednesday 4 December 2024	Workshop 2 Wednesday 11 December 2024
Total number of participants: 65	**34**	**31**
Gender spilt:	18 women, 16 men	14 women, 17 men
18-24 years	2	1
25-34 years	2	5
35-44 years	2	4
45-54 years	11	7
55-64 years	11	8
65-74 years	4	2
75 years and over	2	3

Table 10 - Workshop demographics

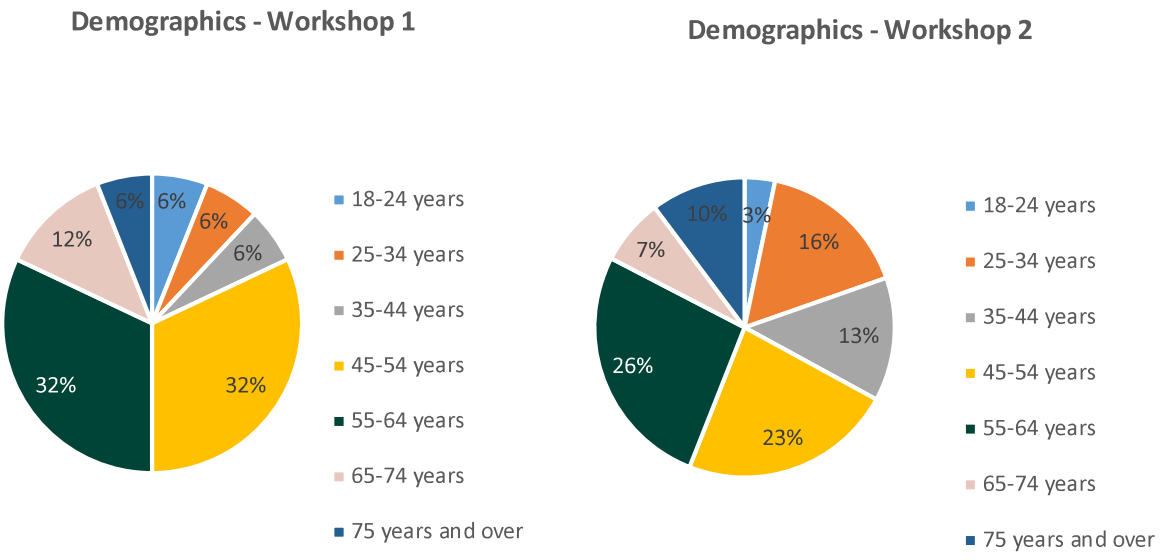

Figure 9 – Demographics of workshops

Recruited workshop outcomes

Recruiting participants independently was an effective way to ensure a broad demographic mix, capturing diverse viewpoints that might not emerge in self-selected or open-invitation forums.

Both workshops comprised a near-equal gender split, ensuring that male and female perspectives were equally considered in discussions.

The workshops successfully engaged participants across different life stages, from young adults (18-24) to older community members (75+). While middle-aged groups (45-64) had the highest representation, younger and older demographics were also included, ensuring a more well-rounded discussion.

Open consultations often attract a narrow subset of the community, typically those with strong opinions or vested interests. By independently recruiting participants the workshops avoided this bias, ensuring a more representative cross-section of the population.

The recruited approach included people from various backgrounds, including long-term residents, new arrivals, working professionals, retirees and young adults. This mix ensured that discussions reflected a range of priorities such as housing needs, transport accessibility, environmental concerns and heritage preservation.

By structuring the workshops to include participants across different demographics, the engagement process provided a more equitable and informed foundation for decision-making.

Overview of workshop questions

The online polling application Slido was used to ask the group a series of questions at the beginning and the end of each session. This allowed the participants to share their opinion and feedback in live time with the group on the screen while remaining anonymous. This also allowed us to measure any changes in preferred scenario by participant and any changes in sentiment. Questions included:

Start of workshops:

- Q1: With what you currently know about the housing supply options, what is your preferred scenario?
- Q2: Briefly explain why you chose your preferred scenario or why you do not have a preferred scenario?

End of workshops:

- Q3: With what you learned during this workshop, have you changed your preferred scenario? (participants to choose from yes, no, unsure)
- Q4: Briefly explain your reason.
- Q5: With what you currently know about the housing supply options, what is your preferred scenario?

Q1: With what you currently know about the housing supply options, what is your preferred scenario?

Participants were asked to indicate their preferred scenario at the start of the workshop, they had reviewed the information provided (brochure and link to Council website) and watched the presentation by Council about each scenario. Below are the results of the poll for both workshops. Scenario 3b was the preferred option at both workshops, and Scenario 2a was the second preferred option at both workshops.

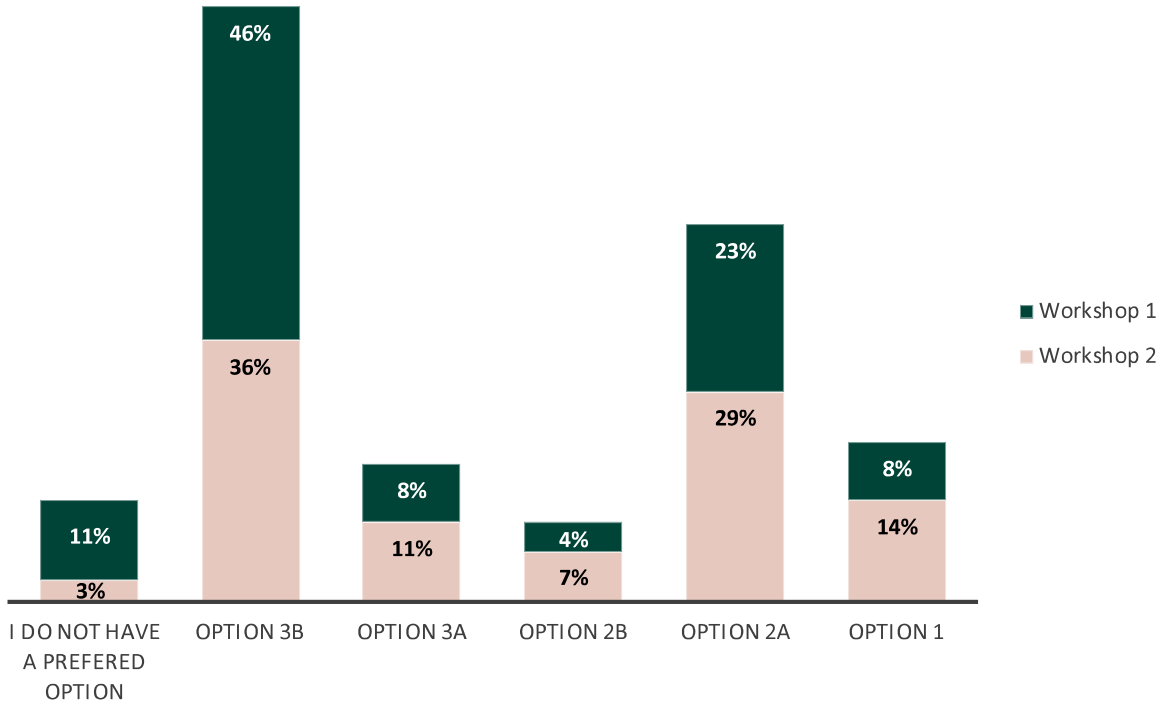

Figure 10 - Preferred scenarios

Q2: Briefly explain why you chose your preferred scenario or why you do not have a preferred scenario?

Participants were asked to explain their selection. A summary of their sentiment is provided below. Their detailed responses are provided in Appendix 1a

Option 1

The overall sentiment for participants who selected Option 1 reflected a mix of caution and practicality. While participants acknowledge the inevitability of development, they emphasise the importance of protecting the area's character and liveability. There is some optimism about thoughtful and targeted growth but resistance to overdevelopment and the associated risks.

- *"It is inevitable that the area will be developed eventually."*
- *"Think very tall buildings will permanently change the character of the area and make it undifferentiated from other areas like Epping and Macquarie."*
- *"Bringing in the additional traffic will only make the area a nightmare to travel through peak hour."*
- *"We have to challenge what is considered heritage or conservation. We must challenge and adopt for the future."*

Option 2a

The overall sentiment for Option 2a was positive, with participants recognising it as a well-balanced, practical and moderate approach to development. Its focus on preserving the area's character, heritage, and environmental appeal while enabling sensible density makes it an appealing compromise. However, there remains strong resistance to overly tall buildings, reinforcing the desire for controlled and thoughtful urban growth.

- *"The scenario agrees with all of council's planning principles apart from partial to HCA preservation."*
- *"Good balance of preserving character, HCA, and canopy but creating density."*
- *"2a is a pragmatic, feasible, financially viable option and probably getting more support from state government compared to other options."*
- *"Best compromise – limits height of buildings and sprawl of development while still protecting heritage items to a good level."*

Option 2b

The sentiment towards Option 2b was generally favourable, with participants noting its low-impact and equitable approach. However, the lack of additional detail or strong enthusiasm in the comments suggests it may be seen as a safe but less transformative option compared to others. (Note: no one in Workshop 1 provided a comment about this option).

- *"Least overall impact."*
- *"Greater equity between centres."*

Option 3a

The sentiment for Option 3a was mixed. While participants value its environmental protections, minimal residential impact, and alignment with transport hubs, the reluctant endorsement indicates some dissatisfaction with the overall choices. The option is perceived as a compromise that prioritises preserving the area's unique natural and residential character.

- *"Keep development close to existing transport hubs."*
- *"Prevent a largescale mosquito problem from the reduction in tree frog population due to the tree canopy being impacted."*
- *"It's the best option out of a bad lot of options!"*

Option 3b

The overall sentiment for Option 3b was overwhelmingly positive, with participants seeing it as the best compromise between development and preservation. It was considered sensitive to the local environment and heritage, practical in meeting housing targets and aligned with Council's planning principles. While concerns about excessive building heights persist, the option was viewed as the most effective in balancing growth with maintaining the character of Ku-ring-gai.

- *"Preserves the streetscape of the suburbs – trees and heritage."*
- *"3b seems to be the best compromise – housing targets achieved but heights managed and HCA and canopy protection."*
- *"3b is the closest scenario to ideal which would involve development along main roads, for example, Boundary Street."*
- *"Above all, any building height over 15 storeys is NOT good."*
- *"Achieves the closest match with council's planning principles. Perhaps does the best in maintaining Ku-ring-gai's existing appearance, feel, features, and neighbourhood."*
- *"The apartments are mostly built together; the streetscape looks neater."*

I do not have a preferred scenario

The sentiment reflected a mix of frustration and cautious reflection. While participants appreciated the opportunity to refine their understanding, the absence of key details limited their ability to confidently support or oppose specific scenarios.

- *"I have a better idea of what is less desirable."*
- *"I am some way from the affected areas."*

Figure 11 - The workshop attendees participating in one of the two workshops

Q4: With what you learned during this workshop, have you changed your preferred scenario?

At the conclusion of the workshop, participants were asked if they had changed their preference. In workshop 1 22% said they had changed their preference, compared to a third of participants (31%) in workshop 2. Most participants didn't change their preference (72% in workshop 1 and 62% in workshop 2).

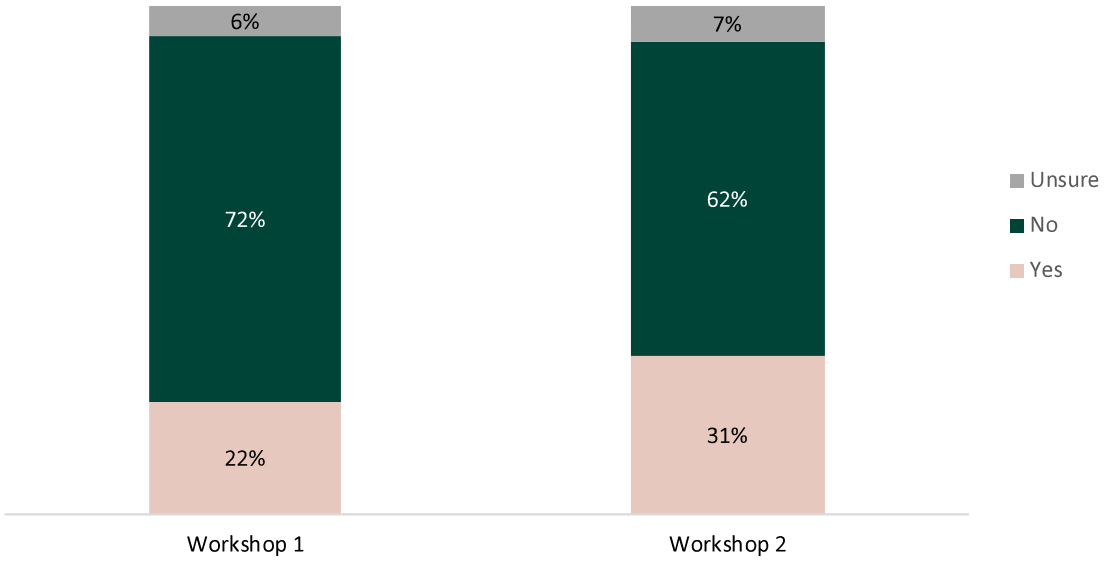

Figure 12 - Change of preferred scenarios

Q5: Briefly explain your reason

Participants provided an explanation – a summary of their responses is provided below. A detailed summary of their responses is provided in Appendix 1a. Responses from both workshops are combined.

Yes responders

The 'Yes" responders indicate that participants valued the workshop for enhancing their understanding of the scenarios and helping them appreciate other perspectives. This led to changes in preferences for some and reaffirmed choices for others, reflecting thoughtful engagement and a willingness to compromise.

- *"Visualisation of how each scenario would impact our environment changed my mind."*
- *"Understanding the scenarios in more detail."*
- *"I have been able to listen to other opinions and have also liked in more detail after Bill explained them."*
- *"Same scenario group but understand the benefits better after hearing other views."*

No responders

Participants who did not change their minds demonstrated confidence in their initial preferences, supported by prior reflection, alignment with personal priorities or a lack of compelling reasons to shift. While the workshop enhanced understanding and reinforced decisions, it rarely presented alternatives strong enough to prompt a change.

- *"The workshop explained the scenarios well and helped me to support my original choice."*
- *"I had pre-read the scenarios so had an idea coming into this evening."*
- *"I had looked at the options several weeks ago and thought at length about the pros and cons."*
- *"We didn't change because we still don't want to be surrounded by multi-storey buildings. Also keeps the character of Roseville and Killara."*
- *"Advantages of other scenarios have not changed my mind."*
- *"The problems are huge and unlikely to change. I realise that we have to select one scenario, but the choices are not palatable."*

Other

Participants who chose 'other' reflected frustration with the perceived lack of comprehensive planning, particularly around infrastructure, and the difficulty of reconciling the compromises inherent in each scenario.

- *"Still badly planned with no information about infrastructure."*
- *"There are pros and cons for each scenario. So it's a question of trade-offs. To each his own."*

Q6: With what you currently know about the housing supply options, what is your preferred scenario?

Participants were asked again, at the conclusion of the workshop what their preferred scenario was. A comparison has been provided below for both workshops.

This table shows the shifts in preference for various options across two workshops, from the start to the conclusion.

	Workshop 1		Workshop 2	
	Start	End	Start	End
Option 1	8%	3%	14%	13%
Option 2a	23%	38%	29%	22%
Option 2b	4%	7%	7%	4%
Option 3a	8%	3%	11%	4%
Option 3b	50%	48%	36%	57%
I don't have a preferred scenario	8%	0%	3%	0%

Table 11 - Preferred scenario shifts

Key findings:

Option 3b ("Preserve, intensify, and expand") emerged as the preferred choice by participants in both workshops, with its support increasing dramatically in Workshop 2. Option 2a also performed well in Workshop 1 but lost some traction in Workshop 2. Options 1, 2b, and 3a were consistently less favoured, suggesting a strong preference for more expansive and transformative scenarios among participants.

Option 1 (Existing NSW Government controls retained):

- Declined slightly in both workshops, from 8% to 3% in Workshop 1 and from 14% to 13% in Workshop 2. This indicates that this option was not favoured overall.

Option 2a (Safeguard and intensify):

- Gained significant support in Workshop 1, rising from 23% to 38%.
- Declined in Workshop 2, falling from 29% to 22%.

Option 2b (Minor amendments to existing NSW Government controls):

- Consistently low support in both workshops, with small fluctuations between 4% and 7%.

Option 3a (Preserve and intensify):

- Dropped in Workshop 1, from 8% to 3%, and decreased in Workshop 2 from 11% to 4%, making it one of the least popular options.

Option 3b (Preserve, intensify, and expand):

- The clear favourite in both workshops, with minor changes in Workshop 1 (50% to 48%) and significant growth in Workshop 2 (36% to 57%).

"I don't have a preferred scenario":

- Decreased completely in both workshops, from 8% to 0% in Workshop 1 and 3% to 0% in Workshop 2, showing high engagement with the scenarios provided.

Group activity 1 – Opportunities and challenges of each TOD scenario

Participants were given butchers paper and worked in groups of 6-8 community members, along with a member from the Council's planning team on each table. They worked through each scenario to come up with a list of opportunities and challenges for each. The results from both workshops have been combined and a summary of feedback is outlined by theme below.

What we heard:

The main themes that emerged across both workshops included:

Figure 13 – Attendees participating in the group activity

Scenario 1 – Existing NSW Govt controls retained

Insights – Opportunities

Participants expressed that Scenario 1 would offer a balanced and evenly distributed approach to development. Building heights are fairly distributed on each side of the highway, maintaining visual consistency. The development focuses on areas close to public transport, improving access and supporting sustainable travel. It would provide much-needed housing while avoiding dividing heritage areas and helping to refresh the area.

Insights – Challenges

Participants expressed concerns about Scenario 1, particularly risks to heritage protection, loss of tree canopy and the potential for poorly planned one-size-fits-all development that compromises the established character of Ku-ring-gai. Participants highlighted potential pressure on existing infrastructure such as increased traffic, utilities, community services and parking due to the increase in population. Participants raised that it would impact sensitive environmental areas and create water run-off issues. Other concerns were raised including integration issues between high and low-density areas, impacting neighbourhood character.

Opportunities

Heritage protection:

- Does not divide heritage areas

Character and amenity:

- Refresh / revitalise centres

Development and planning controls / building heights or location:

- Spread out buildings
- Balanced building height
- Less height fairly distributed each side of highway
- Development equal across the transport-oriented development areas
- Six storey limit which is appropriate
- Lowest overall height sharing pain
- Less overshadowing

Infrastructure / traffic / transport:

- Closer to station to access public transport
- Spread over greater area so potentially less traffic issues

Other:

- Increases much-needed housing

Challenges

Heritage protection:

- No HCA protection
- Worst option to preserve heritage

Character and amenity:

- Changing the area in an unsympathetic manner
- Potential concrete jungle
- Doesn't fit the character that is well established in Ku-ring-gai including heritage and treescapes
- Loss of amenity
- Lack of respect for the unique qualities of the area
- Village centre less likely to be revitalised
- Clutter - heritage butts up against apartment blocks

Development and planning controls / building heights or location:

- Development speed
- Control given to developers
- Issues with interfaces between high and low density
- Quality issues of redevelopment due to the amount
- Plan is ad-hoc, one size fits all, poor detail in the planning
- Impacts on property prices
- Can go higher than six stories in Gordon blanket approach is inappropriate

Infrastructure / traffic / transport:

- Traffic - long wait times and danger
- Parking challenges around public transport areas
- Pressure on utilities and transport
- Increase in population will need more community facilities

Environmental:

- Loss of tree canopy
- Impacts on sensitive environmental areas
- Water runoff issues
- Creates boundaries with no concern for nature

Other:

- No comments

Scenario 2a – Safeguard and intensify

Insights – Opportunities

Participants expressed that this scenario would partially protect Heritage Conservation Areas (HCA), ensuring some heritage elements are preserved while revitalising key centres. The scenario focuses development in areas with existing infrastructure, such as Gordon and Lindfield commercial precincts and emphasises compact growth, particularly on the western side of the Pacific Highway. Development would involve full streets rather than fragmented areas. Environmentally, Scenario 1 would provide greater protection for the tree canopy and prioritises deep soil zones (up to 50%) compared with lower provisions in Scenario 1.

Insights – Challenges

Participants conveyed concerns with Scenario 2a regarding heritage, development integration, infrastructure and the environment. Some stated that heritage protections in Roseville and Lindfield would be inadequate, with risks to first-generation federation homes and iconic streets in Roseville. Specific challenges were noted including the proposed building heights in Hill Street and potential increase in traffic congestion, pressure on street parking and difficulties accessing public transport or key centres, especially in Gordon.

Environmentally, concerns were raised about the risks to the tree canopy, exacerbating environmental impacts and could create heat and cooling challenges, particularly on the western side of the proposed development area.

Opportunities

Heritage protection

- Partial HCA protected
- Allows preservation around heritage items

Character and amenity

- Revitalised centres
- Keeping character of North Shore
- Reinforces current commercial centres such as Gordon
- Protects character of east side
- Better design and new services to bring in such as cinemas
- Reflect suburb hierarchy via large train station
- Gordon should have been developed, this now is enables it to be developed
- More attention to Gordon and Lindfield commercial precincts for development - existing infrastructure in place
- Full streets involved, no cut off mid-street
- Manages transitions better supporting village centres
- Focus around local centres

Development and planning controls / building heights or location:

- Development together and more compact
- More development on western side of Pacific Highway
- 15 storeys in Lindfield is good, it already has high rises
- 20 stories in Gordon is OK
- More focused commercial development
- Financial viability
- Good mix of high and lower storey buildings
- Convenience of 400 metres spread to train and transport
- More set back possible

Infrastructure / traffic / transport:

- Killara public school opposition
- Infrastructure easier to manage

Challenges

Heritage protection:

- Heritage in Roseville and Lindfield not adequately protected
- First generation federation homes gone
- Load St heritage lost in Roseville
- 22% of heritage areas lost mostly near stations
- Loses a lots of Roseville's heritage areas and not Killara why?
- Leaves some heritage areas to be developed - not sharing the pain

Character and amenity:

- Destroys best streets of Roseville
- Taller buildings will permanently change the character of the area and traffic congestion is highly likely

Development and planning controls / building heights or location:

- Integrating 5 to 8 storeys will be challenging
- 15 storeys on Hill Street will be very challenging
- 25 storeys is too high
- Ten storeys in Killara is too high the maximum should be six to eight
- Unfair focus on Gordon
- East side residential potentially developed
- Less diverse housing
- Makes difficult to deliver based on property ownership and commercials

Infrastructure / traffic / transport:

- Cause traffic around single houses
- Impacts to street parking
- Impact to people getting to developed areas or to public transport
- Traffic in Gordon will struggle
- Infrastructure doesn't support population growth

Environmental:

- Protects some tree canopy
- More deep soil (50%) as opposed to 7% deep soil in TOD
- Trees can be near height of buildings rather than much shorter
- Minimises tree canopy loss
- The Blue Zone has deep soil
- More attractive with trees and deep soil

Other:

- No comments

- Practicalities of living in these areas is not considered e.g parking
- Aged care planning

Environmental:

- Environmental impacts with height
- Tree canopy challenges / loss with higher development
- Heat on western side of development and cooling implications
- No more green space

Other:

- No comments

Figure 14 - Attendees participating in the workshop

Scenario 2b – Minor amendments to existing NSW Govt Controls

Insights – Opportunities

Participants highlighted that this scenario would offer a more balanced approach to development, with improved heritage protection compared with Scenario 1. They expressed that it would maintain the character of the area by keeping buildings in line with the existing style while revitalising commercial centres and bringing life into these spaces.

It would allow for some additional development in Gordon, although participants noted that it would not be as extreme as Scenario 2a and would spread the built-up area with lower building heights. This more compact approach would support services and create opportunities to free up green space for parks. Additionally, it would provide the potential for development to blend into the landscape.

Insights – Challenges

Participants expressed that Scenario 2b would result in damage to existing HCAs and allow development within these protected zones without addressing future impacts. They expressed that it may compromise the character and amenity of the area, with participants describing the outcome as offering no major benefits and potentially "butchering" the region with messy streetscapes and transition problems of tall buildings next to small dwellings. Participants also noted that it would fail to fully maximise Gordon as a key centre, missing the opportunity to make better use of its potential. From an infrastructure perspective, participants expressed that this scenario would exacerbate heavy traffic issues in the area. Environmentally it would not protect sensitive areas, impact the tree canopy and destroy the existing environmental character of the North Shore. Participants emphasised the need to ensure open space is increased alongside any increase in development height.

Opportunities

Heritage protection:

- Saving heritage compared to Scenario 1

Character and amenity:

- Bring life into commercial areas
- Keep building in character
- A bit more development in Gordon but not as extreme as Scenario 2a
- A bit more variation between village centres
- Evenly distributed across suburbs

Development and planning controls / building heights or location:

- Spreads the built-up area
- Less height
- 15 storeys maximum looks after some properties further from the station
- Some commercial development
- Similar to current TOD – State govt might like that
- More space for commercial centres
- Building heights are good at 15 storeys

Infrastructure / traffic / transport:

- Compact for services
- better use of existing road infrastructure
- More spread out traffic flow away from the highway

Environmental:

- Opportunity for freeing up more green space if development goes higher more potential room for parks etc
- More opportunity to blend the development into the landscape
- Retains topography more than Option 2a

Other:

- No comments

Challenges

Heritage protection:

- Development in heritage areas
- Destroys the HCAs in all areas and plan does not go further to address further development
- More spread out into heritage areas
- Heritage items preserved but isolated by development

Character and amenity:

- Entire area is butchered
- No major benefits
- Need to maximise Gordon as a centre and it does not make the full use of opportunity
- Messy streetscapes
- Transition problems - apartments next to small dwellings

Development and planning controls / building heights or location:

- Below the developer sweet spot bringing down quality
- High rise housing located alongside existing housing
- Tall buildings and their negative effects

Infrastructure / traffic / transport:

- Heavy traffic in the area Infrastructure
- Doesn't support population growth

Environmental:

- Removal of protection to environmental areas
- Sensitive areas rezoned
- Destroy existing character of the North Shore in terms of environment
- Loss of deep soil similar challenges to Scenario 1
- Need to ensure that open space is increased as the height of development is increased
- Significant tree canopy loss

Other:

- A compromise that does not work

Scenario 3a – Preserve and intensify

Insights – Opportunities

Participants highlighted that this scenario would offer strong protection for HCAs and federation homes. It would promote design excellence for buildings in commercial precincts, revitalise centres and create new commercial opportunities. The scenario would contain large-scale development effectively with taller buildings—such as 45-storey options—offering good views. From an infrastructure perspective it may lead to increased services and address Sydney's long-term growth needs, providing a more visionary approach to future planning. Environmentally this scenario would create better opportunities for deep green trees and enhance green spaces.

Insights – Challenges

Participants raised concerns regarding the impact on character and amenity, particularly the suitability of units around schools in Roseville, a lack of Council oversight for aesthetics and community amenity. Participants raised the potential for the area to lose its character stating it may become a "concrete jungle". Participants felt that 45-storey buildings in Gordon were unlikely and expressed concerns that buildings would be too tall, with uneven distribution of built-up areas and questionable commercial viability. Infrastructure concerns included traffic issues around school pick-up times, as well as significant impacts on transport, parking, and utilities. Environmentally, participants were concerned about the potential for state government funding for parks, as well as the overwhelming scale of 45-storey buildings.

Opportunities	Challenges
Heritage protection: • A lot of protection for federation homes • Preserves heritage (particularly streetscape volume, density and flora) • Preserves all heritage in Killara and Roseville **Character and amenity:** • Design excellence for buildings in commercial precincts • Revitalised centres and commercial opportunities • Less impact on low density residential • Establish two 'town centres' and less impact on Roseville and Killara **Development and planning controls / building heights or location:** • Contained large scale development • 45 storeys has good views • New buildings are very close to the station • Isolates high rise to the hubs – manageable in Gordon and Lindfield • Creates better access to the Gordon and Lindfield shops • More residents closer to stations • 45 Storeys in Gordon and Lindfield is OK • Maximises commercial opportunity • Delivers state govt target **Infrastructure / traffic / transport:** • May increase services • Addresses long-term needs for future growth in Sydney - more visionary • Better funding for amenities e.g libraries, sport etc **Environmental:** • Provides better opportunities for deep green trees and tree canopy	**Heritage protection:** • No comments **Character and amenity:** • Units around schools not ideal for Roseville • Lack of Council oversight for aesthetics and community amenity • Absent character • Impact to local commercial areas • Ghetto and concrete jungle • No town centre in Killara • Impacts the look and feel of Ku-ring-gai • "Eye-sore" in Gordon and Lindfield • Big change in the area to North Shore **Development and planning controls / building heights or location:** • Buildings way too tall and result in density creep (one tall building will lead to more) • Not fair distribution of built-up areas • Commercial viability questionable • Lack of airflow and overshadowing • Hugh building heights – especially Gordon and Lindfield. Even in Roseville • 25 storeys - hard to be sympathetic to materials/codes • "Meriton" affect (less owner control) **Infrastructure / traffic / transport:** • Traffic issues around school pick up times • Massive impact on transport, parking and utilities • Infrastructure does not support population growth • Big congestion around the massive buildings • Blocks off the main road • Need wider access to these large buildings **Environmental:** • State government funding for parks etc • Too large - 45 storeys will change the climate of the suburb **Other:** • Too extreme compromise

Scenario 3b – Preserve, intensify and expand

Insights – Opportunities

Participants noted that this scenario would protect HCAs and ensure uniform preservation of heritage elements across the area. This approach would spread the development area, offering opportunities for high-density development in Gordon and Lindfield. Additionally, it would allow more building on the western side where there are already apartments. This scenario would enable higher development in more areas, providing better options for future generations. Environmentally it would protect heritage and the tree canopy to some degree. Participants noting that the natural slope of the land would also support the integration of development into the surrounding landscape and neighbourhood.

Insights – Challenges

Participants noted that Scenario 3b focuses on the west side of the Pacific Highway and the train line, which spreads impacts to more people and extends development outside the transport-oriented development (TOD) boundary, failing to meet required guidelines. Development further from rail stations and infrastructure, along with the proposal for 15-storey buildings on Hill Street in Roseville, would present challenges. In terms of infrastructure, development too far from transport hubs could lead to increased local traffic and traffic build-up in hub areas. Environmental concerns include potential bushfire evacuation risks, which pose a safety threat.

Opportunities

Heritage protection

- Heritage uniformly preserved
- Optimal HCA preservation including flora
- Protects heritage of Killara and Roseville

Character and amenity

- Spreads the development area
- Supports local centre revitalisation
- Uses the suburb space, more diverse and sympathetic
- Consistent streetscape (apartments clustered)

Development and planning controls / building heights or location:

- Confined development in Gordon to high density
- Expand the development area to Boundary Street
- Selecting appropriate areas for development
- Concentrating hubs at Gordon and Lindfield
- Good for developers
- Allow more building on western side where there are already apartments
- Enables more areas to be built higher for future generations then covering the area in five storey apartments
- Spreads pain a bit further
- Village heights are good
- Reduce heights in Killara and Roseville (garden suburbs)

Infrastructure / traffic / transport:

- Access to work in Macquarie Park from Gordon
- Less likely traffic pinch than Scenario 3a
- Still close enough to stations (walking)

Environmental:

- Protects heritage and tree canopy to a degree
- Reducing maximum height improves treescape
- Natural sloping of the land lends itself to blending of development into the landscape and neighbourhood
- Deep soil maintenance in blue zone

Other:

- Redevelop public housing
- Happy medium, ticking boxes

Challenges

Heritage protection

- No comments

Character and amenity:

- No scenario really protects the beautiful homes

Development and planning controls / building heights or location:

- Focused on west side of Pacific Highway and train line
- Outside the TOD boundary not meeting requirements
- Moves dwellings spread outside of rail stations and infrastructure
- 15 storeys on Hill Street Roseville is challenging
- Might not be able to revitalise Roseville and Killara
- Not fair to western side of Gordon (east HCA is protected) - 20 storeys in Gordon
- How to deliver the commercial offerings needed for 23,000 dwellings
- "Meriton" effect – less owner control
- Tall buildings much harder to make sympathetic in building materials and codes (e.g roof tiles, red brick)

Infrastructure / traffic / transport:

- Development too far from transport hubs Impact on local traffic flow
- Traffic build-up in hub areas
- Expands the area of development beyond the TOD - this may increase car usage and traffic
- Traffic impact (need to drive to stations)
- Slightly longer walk to the stations
- Noted concern from people on western side of Roseville regarding traffic
- Development area is spread too far away from transport hub
- Needs planning for active transport
- Infrastructure doesn't support population growth

Environmental:

- Bushfire evacuation - safety risk
- Find area for open, green space

Other:

- No comments

Other questions and comments

Workshop 1:

Questions

- Question about do Council have a say in the quality of apartments that will be built. Council responded by saying that under the current TOD, they wouldn't be able to influence the planning. Other scenarios they will be able to have more control.

Comments

Development:

- Not opposed to development and need more affordable housing
- Focus on redevelopment of old four storey units by encouraging and incentives for developers to redevelop

Heritage:

- Development should spread along the bus and road transport corridors and protect the heritage conservation areas

Supporting infrastructure:

- Questions and concerns about how this TOD will impact other services, traffic and car parking. Council responded with details about the feasibility studies that are being undertaken by Council.

Workshop 2:

Questions

- Question about any compulsory acquisition. Council responded that there will be none.
- Question about infrastructure to support the population (schools, hospitals, traffic etc). Council responded that Council will be doing traffic studies, but some of the other items are up to NSW Government to plan for.
- Question about sewage upgrades would be needed. Council responded that they are aware of this issue.
- Question about if some of these sites are Council owned. Council responded that yes, some of these sites are Council owned.
- Question about noise reduction for apartments near train stations. Council responded that there are requirements around this issue.

Comments

Development:

- All options will destroy a unique part of Sydney
- There are some good outcomes from development – revitalised and more interesting centres

Heritage:

- Do we need to protect HCAs 100% - some not worth it
- What about heritage items already surrounded?
- Compromise across all areas – height, HCAs, trees, revitalisation to make it liveable

Supporting infrastructure:

- Nursing homes / downsizing / age care / community facilities / sporting facilities / childcare facilities needs to be considered
- So many elephants in the room – traffic, schools, services

Out of scope comments on the "parking boards":

- Marian Street Theatre needs to be upgraded
- Selkirk Park to be maintained
- Lindfield Library needs upgrading
- Killara Bowling Club and Tennis Club should be kept for community
- Vacant buildings in good locations.

Appendix 1 – Taverner online questionnaire

INTRO: Thank you for agreeing to complete this survey about potential residential planning scenarios around Gordon, Killara, Lindfield and Roseville train stations. The survey will allow you to register your preferred options, and the reason/s for those preferences.

In order to complete the survey, you will need to read the background materials which explain the different scenarios. This should take around 15 minutes. If you have not already done so, please click on the link here, or cut and paste the link shown below into your preferred web browser:

https://krg.engagementhub.com.au/housingscenarios

If possible, keep the background materials open as a separate tab while you complete the survey. Otherwise, you may wish to note down your most and least preferred option/s prior to commencing the survey.

Please note the survey completion deadline is December 17th 2024.

To commence the survey, please click NEXT.

Q1 Have you read the background materials about the five residential planning scenarios currently being exhibited by Council?

7. Yes Skip to Q2
8. No

ASK Q1A IF Q1=2 (NO)

Q1a You will need to read the background materials for the surveys questions to make sense (as they will refer to specific scenario numbers shown there.) If you wish to complete the survey, please click here for the background materials, and then, once you have read the materials, press NEXT to continue. Otherwise you can simply close this window to exit the survey.

Q2. Having read the information, do you have a preferred scenario?

1. Yes
2. No — Skip to Q4
3. Unsure — Skip to Q4

ASK Q3 IF Q2=1 (YES)

Q3 What is your preferred scenario?

1. Option 1 – Existing NSW Government controls retained
2. Option 2a – Safeguard and Intensify
3. Option 2b – Minor Amendments to Existing NSW Government Controls
4. Option 3a – Preserve and Intensify
5. Option 3b – Preserve, Intensify and Expand

ASK Q3A IF Q2=1 (YES)

Q3a Can you explain why you prefer this option?

OPEN ANSWER

ASK Q4 IF Q2 = 2 (NO) OR 3 (UNSURE)

Q4 Can you explain why you do not have a preferred option?

OPEN ANSWER

ASK ALL

Q5 Do you have a LEAST preferred option – i.e. one you would NOT want to see?

1. Yes
2. No — Skip to Q8
3. Unsure — Skip to Q8

ASK Q6 IF Q5=1 (YES)

Q6 Which is your least preferred option?

1. Option 1 – Existing NSW Government controls retained
2. Option 2a – Safeguard and Intensify
3. Option 2b – Minor Amendments to Existing NSW Government Controls
4. Option 3a – Preserve and Intensify

66. Option 3b – Preserve, Intensify and Expand

ASK Q7 IF Q5=1 (YES)

Q7 Why is this your least preferred option?

OPEN ANSWER

ASK ALL

Q8. How important are the following outcomes to you in delivering more housing?

Options are

1. Not important
2. Important
3. Very important
4. Critical

66. Unsure

A. Increasing the number of dwellings in Ku-ring-gai
B. Avoiding environmentally sensitive areas
C. Minimising impacts on the tree canopy
D. Minimising the impact on individual heritage items (e.g. by not locating high density development near heritage items)
E. Protecting some Heritage Conservation Areas
F. Protecting all Heritage Conservation Areas
G. Managing transitions between areas of different densities to avoid impacts such as overshadowing and loss of privacy on neighbours
H. Supporting revitalisation of commercial and retail areas
I. Making housing more affordable
J. Providing affordable rental housing for very low to moderate income households
K. Minimising building heights

Q9. How important is the provision of the following infrastructure to support more housing?

Options are

1. Not important
2. Important
3. Very important
4. Critical
5. Unsure

    A. New parks
    B. New community facilities
    C. Improved stormwater drainage
    D. Road and intersection upgrades to improve traffic flow
    E. Increased public transport
    F. Water supply and sewer drainage
    G. New schools
    H. New hospitals

Q9a. Other than what's listed above, can you identify any additional infrastructure required to support more housing?

OPEN ANSWER

Q10. Do you have any other comments on the subject of residential development within the Ku-ring-gai LGA?

1. No
2. Yes (please add your comments here.)

Q11. Finally, just a few questions about you. Firstly, into which age category would you fall?

1. Under 18
2. 18-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65-74
8. 75 or over
9. Prefer not to answer

Q12. With which gender do you identify?

1. Male
2. Female
3. Non-binary
4. Prefer to self-describe (Please tell us)
5. Prefer not to answer

Q13. Do you own/part-own or rent your current residence?

1. Own/Part-own
2. Rent
3. Other (please specify)

Q14. What type of house do you live in?

1. Detached house
2. Semi-detached/terrace/townhouse
3. Apartment
4. Other (please specify)

Q15. Do you live in the Ku-ring-gai local government area?

1. Yes
2. No (please specify which Council area you live in) Skip to Q20a

ASK Q16-20 IF Q15=1 (YES)

Q16. In which suburb do you live?

1. East Killara
2. East Lindfield
3. Gordon
4. Killara
5. Lindfield
6. North Turramurra
7. North Wahroonga
8. Pymble
9. Roseville
10. Roseville Chase
11. South Turramurra
12. St Ives
13. St Ives Chase
14. Turramurra
15. Wahroonga
16. Warrawee
17. West Pymble
18. Other (SPECIFY)

Q18. How long have you lived in the Ku-ring-gai local government area?

1. Less than 5 years
2. 5-10 years
3. 11-20 years
4. Over 20 years

Q19. What is your nearest train station?

1. Roseville
2. Lindfield
3. Killara
4. Gordon
5. Other (specify)
6. Unsure, or I don't live anywhere near a train station

ASK Q20 IF Q19 = 1, 2,3 OR 4

Q20. Roughly how close do you live to this train station?

1. Within 400 metres
2. Between 400 and 800 metres
3. More than 800 metres

ASK Q20A IF Q13=1

Q20a. Apart from your home, do you own any properties (either commercial or residential) or own or operate a business within approximately 400 metres of Roseville, Lindfield, Killara or Gordon stations?

1. Yes
2. No

ASK Q20B IF Q13=2 OR 3

Q20b. Do you own any properties (either commercial or residential) or own or operate a business within approximately 400 metres of Roseville, Lindfield, Killara or Gordon stations?

1. Yes
2. No

ASK Q21 IF Q20A OR Q20B = 1

Q21. Which station/s are these properties or businesses closest to?

MULTIPLE RESPONSE

1. Roseville
2. Lindfield
3. Killara
4. Gordon

OUTRO: Thank you, that is the end of the survey. Ku-ring-gain Council greatly appreciates your feedback. If you have any questions about this survey, please call Council on 02 9424 0000.

Results of this research will be made publicly available in early 2025.

This market research survey is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes.

Appendix 2 – Taverner paper survey results

During the engagement period leading to the 17 December deadline, Council decided to offer a paper-based version of the opt-in online survey. This was designed to allow residents unable or unwilling to complete the survey online the opportunity to have their say.

In all, 869 paper surveys were completed. The responses were then entered by Council staff into the survey software platform under a separate link to that used for the online survey.

A critical issue with the paper-based surveys is that it is impossible to verify the authenticity of data – and in particular whether residents may have completed multiple questionnaires in order to "game" the outcome. Council hence agreed to analyse the results of the paper-based survey separately, rather than integrate them into the opt-in online results (where multiple quality checks were undertaken to confirm the authenticity of survey data.)

The need for this separation becomes apparent when one looks at the "preferred scenario question" – see below:

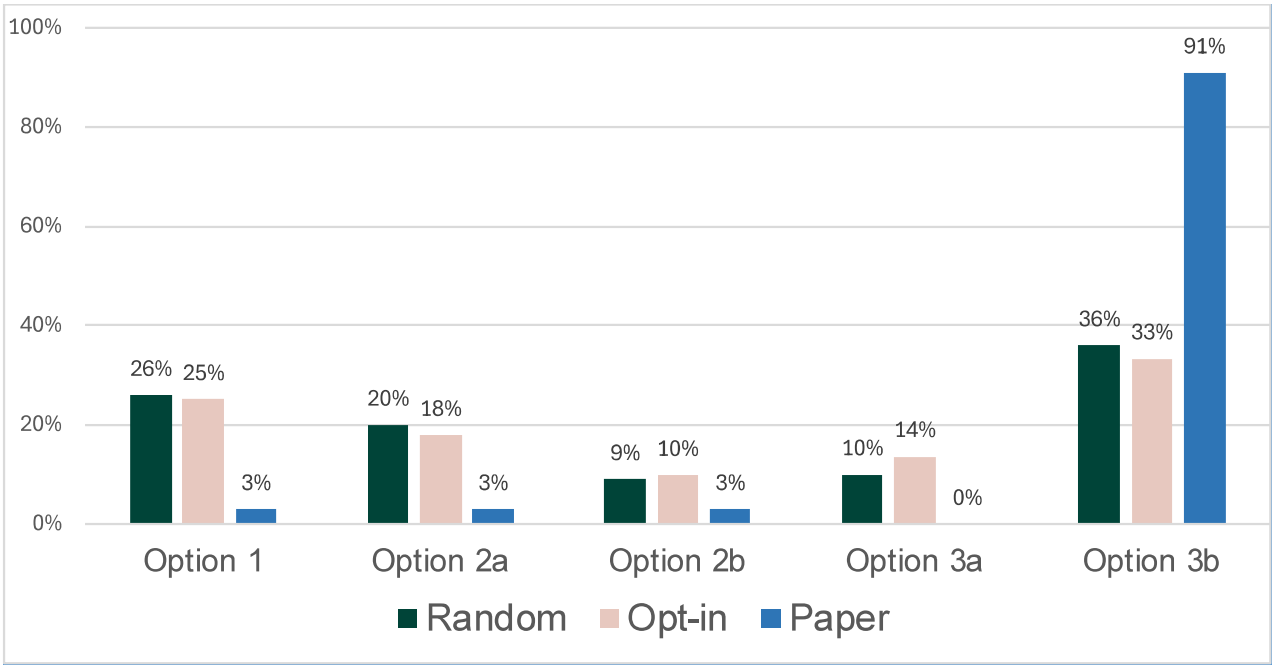

Figure 15 - Preferred scenarios (random vs. opt-in vs. paper)

Whereas between 33% and 36% of residents preferred Option 3b in the online opt-in and random surveys, some 91% of paper-based surveys chose this outcome. This strongly suggests (a) that some/many of those preferring this option co-opted allies with similar views to complete the paper survey; and/or (b) some residents completed multiple paper surveys to "create" this outcome.

The results were similar for the least preferred option. While +/- 41% of online opt-in and CATI respondents chose Option 1, for paper-based response this figure was 77% for paper-based responses (next page).

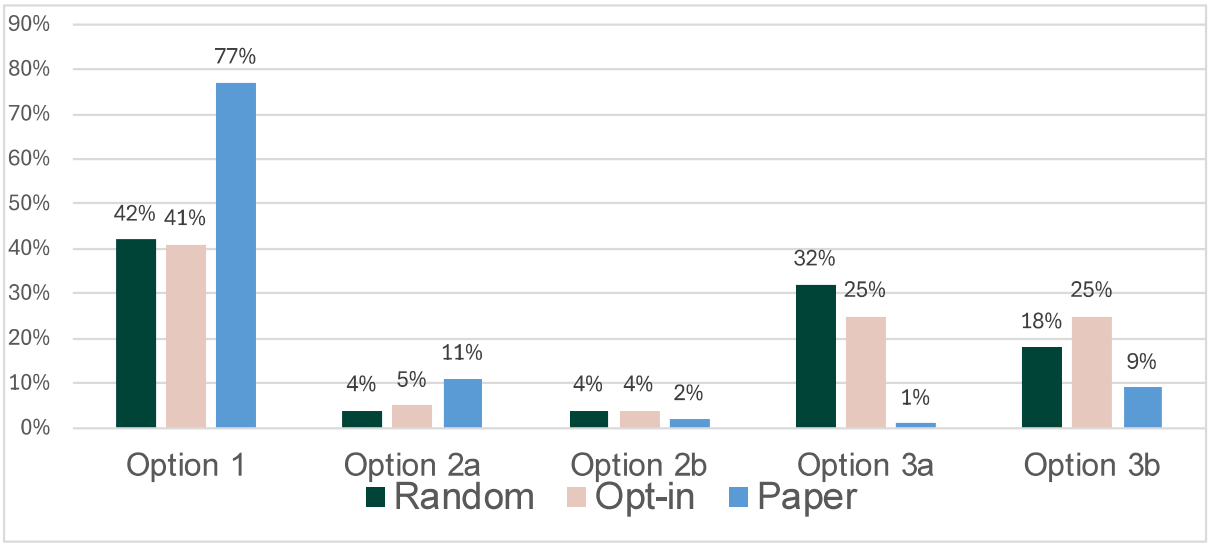

Figure 16 - Least preferred scenarios (random vs. opt-in vs. paper)

In relation to the outcome and infrastructure questions, paper survey results were also markedly different (in some respects). In particular:

- Only 23% of paper-based surveys said that "managing transitions between areas of different density" was very important or critical, against +/- 68% of random and opt-in online responses
- Conversely, 89% of paper responses prioritised the importance of "protecting some Heritage Conservation Areas" (against 55% for random and opt-in online)
- 20% of paper-based surveys prioritised "Minimising the impact on individual heritage items", against +/- 52% of random and opt-in online
- 51% of paper-based surveys prioritised "Increasing the number of dwellings in Ku-ring-gai", against +/- 38% of random and opt-in online
- Only 46% of paper-based surveys said that "Roads and intersection upgrades to improve traffic flow" was a very important or critical infrastructure upgrade, against +/- 80% of random and opt-in online responses
- Just 42% of paper-based surveys felt it was very important or critical to create improved public transport, against +/- 68% of random and online opt-in surveys

Finally, we detected a high degree of identical open-ended comments within the paper survey. As just one example of many, below are five responses on why respondents preferred Option 3b:

- "It ensures our HCAs are safe from tall buildings keeping our area's historical charm intact."
- "It ensures our HCAs are safe from high-rise developments near stations which would overpower the area's historical charm."
- "It ensures our HCAs are safe from high-rise developments near stations which could overpower the area's historical charm."
- "It ensures our HCAs are safe from high-rise development near stations."
- "It ensures our HCAs are safe from high-rise development near stations, which could overpower the area's historic charm."

Conclusion

Given the robust quality checks applied to the online opt-in survey, the opt-in online survey's high response rate, and the consistency of results between the opt-in online and random CATI surveys, we feel comfortable that these two methodologies provide a more accurate representative of community opinion that those expressed in the paper survey.

Appendix 3 - Detailed responses from workshop questions

Q2: Briefly explain why you chose your preferred scenario or why you do not have a preferred scenario?	
Workshop 1	**Workshop 2**
Option 1	
• We need to move ahead. We have to challenge what is considered heritage or conservation. We must challenge and adopt for the future. • Because it develops the area that is 400 m which is closest to the station.	• I don't want too high storeys building. High storeys ruin the character of Ku-ring-gai. • To avoid becoming a concert jungle like North Sydney and keep the family friend environment/charm the north has. Bringing in the additional traffic will only make the area a nightmare to travel through peak hr. I travel to the west on a daily and it's horrible! • It is inevitable that the area will be developed eventually. • Think very tall buildings will permanently change the character of the area and make it undifferentiated from other areas like Epping and Macquarie.
Option 2a	
• It matched councils planning scenarios without 35 storeys. • Save environmental areas • The scenario agrees with all of councils planning principles apart from partial to HCA preservation. • Good balance of preserving character, hca and canopy but creating density. • 2a Could strike a good balance visually in these areas. Trying to foresee what skyline balance is • We have a reasonable amount sharing amongst all wards without disrupting the general feel of the area	• Options 3 building heights are way too tall. These are higher than the buildings at north Ryde. They would cast shadows across the rest of the suburb regardless of trees and heritage. • High storeys buildings have more defects. • Heritage is important to maintain. These four suburbs offer leafy outlook and enjoyable living experience. • Best compromise - limits height of buildings and sprawl of development while still protecting heritage items to a good level. • Containing height • 2A is pragmatic, feasible, financially viable and probably getting more support from state government compared to other options. • Development is not near my residence and height is not too extreme. All the east side is protected. Higher buildings are being proposed in an area that is already developed. • Don't want 45 storeys building in Gordon
Option 2b	
• Nil	• Least overall impact • Greater equity between centres
Option 3a	
• So we are not affected by the multi-storey buildings. • Keep development close to existing transport hubs	• It's the best option out of a bad lot of options! • Prevent a largescale mosquito problem from the reduction in tree frog population due to the tree canopy being impacted. • Let's preserve the flora and fauna in Ku-ring-gai
Option 3b	
• 3b has the least impact to the Roseville east area	• Heritage protection

• 3b is the closest scenario to ideal which would involve development along main roads for example boundary street • The character of the north shore is connection to nature. Preserving as much canopy as possible, whilst retaining as natural a skyline as possible, is the best outcomes • 3A was too intense • Preserving heritage and trees • All principles are met • Balanced impact across all areas. Live here because of the green environment • Spreads out the development and prevents building too high retains character of north shore • Preserving HCAs is important to me so are trees • Min high rise • Concentrates the development. Provides the best protection for HCA. • Preserves the streetscape of the suburbs- trees and heritage • Concern that too much height to preserve character of local environment	• Less impact to heritage areas and appeases the State government's wish to increase dwellings in desirable areas. • Have 100% HCA protection and the height of the buildings are still acceptable. • 3b seems to be the best compromise - housing targets achieved but heights managed and HCA and canopy protection • Most sensitive scenario preserving 100% HCA protection and achieving best neighbourhood preservation in line with Councils planning principles • I do not believe that every HCA is worth protecting but deep soil is important. • Above all any building height over 15 storeys is NOT good • We don't leave heritage areas next to high rises • The apartments are mostly built together, street scape looks neater • Retains heritage and expands neighbourhoods • Achieves the closest match with Council's planning principles. Perhaps does the best in maintaining Ku-ring-gai's existing appearance, feel, features, and neighbourhood. Keeping the status quo, whilst achieving the objectives of the TOD
I do not have a preferred option	
• Not enough information about other infrastructure or timeline details.	• I have a better idea of what is less desirable. I am some way from the affected areas.

Q 5 Briefly explain your reason? ***(referring to why they have or haven't changed their preferred scenario)***	
Workshop 1	**Workshop 2**
Yes	
• I have been able to listen to other opinions and have also liked in more detail after bill explained them • Need to compromise on the need to maintain all HCA. • Visualisation of how each scenario would impact our environment changed my mind • Discussion highlighted some issues with my initial choice • Now more informed	• Same scenario group but understand the benefits better after hearing other views • Understanding other people and the Council 's ideas. • Going through and discussing the pros and cons with people gave me more of an insight into what each scenario offered • I understand the scenarios better • I think a solution with 100% heritage protection is a priority and people want this too • 2a is the best compromise • Understanding the scenarios in more detail • Concern broader issues with character beyond trees and conservation haven't been considered eg aged care, community facilities, traffic, sympathetic development sporting
No	
• Hearing others opinions to gather as much information	• The building heights are still the major constraint, tall buildings cannot be given the same sympathetic building codes to existing structures.

• We didn't change because we still don't want to be surrounded by multi-storey buildings. Also keeps the character of Roseville and Killara. • Prioritising the development in areas like Gordon that are already developed and not expanding too far to contradict transport-orientation of plan • Consolidated my thinking, added nuance • The options provided did not include all possible or best scenarios • Nothing new to change my mind. All are not considering the great risks • Still like 3B although now I have a better understanding of the finer details • After some discussion i have a clearer understanding of the scenarios • Feel this scenario saves the suburbs from super high structures – • Advantages of other scenarios has not changed my mind • I now know much more about the parameters involved eg the green space ratios. • I had looked at the options several weeks ago and thought at length about the pros and cons • I had pre-read the scenarios so had an idea coming into this evening. • No change as nothing unknown was uncovered • Preferred option is still 3b as it provides 100% protection of HCA and has concentrated development in a few areas. • 3b still represents best fit of scale, environment, heritage and development opportunity • I still think 2a is a good mix of low density and nice scenery with potentially lots of trees planted as well • I am sticking to my choice of 3b. It feels like the right level of development with the least amount of impact. • 3a preserve and intensify will enable more buildings to be built on existing high-density sides. To future proof expansion of Sydney and protect HCA • 3B is the most reasonable plan which protected Roseville and Killara and get Hordon developed to be the centre of upper north shore	• Still prefer my choice • Perspectives changed on other options but original answer still seems the best • Still believe that my original choice remains the best option • I wasn't convinced there was a better option • The workshop explained the scenarios well and helped me to support my original choice. • Meeting infrastructure and facilities needs is best achieved by focussing the development on limited areas • Although I have more understanding of the options and an underlying concern about infrastructure but still believe my original decision is the best option to preserve the character of the area • I understand the scenarios better • The reasons I made my initial decision remains valid. • Am still happy with my original choice. • 3b is still best for preserving characteristics of Ku-ring-gai while maintaining target dwellings • The workshop well explained all scenarios. • To me, it's a "no contest". Scenario 3B seems such a lay down misere. The discussions around our table only confirmed this. • The problems are huge & unlikely to change. I realise that we have to select one scenario, but the choices are not palatable. • Restricting the height in Gordon • I am correct
Other	
• Still badly planned with no information about infrastructure	• There are pros and cons for each scenario. So it's a question of trade-offs. To each his own.

Attachment 1 - Taverner Housing Scenario Report

REPORT

Ku-ring-gai Council Housing Scenarios at Train Stations

Attitudes of local residents to development and infrastructure

January 2025

Taverner RESEARCH GROUP

REPORT

Ku-ring-gai Council Housing Scenarios at Train Stations

Attitudes of local residents to development and infrastructure

January 2025

Prepared by: James Parker

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CONTENTS

FIGURES

TABLES

1. EXECUTIVE SUMMARY

In November/December 2024, two different resident surveys were conducted:

1. **A self-selecting online and paper survey**, able to be completed by any Ku-ring-gai Council adult resident who had read the 16-page background materials supplied by Council;

2. **A randomly selected, representative CATI (telephone**) survey of residents living in the Gordon and Roseville wards – predominantly including the suburbs of Gordon, Killara, Lindfield and Roseville - and who had read the same background materials.

By survey completion deadlines, 2,946 valid online responses had been received, together with 193 to the CATI survey. (In addition, 877 paper surveys were completed, and data entered by Council. See Appendix 2 for a summary of these results.)

Each survey sought to understand community sentiment towards five different residential planning scenarios: the one proposed by the State government ("Option 1"), against four alternatives proposed by Council.

The surveys also sought community feedback on preferred housing outcomes, and desired infrastructure to support additional housing within the Ku-ring-gai LGA.

There was a high degree of consistency in results between the opt-in online and random CATI surveys.

Key outcomes included:

1. **Options 3b and Options 1 were the most popular with residents** (preferred by one-third and one-quarter of residents respectively)
2. **However, Option 1 was also the most likely to be deemed "least popular"** (by around 41% of respondents)
3. **Option 2a was the "low risk" scenario –** moderately well supported (+/- 20%) with minimal opposition (+/- 4%)
4. Managing transitions, minimising impact on tree canopy, avoiding environmentally sensitive areas, minimising building heights and protecting some heritage areas were considered the most important outcomes
5. Road upgrades, water supply/sewer drainage and stormwater drainage were most likely to be deemed "very important" or "critical" in supporting more housing
6. Parking, community upgrades and revitalising shopping/commerce were also deemed high priorities

2. OBJECTIVES

2.1. RESEARCH OBJECTIVES

The surveys were conducted in order to understand community preferences for housing options around the four train stations within the Ku-ring-gai LGA. More specifically, they were designed to:

- Understand most and least preferred options among five scenarios described above, and reasons for these preferences
- Ensure a widespread yet statistically valid sampling approach
- Understand community wishes around infrastructure and community amenity related to additional housing in the Ku-ring-gai LGA
- See how beliefs varied by factors such as age, gender, proximity to stations

3. METHODOLOGY

3.1. SELF-SELECTING SURVEY

A self-selecting (or "opt-in") online questionnaire was developed collaboratively by Taverner Research, Council and consulting partner Becscomm (see Appendix 1). It was then scripted by Taverner into the FORSTA software platform.

Respondents were asked to read a 16-page background material, prepared by Council, prior to commencing the survey.[1]

The survey opened on November 15th and closed on December 17th. It was promoted heavily by Council via website, social media, YourSay and other channels.

By completion deadline, 4,075 completed responses were received. Some 97% of these came from Ku-ring-gai LGA residents.

Taverner then conducted a series of quality checks to remove duplicate and "bot"-generated surveys. These tests included:

- Duplicate IP addresses
- Surveys conducted outside Australia
- Cut and paste responses to open-ended questions
- Those completing the survey too rapidly (i.e. less than 2 minutes)
- "Straight-lining" multiple response questions (Q8 and 9)
- Identical responses
- Poor quality of open-ended questions
- "Honeytrap" question (a question only visible to bots)

Note that a survey needed to fail at least three of these tests prior to being removed. (For example, there are many legitimate reasons why two or more people might complete a survey from the same IP address.)

In all, 1,129 records were removed due to failing quality checks. This included 460 surveys believed to be completed by one individual, and 40 by another.

The final online sample size was hence n=2,946.

Random sampling error cannot be applied to a self-selecting survey, as it does not meet the necessary conditions of randomness. However, were random sampling to be applied, results would replicate the views of the Ku-ring-gai adult community to within +/- 1.8% at the 95% confidence level.

Results of the paper-based surveys have been analysed separately and are shown in Appendix 2. This is partially because appropriate quality checks could not be conducted on this sample, and also

[1] Note that Taverner Research played no role in preparation of the 16-page background document and makes no comment as to its accuracy or objectivity.

3. METHODOLOGY

because some results suggest the paper-based version of the survey may have been "gamed" to achieve a particular outcome.

3.2. RANDOM CATI SURVEY

For the random CATI[2] (telephone) survey, a questionnaire – effectively the same as the opt-in but for completion by telephone – was developed by Taverner Research in collaboration with Ku-ring-gai Council and Becscomm.

Recruitment commenced on the evening of November 28th, with a team of eight interviewers calling residents in Gordon and Roseville wards – predominantly comprising the suburbs of Gordon, Killara, Lindfield and Roseville.

Phone numbers were supplied by SamplePages, a leading supplier of phone sample to the market and social research industries. Approximately 75% of numbers purchased were geo-confirmed mobile numbers, with the balance being landlines.

Recruitment continued over 13 nights, concluding on December 17th. Potential respondents were told they would need to read the Council-written 16-page background material in order to complete the survey. Those agreeing to take part supplied an email address and were immediately sent an email with the background material.

In all, 729 residents were recruited. Each was emailed the background materials. Residents could choose to complete the survey either via a dedicated online survey link, or over the phone.

Non-responders were followed up by phone (x5) and email (x2).

By extended survey deadline on Monday, January 6th, 193 of the 729 recruited residents had completed the survey. (From our follow-up phone calls, we understand the higher-than-forecast dropout was caused predominantly by residents' reluctance to read the background document.)

For a sample size of n=193 residents, results should replicate those of adult residents living within the Gordon and Roseville wards to within +/- 7.0% at the 95% confidence level.

[2] Computer-assisted telephone interviewing

3. METHODOLOGY

3.3. HOW TO READ THIS REPORT

Statistical Differences

Differences between groups are described as significant differences if they reached statistical significance using an error rate of a=0.05. This means that if repeated independent random samples of similar size were obtained from a population in which there was no actual difference, less than 5% of the samples would show a difference as large or larger than the one obtained.

Statistical significance is more often compared between sub-groups, however in some situations statistical significance is measured between response items within the total sample. This is clearly noted in the commentary.

The use of the term 'significant' throughout this report indicates statistical significance. The report may also use the terms 'more likely' and 'less likely' to indicate statistically significant differences.

Subgroups

Comparison tests are used to test if there are statistically significant differences in survey results based on the demographic profile of respondents.

Subgroup analysis was conducted using the following demographic questions:

- Gender
- Age
- Whether respondent lived in a house or apartment
- Duration of residence in Ku-ring-gai
- Nearest train station
- Proximity to nearest train station

The Effect of Rounding

Note that where two or more responses have been combined the sum of the combination may be different (+/- 1%) to the sum of the individual items due to rounding.

4. WHO TOOK PART

Table 1, below, shows the demographic breakdown of the opt-in and random surveys:

Table 1: Survey demographics – opt-in and random surveys

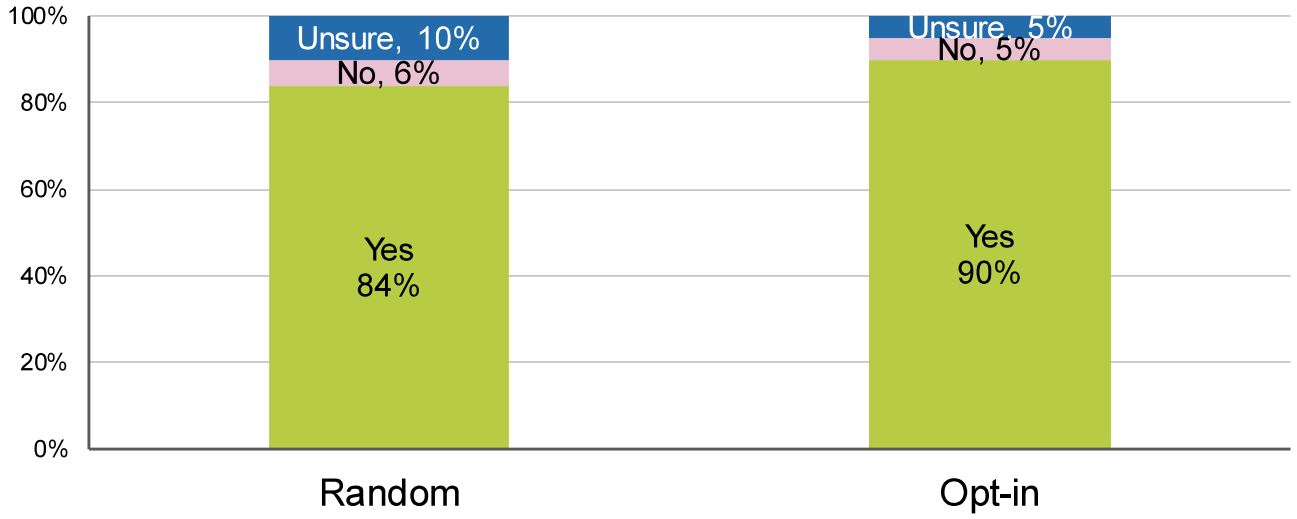
Category	Response	Opt-in (n=2946)	Random (n=193)
Age	18-24	3%	1%
	25-34	6%	5%
	35-44	18%	10%
	45-54	26%	23%
	55-64	21%	33%
	65+	22%	26%
	Prefer not to answer	4%	2%
Gender	Male	50%	54%
	Female	44%	46%
	Other	0%	0%
	Prefer not to answer	6%	0%
Own or rent	Own/part-own	92%	95%
	Rent	6%	3%
	Other	2%	2%
Type of house	Detached house	77%	80%
	Semi-detached	3%	1%
	Apartment	19%	19%
	Other	1%	0%
Suburb of residence	Lindfield	22%	26%
	Gordon	20%	18%
	Roseville	19%	24%
	Killara	15%	20%
	Other - in LGA	21%	12%
	Other	3%	0%
Time lived in LGA	Less than 5 years	13%	1%
	5-10 years	21%	6%
	11-20 years	27%	35%
	More than 20 years	39%	58%
Proximity to nearest train station	Less than 400 metres	28%	26%
	400-800 metres	36%	42%
	More than 800 metres	36%	32%

5. SCENARIO PREFERENCES

Respondents were firstly asked whether they had a preferred scenario from the five offered:

Figure 1: Do you have a preferred scenario

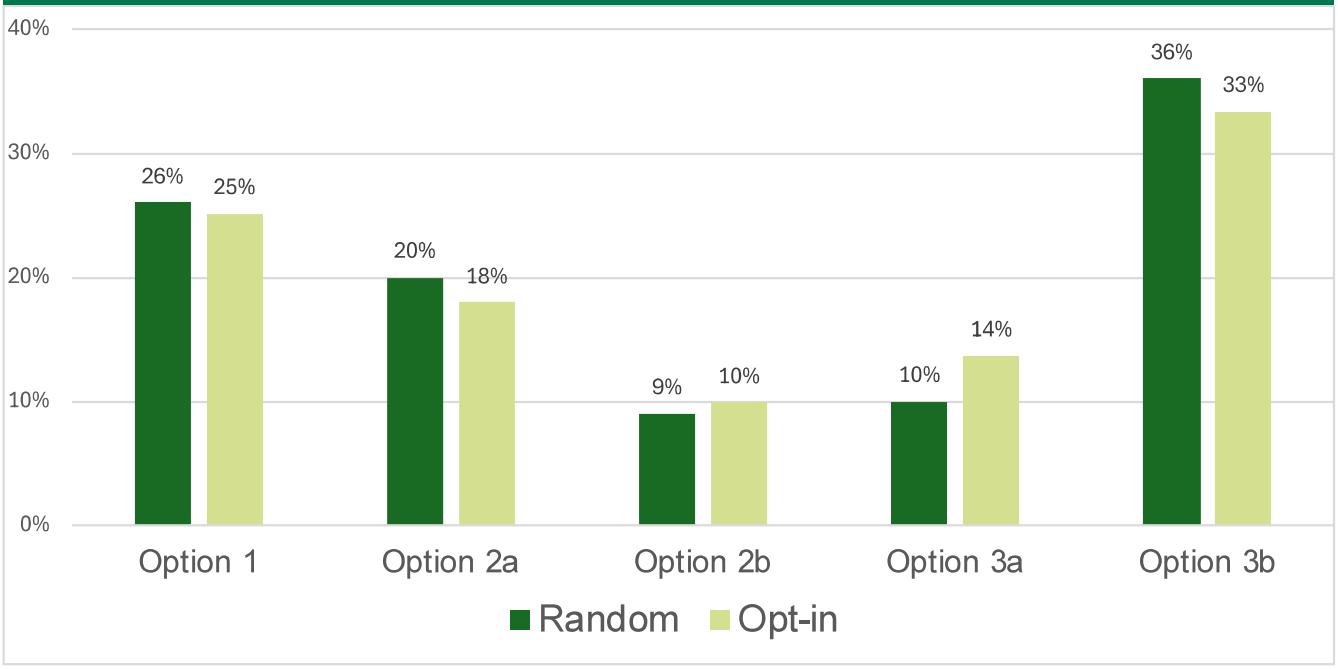
Q2C - HAVING READ THE BACKGROUND INFORMATION, DO YOU HAVE A PREFERRED SCENARIO?
BASE: ALL RESPONDENTS (OPT-IN N=2,946, RANDOM N=193)



The vast majority of respondents in both surveys had a preferred scenario. Within the opt-in survey, younger residents (those aged 18-44) were slightly more likely, at 93%, together with residents living near Roseville station (94%). Other than this, results were consistent across all demographics.

Figure 2: Preferred scenarios

Q3 - WHAT IS YOUR PREFERRED SCENARIO?
BASE: RESPONDENTS WITH A PREFERRED SCENARIO (OPT-IN N=2,670, RANDOM N=163)



5. SCENARIO PREFERENCES

In both surveys, **Option 3b** was the preferred scenario (36% random, 33% opt-in) followed by **Option 1** (26% and 25%) and **Option 2a** (20% and 18%). Options 2b and 3a gathered relatively little support.

For the opt-in survey, Option 1 was preferred by:

- Residents aged 18-44 (32% vs. 29% for Option 3b)
- Residents living near Lindfield Station (31% vs. 24%)
- Those living within 400m of their nearest train station (31% vs. 26%)

For the random survey, results were consistent by age, gender, length of residence and proximity to train stations.

Table 2, below, shows opt-in results for the two most popular options, Option 1 and Option 3b, broken down by proximity to specific train stations:

Table 2: Preferred scenario (Options 1 and 3b only) by proximity to train stations

Nearest station	Less than 400m		400-800m		800+m	
	Option 1	Option 3b	Option 1	Option 3b	Option 1	Option 3b
Lindfield	40%	8%	31%	28%	25%	32%
Roseville	27%	28%	14%	40%	14%	42%
Killara	22%	47%	15%	44%	20%	32%
Gordon	32%	30%	24%	38%	31%	38%
TOTAL	**31%**	**26%**	**22%**	**35%**	**25%**	**36%**

It shows that:

- Those living within a 400-metre proximity of any of the four train stations were more likely to prefer Option 1 to Option 3b (31% against 26%)
- This was driven mainly by those living within a 400-metre radius of Lindfield Station, 40% of whom supported Option 1 (against just 8% for Option 3b)
- Those living within 400 metres of Roseville and Gordon Stations supported both options equally
- Those living within 400 metres of Killara Station strongly preferred Option 3b (47% against 22% for Option 1)

Respondents were next asked to briefly explain why they preferred their specific option. A random sample of the results from both surveys has been coded into themes, with the major responses (ranked from most to fifth most mentioned) shown in **Table 3**, next page.

5. SCENARIO PREFERENCES

Table 3: Reasons for most preferred option

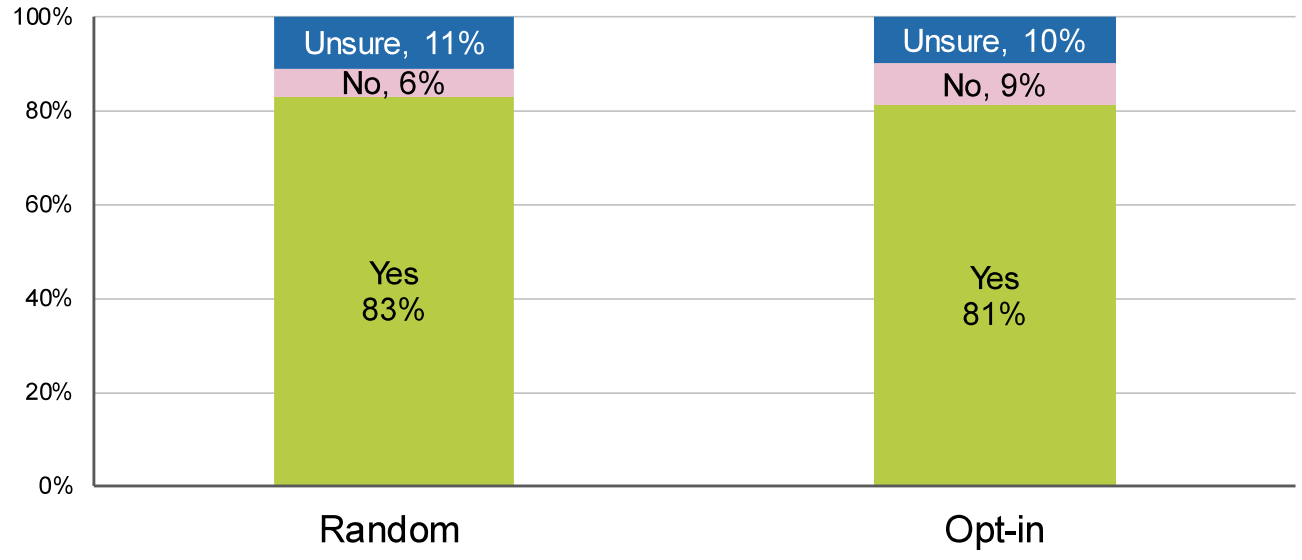
PREFERRED SCENARIO	OPTION 1	OPTION 2A	OPTION 2B	OPTION 3A	OPTION 3B
Most mentioned	Preference for lower building heights	Balancing development with heritage preservation	Balanced development and heritage conservation	Heritage preservation and tree canopy protection	Heritage preservation
Second most	Opposition to high-rise	Proximity to public transport	Proximity to infrastructure	Concentration of high density near transport hubs	Balanced development and housing distribution
Third most	Need for more housing	Controlled building heights	Moderate building heights	Minimal impact on existing residential areas	Environmental sustainability and tree canopy protection
Fourth most	Support for even distribution of developments	Equitable distribution of development	Opposition to high-rise	Concerns about traffic and infrastructure	Opposition to high rise buildings
Fifth most	Concerns re infrastructure and traffic	Environmental and tree canopy protection	Even distribution of housing density		Support for TOD

(Note, all comments have been sent to Council in a separate document)

All respondents were next asked if they also had a least preferred option.

Figure 3: Do you have a least preferred scenario

Q5 - DO YOU HAVE A LEAST PREFERRED OPTION – I.E. ONE YOU WOULD NOT WANT TO SEE?
BASE: ALL RESPONDENTS (OPT-IN N=2,946, RANDOM N=193)

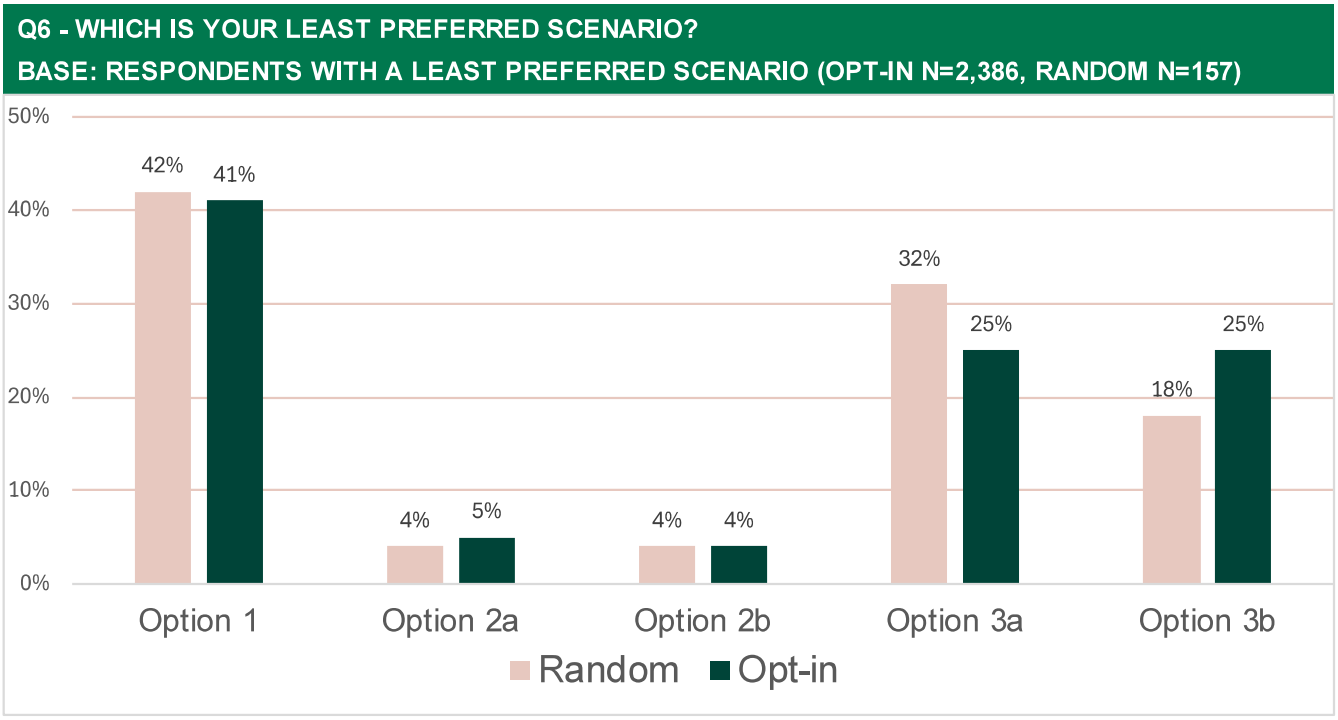


While residents were slightly less likely to have a least preferred option then a preferred option, around 80% of both samples still felt there was an option they did prefer least.

5. SCENARIO PREFERENCES

Within the opt-in survey, those living near Roseville Station were most likely to have a least preferred option (87%) together with those living within a 400-metre radius of any of the four stations (85%).

Figure 4: Least preferred scenarios



Option 1 was the least preferred by +/- 41% of residents across both surveys, with Option 3a the second least liked alternative and then Option 3b. Options 2a and 2b had negligible opposition – hence becoming the least polarising or controversial alternatives.

For the opt-in survey, Option 3b was least preferred by residents living near Lindfield Station (35%, vs. 28% for Option 1). All other cohorts least preferred Option 1.

For the random survey, results were consistent by age, gender, length of residence and proximity to train stations.

Table 4, below, shows opt-in results for the three "least desirable" options, Options 1, 3a and 3b, broken down by proximity to specific train stations:

Table 4: Least preferred scenario (Options 1, 3a and 3b only) by proximity to train stations

Nearest station	Less than 400m			400-800m			800+m		
	Option 1	Option 3a	Option 3b	Option 1	Option 3a	Option 3b	Option 1	Option 3a	Option 3b
Lindfield	22%	37%	36%	28%	23%	40%	33%	33%	29%
Roseville	33%	17%	30%	54%	14%	26%	58%	13%	23%
Killara	51%	17%	13%	58%	22%	15%	53%	16%	20%
Gordon	33%	31%	17%	30%	32%	32%	36%	36%	21%
TOTAL	**34%**	**25%**	**26%**	**41%**	**23%**	**30%**	**42%**	**28%**	**23%**

5. SCENARIO PREFERENCES

This indicates that:

- Option 1 had the highest "least preferred" rating across each station radius
- However, for those living within 400 metres of Lindfield Station, Option 3b was significantly more likely to be rated as "least preferred" than Option 1 (36% and 22% respectively)
- Conversely, those living in proximity to Killara and Gordon Stations were significantly more likely to oppose Option 1 than Option 3b

Respondents were asked why they least preferred one particular option. A random selection of these comments has been coded into themes, with the major responses (ranked from most to fifth most mentioned) shown in **Table 5**, below:

Table 5: Reasons for least preferred option

LEASY PREFERRED SCENARIO	OPTION 1	OPTION 2A	OPTION 2B	OPTION 3A	OPTION 3B
Most mentioned	Destruction of heritage conservation areas	Negative impact on heritage and conservation areas	Building heights excessive	Building heights excessive	Building heights excessive
Second most	Negative environmental impact	Excessive building heights	Insufficient heritage protection	Negative impact on local infrastructure	Negative impact on local infrastructure
Third most	Negative impact on community and lifestyle	Incompatibility with local planning principles	Negative environmental impact	Loss of community character	Unfair distribution of development
Fourth most	Criticism of "one size fits all" approach	Unfair and inequitable development	Destruction of heritage areas	Environmental and visual amenity concerns	Loss of community character
Fifth most	Distrust in Government and/or developers	Loss of privacy and amenity	Poor community and aesthetic appeal	Privacy and safety issues	Environmental concerns

(Note, all comments have been sent to Council in a separate document)

Table 6, next page, shows the most and least preferred options netted out (i.e. most minus least):

5. SCENARIO PREFERENCES

Table 6: Net preferences

		PREFERRED	LEAST PREFERRED	NET PREFERENCE
Random	Option 1	26%	42%	-16%
	Option 2a	20%	4%	16%
	Option 2b	9%	4%	5%
	Option 3a	10%	32%	-22%
	Option 3b	36%	18%	18%
		PREFERRED	LEAST PREFERRED	NET PREFERENCE
Opt-in	Option 1	25%	41%	-16%
	Option 2a	18%	5%	13%
	Option 2b	10%	4%	6%
	Option 3a	14%	25%	-11%
	Option 3b	33%	25%	8%

This indicates that for both surveys, Options 1 and 3a were the most polarising among Ku-ring-gai residents. Option 2a appears to be the least controversial scenario – being moderately well supported, and with negligible opposition.

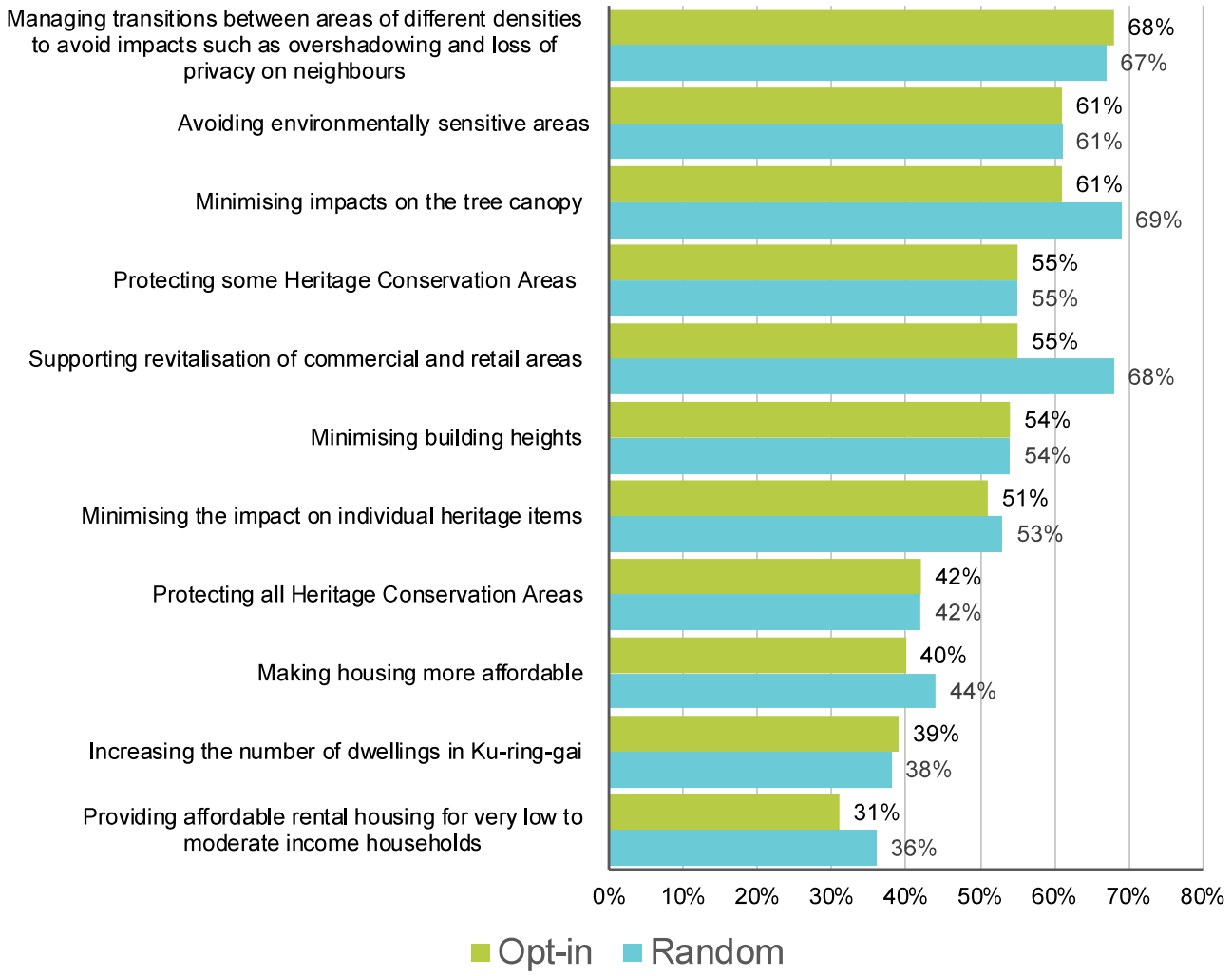
6. PRIORITIES TO SUPPORT MORE HOUSING

Respondents were next asked which 11 specific outcomes they felt were most important in delivering additional housing to the Ku-rung-gai LGA. In order to better isolate "true" importance, the question used a skewed 4-point importance scale: unimportant, important, very important and critical.

Figure 5, below, shows the proportion of respondents saying an outcome was very important or critical. The responses are ranked from (opt-in survey) most to least important.

Figure 5: Importance of specified outcomes in supporting more housing

Q8. HOW IMPORTANT ARE THE FOLLOWING OUTCOMES TO YOU IN DELIVERING MORE HOUSING? (THOSE SELECTING "VERY IMPORTANT" OR "CRITICAL")
BASE: ALL RESPONDENTS (OPT-IN N=2,946, RANDOM N=193)



Firstly, it can be seen that (other than minimising impacts on tree canopy, and supporting revitalisation of commercial and retail areas), responses were very similar between the two surveys.

The key issues of concern across both surveys were managing transitions, minimising impact on tree canopy, avoiding environmentally sensitive areas, minimising building heights and protecting some heritage areas.

6. PRIORITIES TO SUPPORT MORE HOUSING

Outcomes least likely to be rated of high or critical importance included providing affordable rental housing for low to moderate income households, increasing the number of dwellings, and making housing more affordable.

Table 7, below, shows the mean (average) importance scores for each outcome – with 4.0 being the highest possible score, and 1.0 being the lowest:

Table 7: Mean outcome importance scores (highest to lowest)

Desired outcome	Mean (Opt-in)	Mean (Random)
Managing transitions between areas of different densities to avoid impacts such as overshadowing and loss of privacy on neighbours	3.01	3.03
Avoiding environmentally sensitive areas	2.88	2.90
Minimising impacts on the tree canopy	2.87	2.96
Minimising building heights	2.72	2.69
Protecting some Heritage Conservation Areas	2.71	2.70
Supporting revitalisation of commercial and retail areas	2.71	2.96
Minimising the impact on individual heritage items	2.59	2.64
Making housing more affordable	2.41	2.45
Increasing the number of dwellings in Ku-ring-gai	2.33	2.32
Protecting all Heritage Conservation Areas	2.30	2.34
Providing affordable rental housing for very low to moderate income households	2.17	2.20

Predictably, this shows a similar pattern of results to those in **Figure 5**, with managing transitions, avoiding environmentally sensitive areas and minimising impacts on the tree canopy again the highest priority items – and increasing housing stock to improve affordability at the bottom of the list.

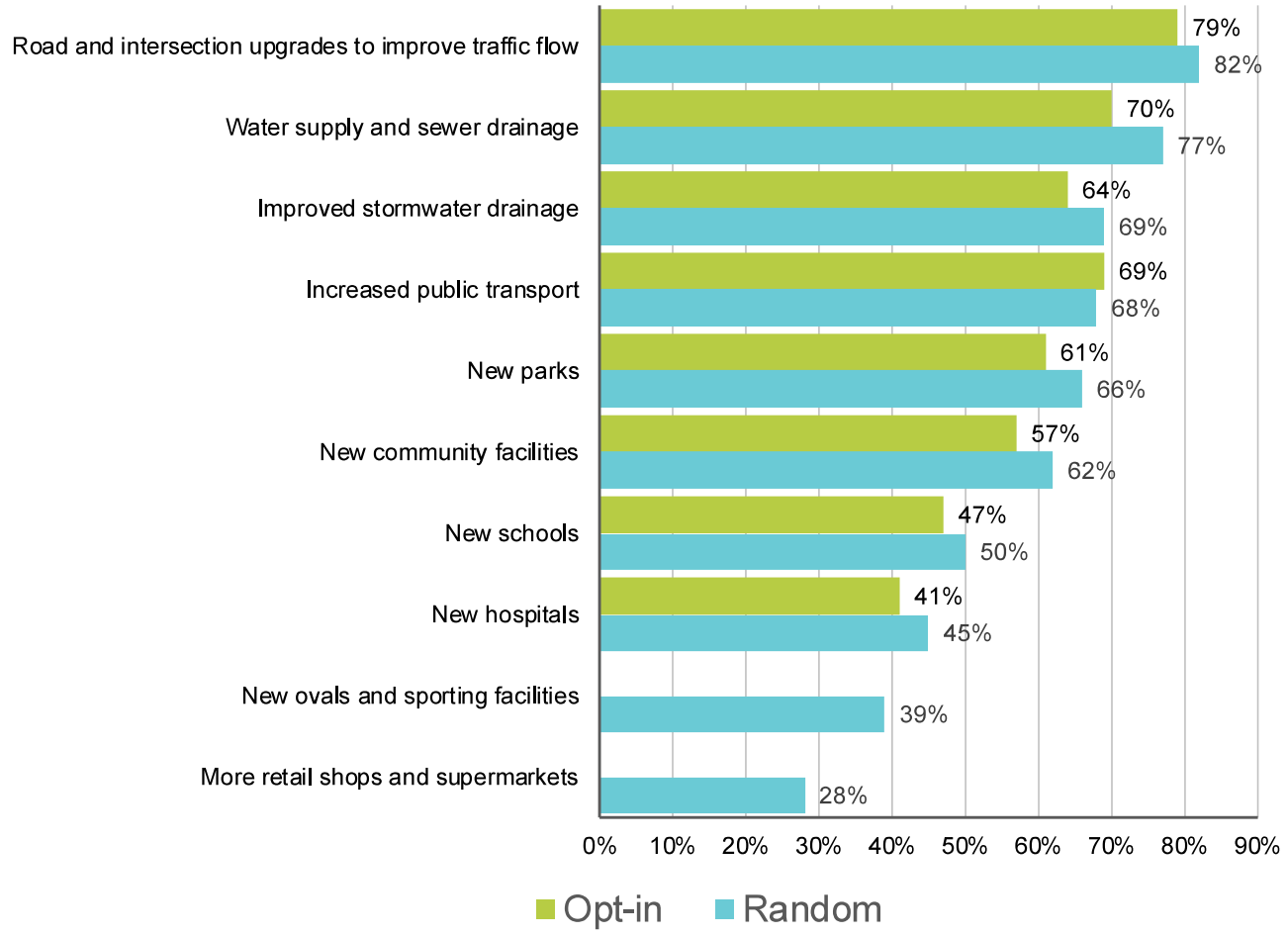
7. ADDITIONAL INFRASTRUCTURE SOUGHT

Respondents were then asked which of ten specific infrastructure items were most important in delivering addition housing in Ku-ring-gai. Again, the question used a skewed 4-point importance scale: unimportant, important, very important and critical.

Figure 6, below, shows the proportion of respondents saying an outcome for each of these infrastructure priorities was very important or critical[3]. The responses are ranked from (opt-in survey) most to least important.

Figure 6: Importance of specific infrastructure items in supporting more housing

Q9 HOW IMPORTANT IS THE PROVISION OF THE FOLLOWING INFRASTRUCTURE TO SUPPORT MORE HOUSING? (THOSE SELECTING "VERY IMPORTANT" OR "CRITICAL")
BASE: ALL RESPONDENTS (OPT-IN N=2,946, RANDOM N=193)



Roads and improved traffic flow topped the infrastructure "wish list", followed by water supply/sewerage, stormwater drainage, increased public transport and new parks/green space. However, residents were quite pragmatic in de-prioritising new schools or hospitals.

Again, findings were relatively consistent between the two surveys.

[3] Note that the final two items were added too late to be included in the opt-in survey.

7. ADDITIONAL INFRASTRUCTURE SOUGHT

Table 8, below, shows the mean (average) importance scores for each outcome – with 4.0 being the highest possible score, and 1.0 being the lowest:

Table 8: Mean infrastructure importance scores (highest to lowest)

Desired infrastructure	Mean (Opt-in)	Mean (Random)
Road and intersection upgrades to improve traffic flow	3.29	3.32
Water supply and sewer drainage	3.11	3.16
Increased public transport	3.04	3.02
Improved stormwater drainage	2.98	2.96
New parks	2.85	2.85
New community facilities	2.77	2.80
New schools	2.56	2.59
New hospitals	2.41	2.45
New ovals and sporting facilities	NA	2.39
More retail shops and supermarkets	NA	2.00

Findings were once again extremely consistent between the two surveys. While results are similar to those shown in **Figure 6**, previous page, increased public transport has jumped one space in the priority rankings.

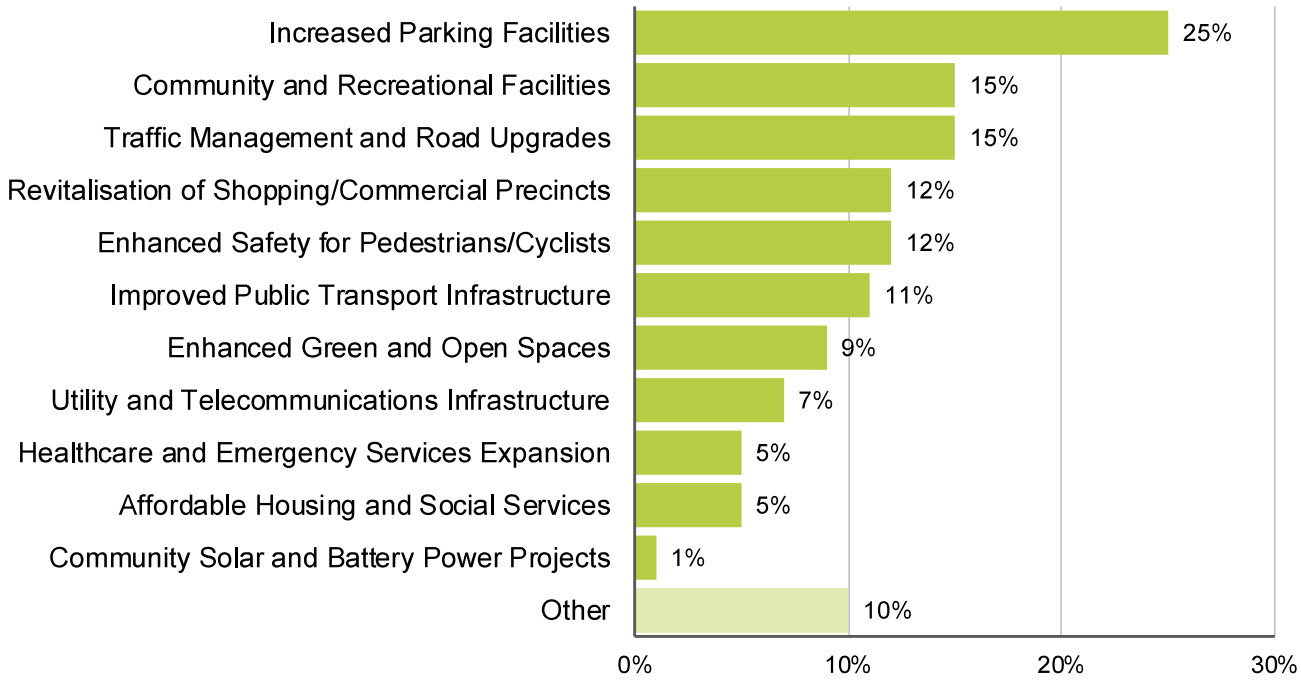
Residents were also asked to nominate any other infrastructure they felt was necessary to support additional housing. For simplicity's sake results for this open-ended question have been merged across both surveys and then coded to identify key themes. Results are shown in **Figure 7** (next page).

7. ADDITIONAL INFRASTRUCTURE SOUGHT

Figure 7: Other infrastructure sought

Q9A OTHER THAN WHAT'S LISTED ABOVE, CAN YOU IDENTIFY ANY ADDITIONAL INFRASTRUCTURE REQUIRED TO SUPPORT MORE HOUSING?

BASE: ALL RESPONDENTS WHO ANSWERED (N=2114, BOTH SURVEYS)



Parking was the number one issue raised, by one in four of the respondents. Additional community and recreational facilities was the next most mentioned wish (15%) together with traffic management road upgrades (also 15%). (The fact that this was on the previous list suggests this issue was very much top-of-mind for local residents.)

Revitalisation of the shopping and commercial precincts, enhanced safety for pedestrians and cyclists and improved public transport also attracted numerous comments.

(The full list of suggestions has been sent separately to Council.)

8. APPENDIX 2 – ONLINE QUESTIONNAIRE

INTRO: Thank you for agreeing to complete this survey about potential residential planning scenarios around Gordon, Killara, Lindfield and Roseville train stations. The survey will allow you to register your preferred options, and the reason/s for those preferences.

In order to complete the survey, you will need to read the background materials which explain the different scenarios. This should take around 15 minutes. If you have not already done so, please click on the link here, or cut and paste the link shown below into your preferred web browser:

https://krg.engagementhub.com.au/housingscenarios

If possible, keep the background materials open as a separate tab while you complete the survey. Otherwise, you may wish to note down your most and least preferred option/s prior to commencing the survey.

Please note the survey completion deadline is December 17th 2024.

To commence the survey, please click NEXT.

Q1 Have you read the background materials about the five residential planning scenarios currently being exhibited by Council?

7. Yes Skip to Q2
8. No

ASK Q1A IF Q1=2 (NO)

Q1a You will need to read the background materials for the surveys questions to make sense (as they will refer to specific scenario numbers shown there.) If you wish to complete the survey, please click here for the background materials, and then, once you have read the materials, press NEXT to continue. Otherwise you can simply close this window to exit the survey.

8. APPENDIX 2 – ONLINE QUESTIONNAIRE

Q2.Having read the information, do you have a preferred scenario?

1. Yes
2. No Skip to Q4
3. Unsure Skip to Q4

ASK Q3 IF Q2=1 (YES)

Q3 What is your preferred scenario?

1. Option 1 – Existing NSW Government controls retained
2. Option 2a – Safeguard and Intensify
3. Option 2b – Minor Amendments to Existing NSW Government Controls
4. Option 3a – Preserve and Intensify
5. Option 3b – Preserve, Intensify and Expand

ASK Q3A IF Q2=1 (YES)

Q3a Can you explain why you prefer this option?

OPEN ANSWER

ASK Q4 IF Q2 = 2 (NO) OR 3 (UNSURE)

Q4 Can you explain why you do not have a preferred option?

OPEN ANSWER

ASK ALL

Q5 Do you have a LEAST preferred option – i.e. one you would NOT want to see?

1. Yes
2. No Skip to Q8
3. Unsure Skip to Q8

8. APPENDIX 2 – ONLINE QUESTIONNAIRE

ASK Q6 IF Q5=1 (YES)

Q6 Which is your least preferred option?

1. Option 1 – Existing NSW Government controls retained
2. Option 2a – Safeguard and Intensify
3. Option 2b – Minor Amendments to Existing NSW Government Controls
4. Option 3a – Preserve and Intensify

66. Option 3b – Preserve, Intensify and Expand

ASK Q7 IF Q5=1 (YES)

Q7 Why is this your least preferred option?

OPEN ANSWER

ASK ALL

Q8. How important are the following outcomes to you in delivering more housing?

Options are

1. Not important
2. Important
3. Very important
4. Critical

66. Unsure

A. Increasing the number of dwellings in Ku-ring-gai
B. Avoiding environmentally sensitive areas
C. Minimising impacts on the tree canopy
D. Minimising the impact on individual heritage items (e.g. by not locating high density development near heritage items)
E. Protecting some Heritage Conservation Areas
F. Protecting all Heritage Conservation Areas
G. Managing transitions between areas of different densities to avoid impacts such as overshadowing and loss of privacy on neighbours
H. Supporting revitalisation of commercial and retail areas
I. Making housing more affordable
J. Providing affordable rental housing for very low to moderate income households
K. Minimising building heights

Q9. How important is the provision of the following infrastructure to support more housing?

8. APPENDIX 2 – ONLINE QUESTIONNAIRE

Options are

1. Not important
2. Important
3. Very important
4. Critical
5. Unsure

    A. New parks
    B. New community facilities
    C. Improved stormwater drainage
    D. Road and intersection upgrades to improve traffic flow
    E. Increased public transport
    F. Water supply and sewer drainage
    G. New schools
    H. New hospitals

Q9a. Other than what's listed above, can you identify any additional infrastructure required to support more housing?

OPEN ANSWER

Q10. Do you have any other comments on the subject of residential development within the Ku-ring-gai LGA?

1. No
2. Yes (please add your comments here.)

8. APPENDIX 2 – ONLINE QUESTIONNAIRE

Q11. Finally, just a few questions about you. Firstly, into which age category would you fall?

1. Under 18
2. 18-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65-74
8. 75 or over
9. Prefer not to answer

Q12. With which gender do you identify?

1. Male
2. Female
3. Non-binary
4. Prefer to self-describe (Please tell us)
5. Prefer not to answer

Q13. Do you own/part-own or rent your current residence?

1. Own/Part-own
2. Rent
3. Other (please specify)

Q14. What type of house do you live in?

1. Detached house
2. Semi-detached/terrace/townhouse
3. Apartment
4. Other (please specify)

8. APPENDIX 2 – ONLINE QUESTIONNAIRE

Q15. Do you live in the Ku-ring-gai local government area?

1. Yes
2. No (please specify which Council area you live in) Skip to Q20a

ASK Q16-20 IF Q15=1 (YES)

Q16. In which suburb do you live?

1. East Killara
2. East Lindfield
3. Gordon
4. Killara
5. Lindfield
6. North Turramurra
7. North Wahroonga
8. Pymble
9. Roseville
10. Roseville Chase
11. South Turramurra
12. St Ives
13. St Ives Chase
14. Turramurra
15. Wahroonga
16. Warrawee
17. West Pymble
18. Other (SPECIFY)

Q18. How long have you lived in the Ku-ring-gai local government area?

1. Less than 5 years
2. 5-10 years
3. 11-20 years
4. Over 20 years

8. APPENDIX 2 – ONLINE QUESTIONNAIRE

Q19. What is your nearest train station?

1. Roseville
2. Lindfield
3. Killara
4. Gordon
5. Other (specify)
6. Unsure, or I don't live anywhere near a train station

ASK Q20 IF Q19 = 1, 2,3 OR 4

Q20. Roughly how close do you live to this train station?

1. Within 400 metres
2. Between 400 and 800 metres
3. More than 800 metres

ASK Q20A IF Q13=1

Q20a. Apart from your home, do you own any properties (either commercial or residential) or own or operate a business within approximately 400 metres of Roseville, Lindfield, Killara or Gordon stations?

1. Yes
2. No

ASK Q20B IF Q13=2 OR 3

Q20b. Do you own any properties (either commercial or residential) or own or operate a business within approximately 400 metres of Roseville, Lindfield, Killara or Gordon stations?

1. Yes
2. No

8. APPENDIX 2 – ONLINE QUESTIONNAIRE

ASK Q21 IF Q20A OR Q20B = 1

Q21. Which station/s are these properties or businesses closest to?

MULTIPLE RESPONSE

1. Roseville
2. Lindfield
3. Killara
4. Gordon

OUTRO: Thank you, that is the end of the survey. Ku-ring-gain Council greatly appreciates your feedback. If you have any questions about this survey, please call Council on 02 9424 0000.

Results of this research will be made publicly available in early 2025.

This market research survey is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes.

9. APPENDIX 2 – PAPER SURVEY RESULTS

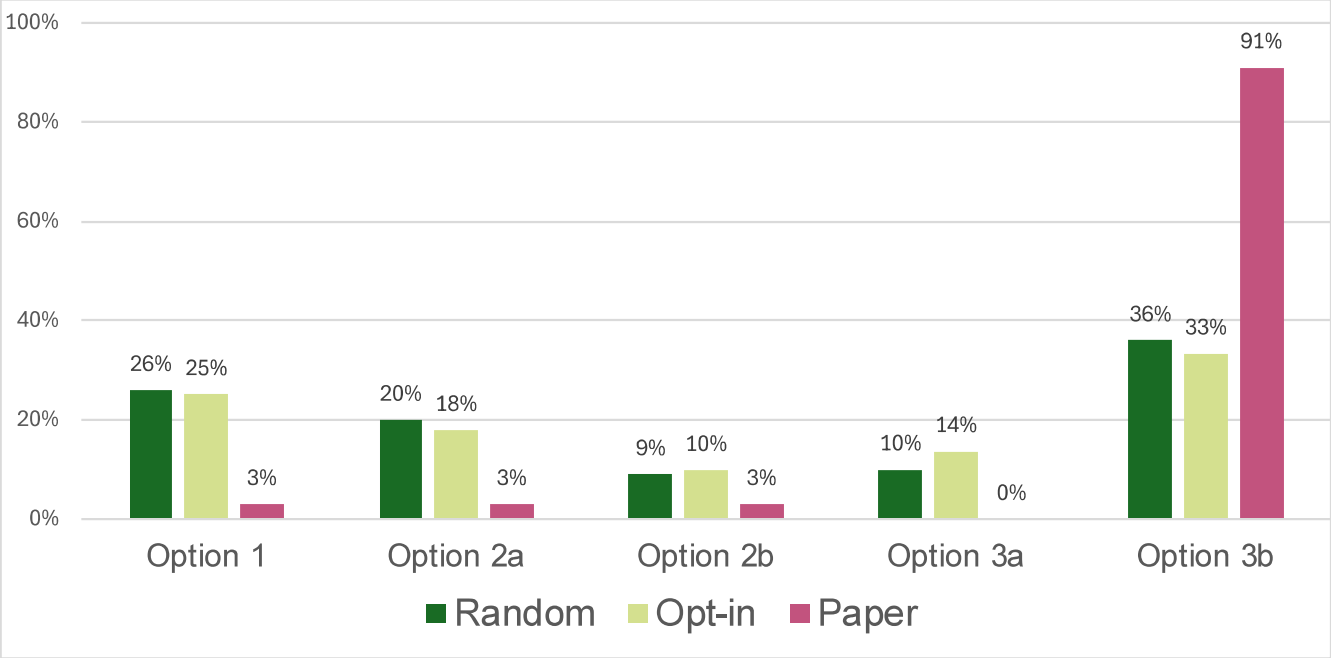
During the engagement period leading to the December 17th deadline, Council decided to offer a paper-based version of the opt-in online survey. This was designed to allow residents unable or unwilling to complete the survey online the opportunity to have their say.

In all, 869 paper surveys were completed. The responses were then entered by Council staff into the survey software platform under a separate link to that used for the online survey.

A critical issue with the paper-based surveys is that it is impossible to verify the authenticity of data – and in particular whether residents may have completed multiple questionnaires in order to "game" the outcome. Council hence agreed to analyse the results of the paper-based survey separately, rather than integrate them into the opt-in online results (where multiple quality checks were undertaken to confirm the authenticity of survey data.)

The need for this separation becomes apparent when one looks at the "preferred scenario question" – see **Figure 8**, below:

Figure 8: Preferred scenarios (random vs. opt-in vs. paper)

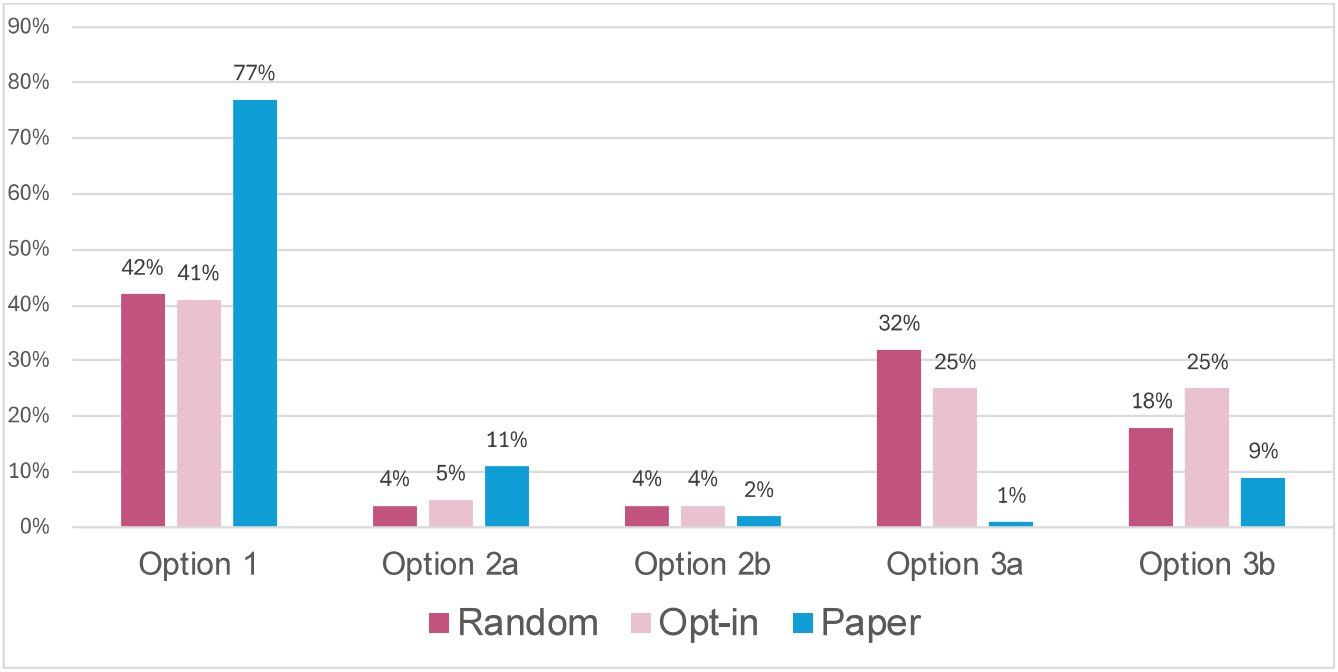


Whereas between 33 and 36% of residents preferred Option 3b in the online opt-in and random surveys, some 91% of paper-based surveys chose this outcome. This strongly suggests (a) that some/many of those preferring this option co-opted allies with similar views to complete the paper survey; and/or (b) some residents completed multiple paper surveys to "create" this outcome.

The results were similar for the least preferred option. While +/- 41% of online opt-in and CATI respondents chose Option 1, for paper-based response this figure was 77% for paper-based responses (**Figure 9**, next page).

9. APPENDIX 2 – PAPER SURVEY RESULTS

Figure 9: Least preferred scenarios (random vs. opt-in vs. paper)



In relation to the outcome and infrastructure questions, paper survey results were also markedly different (in some respects). In particular:

- Only 23% of paper-based surveys said that "managing transitions between areas of different density" was very important or critical, against +/- 68% of random and opt-in online responses
- Conversely, 89% of paper responses prioritised the importance of "protecting some Heritage Conservation Areas" (against 55% for random and opt-in online)
- 20% of paper-based surveys prioritised "Minimising the impact on individual heritage items", against +/- 52% of random and opt-in online
- 51% of paper-based surveys prioritised "Increasing the number of dwellings in Ku-ring-gai", against +/- 38% of random and opt-in online
- Only 46% of paper-based surveys said that "Roads and intersection upgrades to improve traffic flow" was a very important or critical infrastructure upgrade, against +/- 80% of random and opt-in online responses
- Just 42% of paper-based surveys felt it was very important or critical to create improved public transport, against +/- 68% of random and online opt-in surveys

9. APPENDIX 2 – PAPER SURVEY RESULTS

Finally, we detected a high degree of identical open-ended comments within the paper survey. As just one example of many, below are five responses on why respondents preferred Option 3b:

- "It ensures our HCAs are safe from tall buildings keeping our area's historical charm intact."
- "It ensures our HCA's are safe from high-rise developments near stations which would overpower the area's historical charm."
- "It ensures our HCA's are safe from high-rise developments near stations which could overpower the area's historical charm."
- "It ensures our HCA's are safe from high-rise development near stations."
- "It ensures our HCA's are safe from high-rise development near stations, which could overpower the area's historic charm."

Conclusion

Given the robust quality checks applied to the online opt-in survey, the opt-in online survey's high response rate, and the consistency of results between the opt-in online and random CATI surveys, we feel comfortable that these two methodologies provide a more accurate representative of community opinion that those expressed in the paper survey.