



Warrawong master plan

Community and stakeholder consultation outcomes

NSW Department of Planning, Housing and Infrastructure

04 December 2025

➔ **The Power of Commitment**



Project name	Warrawong Master Plan						
Document title	Warrawong master plan Community and stakeholder consultation outcomes						
Project number	12650347						
File name	12650347_REP_Warrawong Masterplan Consultation Outcomes Report						
Status Code	Revision	Author	Reviewer		Approved for issue		
			Name	Signature	Name	Signature	Date
S0	A	I Morton	R Cavallo	On file	R Cavallo	On file	03/11/25
S4	0	I Morton	C Pignatelli	On file	R Cavallo	On file	04/12/25

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Executive summary

The Minister for Planning and Public Spaces made a commitment to prepare a master plan for the 32-hectare site at King Street, Warrawong with a view to delivering a regionally significant public open space adjacent to Lake Illawarra. The draft Warrawong master plan aims to transform the site into one of the premier public spaces in the Illawarra region, catering to both locals and visitors. The project will identify various supporting activities, including commercial, recreational, and tourism uses, to keep the site vibrant and viable in the long term. Additionally, it will develop a framework that considers ongoing ownership, improvement costs, management, and maintenance of the space.

Engagement approach

To reflect the needs and aspirations of the community, the Department of Planning and Housing and Infrastructure (DPHI) engaged GHD to deliver a robust and meaningful consultation program. The engagement approach centred on the “loveable activity” at drop-in sessions, inviting participants to share feedback through the “I love, I wish, I wonder” framework. This technique encouraged open constructive dialogue and helped capture what the community values, their hopes for the future, and their questions about the parklands.

Consultation activities included:

- Drop-in sessions at local shopping centres and markets
- A Neighbourhood Forum information session
- Online submissions forms and interactive feedback tools

What we heard

Community feedback from the ‘Loveable’ activity was grouped into three prompts. This approach provided valuable insights and stories, ensuring the master plan is shaped by local priorities and lived experiences.



I love

Participants expressed appreciation for the parklands’ natural beauty, improved accessibility along the foreshore, and the inclusive design that welcomes all ages and abilities.



I wish

Many wished for enhanced amenities, such as more toilet facilities, shaded areas, and spaces for community events and gatherings.



I wonder

Community members raised thoughtful questions about the timeline for masterplan delivery, safety, and how the parklands will evolve to meet future needs.

Outcomes and Impacts

Community engagement for the Warrawong Parklands master plan included four in-person drop-in sessions (Warrawong Plaza, Warrawong Markets, Neighbourhood Forum, and Stockland Shellharbour) and an online community submission. Across these activities, hundreds of local residents, stakeholders and community groups provided feedback with a strong focus on the needs of Warrawong Parklands.

The consultation revealed strong community interest and support for the transformation of Warrawong Parklands. The feedback gathered through the loveable approach and community submissions will directly inform the final master plan, helping create a lasting legacy for Warrawong and the wider Illawarra region.

Key outcomes included:

- **Strong support for activation and renewal of the parklands:** Community members expressed excitement that “something is finally happening” in Warrawong, with many noting the area’s long-standing need for investment and revitalisation. Community members expressed a sense of pride and anticipation during engagement session and through submissions, hoping the Parklands will become a destination for both locals and visitors.
- **Inclusivity and accessibility:** There is widespread appreciation for the parklands potential to be accessible for all ages and abilities. Community value the inclusion of walking and cycling paths, accessible boardwalks, and spaces for both active and passive recreation. Suggestions included more seating, shade, water stations, and more toilets throughout the parklands.
- **Function and social infrastructure:** Community members highlighted the importance of practical amenities such as toilets, bins (with dog bags), water stations, and shaded areas. There is also strong support for spaces that encourage social gathering, such as picnic areas, BBQs, and family-friendly zones. The need for improved parking, pedestrian crossings, and public transport links was frequently raised, especially to support large events and market days.
- **Recreation and play:** The proposed Olympic skatepark, water play areas, and outdoor fitness zones received significant support, particularly from families and young people. Some concerns were raised about the number of skate parks in the area, but most feedback emphasised the need for diverse recreational options, including play spaces for older children and teenagers.
- **Connection to Water and Environment:** Community value access to the lake for activities such as fishing, prawning, kayaking, and rowing. There is a strong desire for improved water quality, better access to the foreshore, and environmental restoration, including more native vegetation and enhanced wetlands. Concerns about stormwater management, siltation, and erosion were common, with feedback also including ongoing maintenance and environmental monitoring.
- **Cultural Inclusion and Local Identity:** The community expressed a desire for the parklands to reflect Warrawong’s diverse cultural identity. Suggestions included involving First Nations people as rangers and educators, incorporating local art and storytelling, and ensuring ongoing consultation with Aboriginal groups and other key stakeholders.
- **Economic and Tourism Opportunities:** Some residents advocated for affordable tourism accommodation and commercial development focused on hospitality, while others cautioned against over-commercialisation. There is optimism that new restaurants, cafes, and event spaces will attract visitors and boost the local economy.
- **Safety and Management:** Safety was a recurring theme, with requests for lighting, CCTV, clear sightlines, and safe pedestrian access. Residents also emphasised the importance of clear management structures for the parklands, with a preference for ongoing local involvement in maintenance and operations.

Community submission testimonies

Community members shared thoughtful feedback on the draft Warrawong master plan. Many community members understood the master plans objectives, to improve lake's entrance, make the parklands more accessible and welcoming, and restore the environment, and shaped their feedback around this vision. The proposal for an Olympic-standard skate park was especially well received, with locals describing it as a "great idea" and "amazing for the community." Residents shared that the master plan would have a positive impact on families and children in the area, creating new opportunities for recreation and connection. There was strong support for the vision to bring in both locals and visitors, helping to build pride in Warrawong and establish the parklands as a vibrant meeting place for the whole community.

"The master plan looks really great; fingers crossed it all goes ahead! The area is screaming for a revamp!"

Submission #9 Primbee
Community Member

"I'm really excited by the vision for Warrawong Parklands. The mix of nature, play, sport and cultural spaces has the potential to create a destination that locals and visitors will enjoy again and again."

Submission #66 Berkeley Community Member

"This looks incredible. Can't wait to see this underway. Thank you for such a considered and regenerative response to the foreshore. I run the lake edge at least twice a week and can't wait to include the bridge into the loop."

Submission #106 Warrawong Community Member

Recommendations

Through community engagement activities, GHD was able to identify key themes relevant to the development of the Warrawong Parklands. These insights gathered during engagement sessions and through the review of community submissions were shared with DPHI to inform and guide the final Warrawong master plan. The intention was for DPHI to consider and incorporate what was heard and identified during the engagement process into their final submission. In consideration of this feedback, GHD has also identified the recommendations that can further strengthen DPHI master plan submissions or for future engagement consultations during the phased stages of the development of Warrawong Parklands. This feedback includes:

1. Continue robust and inclusive engagement
2. Strengthen collaboration with stakeholders
3. Prioritise accessibility and inclusivity
4. Enhance environmental outcomes
5. Address practical concerns
6. Celebrate local identity
7. Plan for long-term management

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Introduction

Project background and scope

1. Introduction

The Department of Planning, Housing and Infrastructure (DPHI) draft master plan for Warrawong Parklands was on exhibition from 17 September 2025 until 15 October 2025. It set out a vision to transform the 32-hectare site into a world-class public open space in the Illawarra region. The master plan aims to create a lasting, resilient, and unique parkland that provides recreation, leisure, entertainment, dining, and more for locals and visitors.

Shaped by feedback from the community and stakeholders, the draft master plan lays out a future for Warrawong Parklands as a regional destination that supports the health and wellbeing of the community, while protecting and enhancing the natural environment. Key features in the draft master plan presented to the public include:

- nearly 10 kilometres of new pedestrian and cycle paths
- improved lake access with a new water sports hub
- an Olympic-standard skatepark
- upgraded sports fields
- inclusive playgrounds
- dedicated nature play areas
- 320-metre wetland boardwalk offering scenic views and connecting key park features.

DPHI invited feedback to reflect the needs and aspirations of the community for the master plan. The input will help shape the final master plan, due for release later in 2025.

1.1 Exhibition period objectives

DPHI engaged GHD to undertake a consultation program of the Warrawong Parklands master plan. Throughout the consultation, the engagement team sought feedback from locals, community members and stakeholders based on a ‘loveable activity’ approach. The feedback was categorised into ‘I love, I wish, and I wonder’, as part of the *Loveable Framework* shown in Figure 1 below.



Figure 1 Loveable Framework

As part of the exhibition period and to build on the findings from the loveable activity, DPHI and GHD invited feedback by completing a submission form by 5pm on 15 October 2025.

Through the Loveable activity and engagement sessions activities, DPHI collected a diverse range of feedback and ideas from local residents, stakeholders, and students. This input has provided valuable insights and perspectives that will help shape the future of Warrawong Parklands and guide the master plan to reflect the needs and priorities of the community.

1.2 Purpose of this report

This community and stakeholder consultation outcomes report captures the community and stakeholder consultation activities undertaken during this time, as well as feedback received from community members and key stakeholders via DPHI online interactive portal. Community and stakeholder consultation for the exhibition period commenced on Wednesday 17 September 2025 and concluded on Wednesday 15 October 2025. During that exhibition period DPHI and GHD held two drop-in sessions at local shopping centres, one drop-in session at Warrawong Markets and an information session at the Neighbourhood Forum.

This report provides a summary of consultation outcomes to date. It provides details and results of consultation activities, including:

- Engagement approach
- Consultation approach
- What we heard at/from:
 - Drop-in sessions
 - Information session
 - Community submissions
- Summary and recommendations.

1.3 Engagement objectives

Engagement and consultation should aim to identify and understand the issues and concerns of stakeholders and community in relation to the project. Decisions, activities, and behaviours must complement and support each other to enable clear communication and engagement, and minimise confusion for businesses, community members, external stakeholders and organisations.

The engagement objectives for the project are to:

- Collect feedback and ideas from the community to inform the development of the master plan, reflecting local needs and aspirations.
- Increase public awareness and understanding of the project's goals, benefits, and potential impacts through clear and accessible communication.
- Engage a broad and diverse range of community members so that all voices are heard throughout the planning process.
- Develop strong relationships with the community by maintaining transparent communication and actively addressing community concerns and suggestions.
- Use the feedback gathered from engagement activities to shape key elements of the master plan, making community input a key influence on decision-making.
- Offer a variety of engagement methods, including in-person workshops, drop-in sessions, and digital tools, to maximise accessibility and convenience for participants.

1.4 Scope and limitations

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Previous Engagement

2. Previous engagement

The previous engagement phase was an important step in seeking ideas to include in the draft master plan that can transform Warrawong Parklands into a world-class public open space in the Illawarra region.

2.1 Summary of previous community engagement

Previous Warrawong Parklands master plan engagement took place in 2024. The engagement included a mix of in-person and online activities such as community drop-in sessions, a school visioning workshop, and online survey, and an interactive mapping tool. Over 430 survey responses were collected, alongside feedback from more than 100 participants at drop-in sessions and 40+ students, with additional input gathered via interactive map pins, stakeholder meetings, and digital outreach.

The engagement focused on understanding community values, identifying missing features, and exploring opportunities for enhancement. Key outcomes highlighted strong community support for improved amenities, enhanced connections to Lake Illawarra, increased recreational and event spaces, better safety and accessibility, and the preservation of natural and cultural values. The feedback provided a clear foundation for the master plan, helping it reflect the needs and aspirations of both local residents and the broader community. A summary of the community engagement undertaken Figure 2.

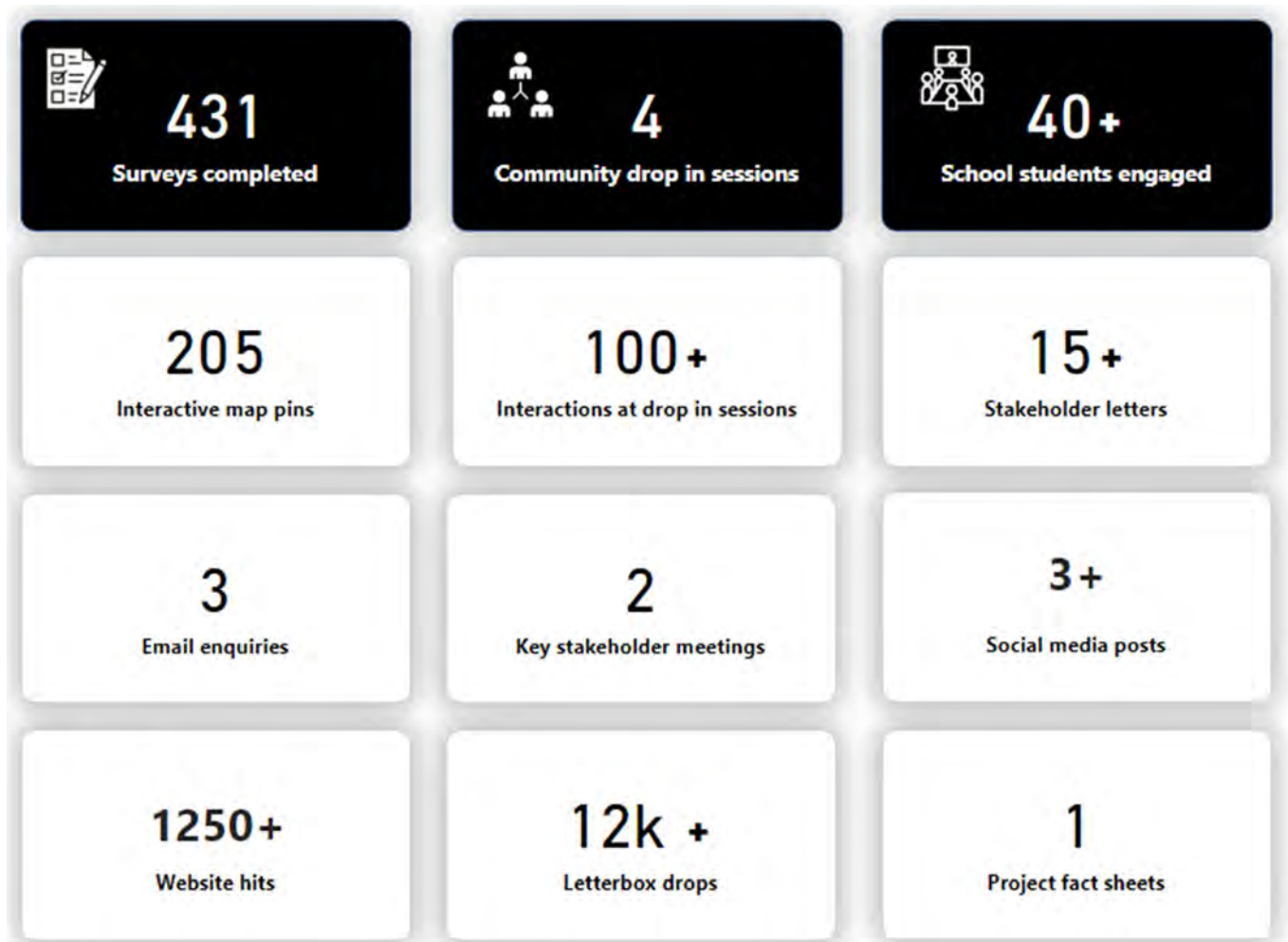


Figure 2 Engagement summary - prior engagement (2024)



Engagement summary

3. Engagement summary

The Warrawong Parklands master plan seeks to create a lasting, resilient and unique parkland providing recreation, leisure, entertainment, dining and more to locals and visitors. The feedback gathered during this process will shape the final master plan, due for release later this year.

To reach a broad cross-section of the Warrawong community, GHD focused engagement efforts on four key areas within the Warrawong area; Warrawong Plaza, Illawarra Yacht Club (Neighbourhood Forum), Shellharbour Stockland and Warrawong Markets. GHD's engagement and activity approach at peak periods at the local shopping centres, markets and Yacht Club allowed for maximise of perspective to be heard. Through this approach, GHD and DPHI connected with a diverse range of community members, including:

- Community sport groups
- Families
- Business owners
- Children and young people from local schools
- Local residents
- People from surrounding suburbs.

This targeted and inclusive engagement captured a wide variety of perspective were captured, reflecting the lived experiences and aspirations for the Warrawong master plan. As part of the consultation for the Warrawong master plan, GHD used the Loveable framework that includes the "I love, I wish, I wonder" feedback technique to provide a starting point to encourage open and constructive feedback. This approach revealed:

- **I love:** Community members expressed appreciation for the emphasis on opening up the parklands, improved accessibility along the foreshore, inclusive design, and opportunities for recreation and relaxation.
- **I wish:** Suggestions included the addition of more toilet facilities and other amenities.
- **I wonder:** Participants raised thoughtful questions about the timeline for development, safety in the area, and how the parklands would evolve to meet future community needs.

These insights provided valuable opportunities to refine the master plan and help it reflect the aspirations and concerns of the Warrawong community.

3.1 Feedback and activities

Feedback was collected via an online submission form on the Warrawong Parklands draft master plan project website. Participants could also submit comments during in-person drop-in sessions.

3.1.1 Promotion

To encourage participation at the drop-in information sessions and to be aware of the online submission form, GHD along with DPHI implemented a multi-channel communication strategy, which included:

- Project website
- Informative brochure
- Social media posts
- Emails to community groups and businesses
- Signage throughout Warrawong
- Letterbox drops to over 12,000 local residents.

This comprehensive outreach helped keep the Warrawong and wider community well-informed about the Warrawong master plan and had multiple avenues to contribute their perspective.

3.1.2 Engagement metrics

The Warrawong master plan consultation campaign achieved significant reach and engagement across digital and in-person channels, reflecting strong community interest in the future of Warrawong Parklands. The key metrics from the exhibition engagement in summarised in Figure 3 below.

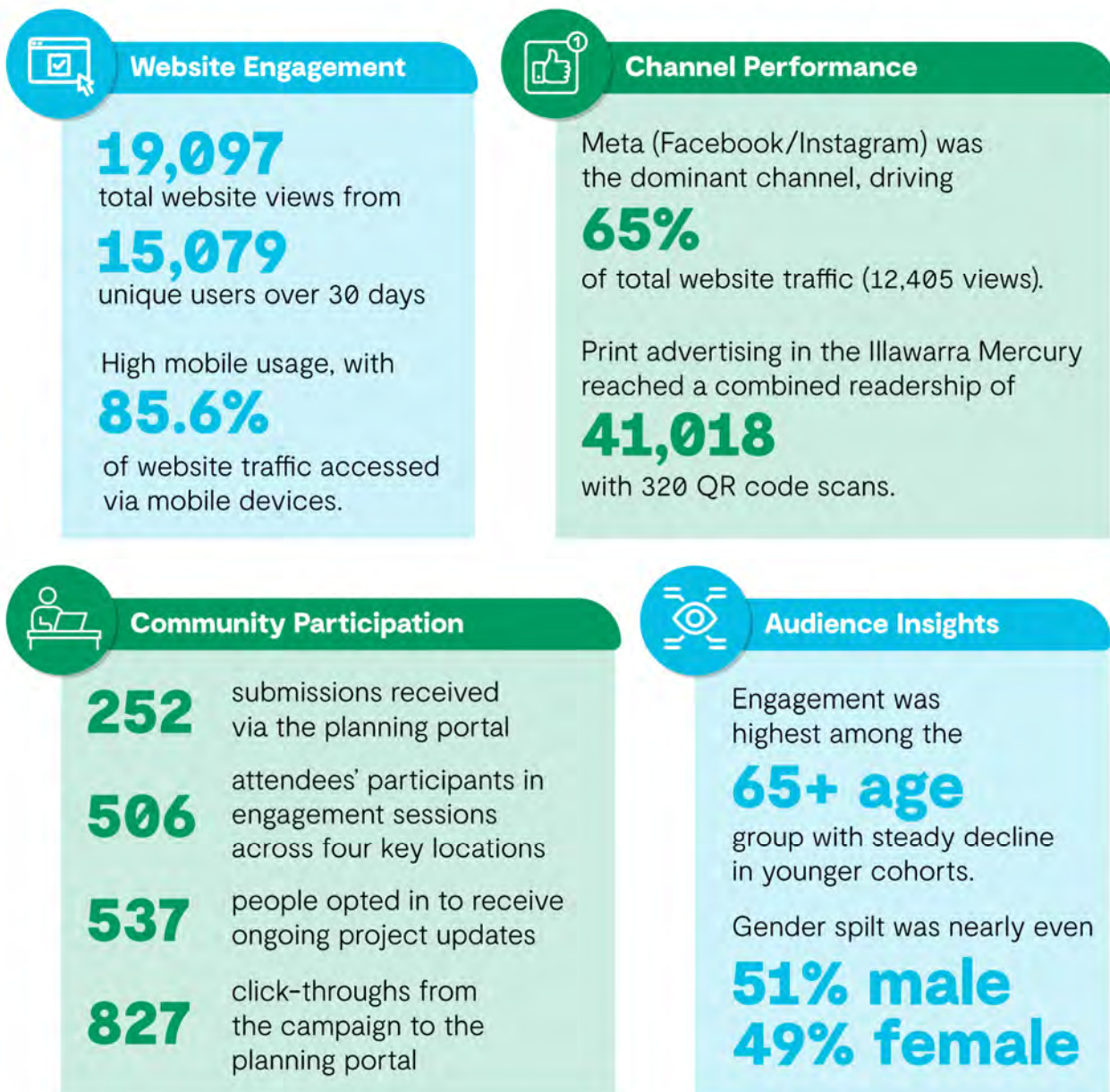


Figure 3 Engagement summary – draft master plan exhibition engagement (2025)

These results demonstrate the effectiveness of a multi-channel approach in raising awareness and encouraging participation. The high level of digital engagement, particularly via Meta, highlights the importance of accessible online platforms for future consultation. The QR code on the back of the Warrawong Parklands brochure was highlight effective during the drop-in sessions and the strong turnout at these sessions and substantial written online submissions further reinforce the community's commitment to shaping the future of the Warrawong Parklands.

3.2 Engagement activities and participants

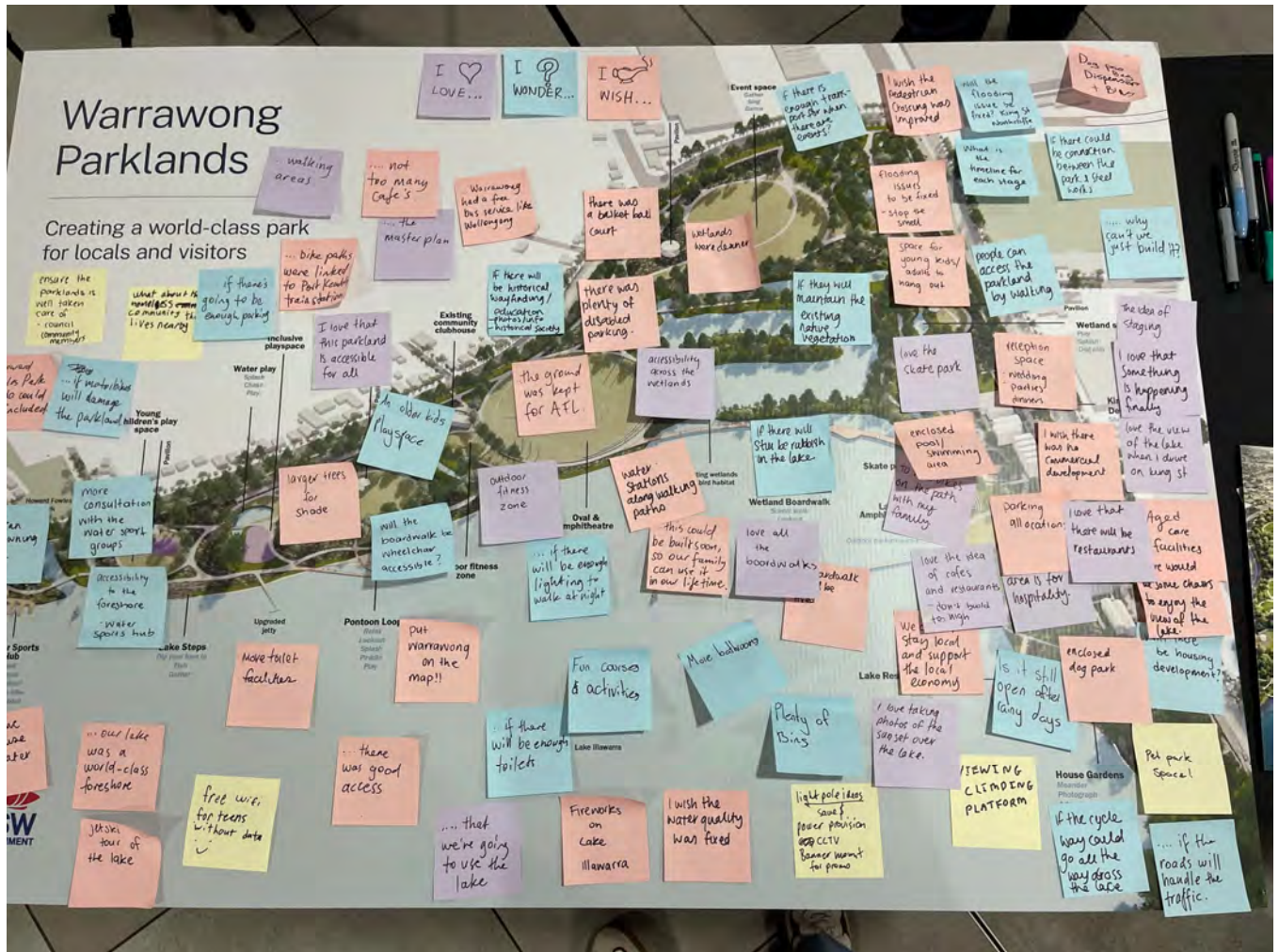


Figure 4 Warrawong Plaza loveable engagement activity outcome

GHD hosted four drop-in information sessions with DPHI Warrawong master plan representatives, where community members could stop by and participate in the Loveable activity and provide feedback on the draft Warrawong master plan.

The purpose of the Loveable activity was to:

- Understand what the community appreciate about the parklands' natural beauty, improved accessibility along the foreshore, and the inclusive design that welcomes all ages and abilities.
- Understand the wishes for enhanced amenities, such as more toilet facilities, shaded areas, and spaces for community events and gatherings within the Parklands.

Figure 4 shows how the community interacted with the engagement questions and wonderings for the master plan delivery, safety, and how the parklands will evolve to meet future needs.

The qualitative feedback gathered through these drop-in sessions and community submissions will be used to strengthen and inform the final Warrawong Parklands master plan.

3.2.1 Drop-in sessions

In September 2025 and October 2025, GHD undertook engagement with community members to gather feedback on the draft Warrawong master plan. To achieve this, GHD focused on four key engagement locations within Warrawong and surrounding areas. Drop-in sessions were strategically scheduled during peak times at shopping centres and markets, complemented by a neighbourhood forum to engage those interested in hearing the latest updates and next steps during the exhibition and those who cannot make the other engagement sessions due to work and other commitments. This approach enabled GHD to connect with:

- Families
- Community sports groups
- Business owners
- Children and young people from local schools
- Local residents
- Community from surrounding suburbs.

Figure 5 below highlights the numbers of attendees at the four drop-in sessions in relation to the location of the Warrawong Parklands.



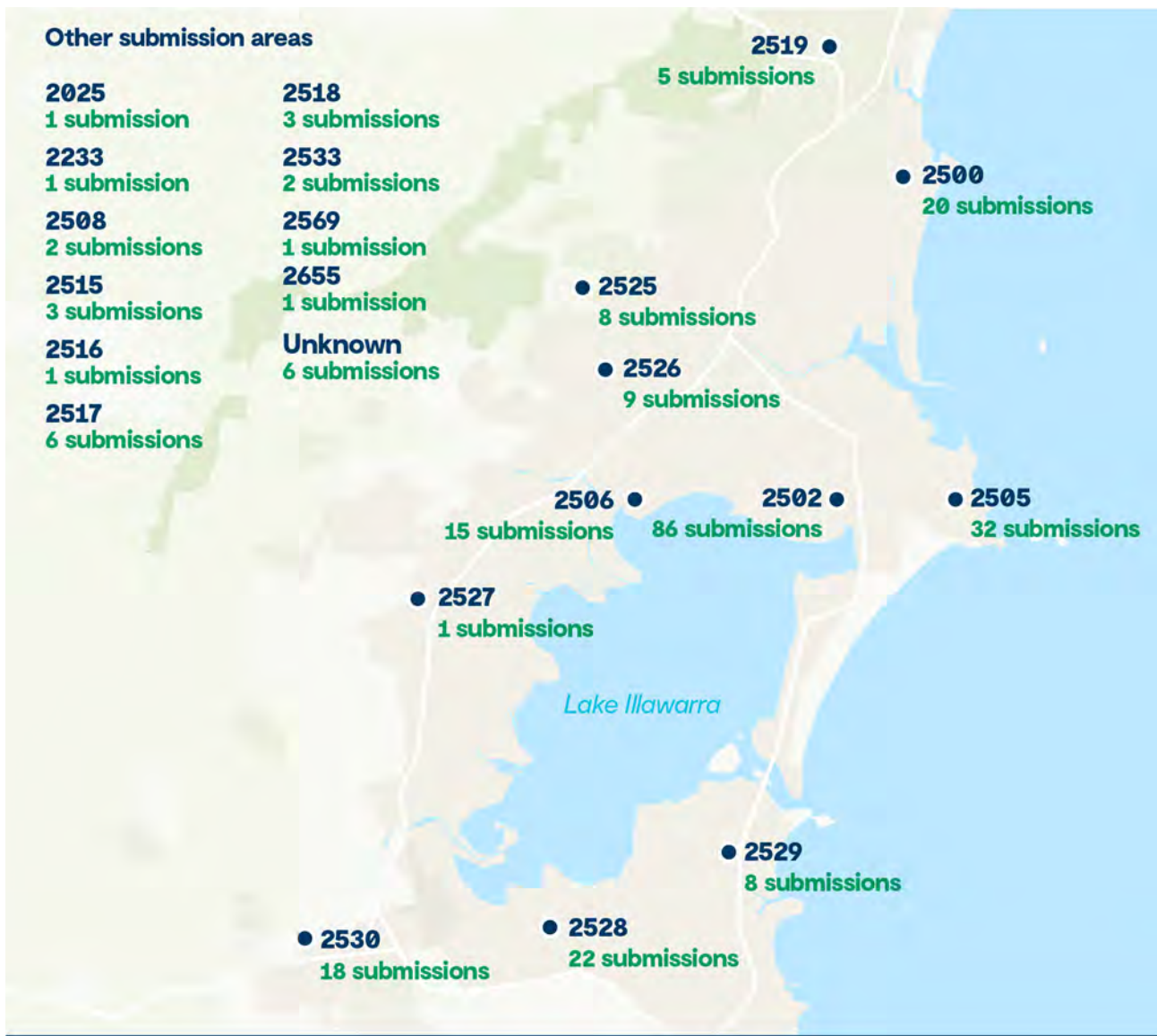
Figure 5 Summary – attendance at events

The key activity at the drop-in sessions was the 'loveable' engagement activity that brought community members to think about what they loved, wish and wondered about the master plan. Drop-in sessions Engaged community members through face-to-face discussions, answering their questions, and gathering valuable feedback. Interactive, in-person map-based activities allowed participants to pinpoint specific areas of interest or concern and share their ideas directly. Community members were also provided with an information brochure with a link to an online feedback submission form. At the Neighbourhood Forum, DPHI representatives presented the draft master plan and provided an opportunity for the community to give feedback.

GHD worked to identify areas and activities that would have the greatest impact on capturing community perspectives for the Warrawong Parklands master plan. The engagement approach aimed to reach a varied cross-section of community members who could share their experiences, priorities, and aspirations for the parklands, along with what they loved, wish, and wondered about the Warrawong Parklands master plan. Figure 5 shows the location of the engagement events, date of the engagement and number of attendees.

3.3 Local and non-local submissions

Figure 6 below shows the number of community submissions received from the suburbs across southern Sydney and the Illawarra region, grouped by postcode. The local postcode is 2502, selected due to the proximity to the Warrawong Parklands and with the most submissions (86) coming from residents in this area. The other submissions come from surrounding suburbs.



Suburbs

2025 – Woollahra | **2233** – Engadine, Heathcote, Waterfall, Woronora Heights, Yarrawarrah | **2500** – Wollongong, North Wollongong, West Wollongong, Wollongong DC, Coniston, Gwynneville, Keiraville, Mangerton, Mount Keira, Mount Saint Thomas, Spring Hill | **2502** – Warrawong, Cringila, Lake Heights, Primbee | **2505** – Port Kembla, Kemblawarr | **2506** – Berkeley | **2508** – Helensburgh, Stanwell Park, Stanwell Tops, Coalcliff, Otford, Maddens Plains, Darkes Forest, Lilyvale, Woronora Dam | **2515** – Thirroul, Austinner, Coledale, Scarborough, Clifton, Wombarra | **2516** – Bulli, Bulli Tops | **2517** – Woonona, Woonona East, Russell Vale | **2518** – Corrimal, East Corrimal, Tarrawanna | **2519** – Balgownie, Fairy Meadow, Mount Ousley | **2525** – Mount Kembla, Kembla Heights | **2526** – Cordeaux Heights | **2527** – Dapto | **2528** – Albion Park Rail, Oak Flats, Shellharbour City Centre | **2529** – Warilla, Lake Illawarra | **2530** – Albion Park, Tullimbar | **2533** – Gerringong | **2569** – Werombi | **2655** – Collingullie

Figure 6 Submissions – location of origin



Engagement outcomes

Feedback received

4. What we heard

Community feedback and what we heard at engagement activities provided valuable insights into the future of Warrawong Parklands. Through conversations with local residents, stakeholders, and visitors, across the drop-in sessions and neighbourhood forum, we gathered a wide number of perspectives on what matters most. Using the “I love, I wish and I wonder” framework, participants shared what they value, their hopes for improvement, and the questions they have about the project.

4.1 Loveable framework

The Warrawong Parklands drop-in consultation sessions during the exhibition period revealed strong community interest and input, both through the loveable engagement approach and face-to-face discussions. The success of the Warrawong Parklands consultation is evident through the high level of participation in the loveable activity, which provided a platform for community members to share their thoughts, aspirations, and questions for the future of the parklands.

Engagement activities were held across a number of locations, including Warrawong Plaza, Stockland Shellharbour, and the Warrawong Markets, as well as through the Neighbourhood Forum. These sessions enabled feedback to be gathered from a broad cross-section of the community, capturing diverse perspectives and priorities.

Through these engagement activities, it became clear that the community’s feedback extends well beyond the physical design of the parklands. The “**I love, I wish, and I wonder**” prompts provided an accessible way for community members to express what they value about the master plan, their hopes and wishes for what should be included in the final design, and the questions they have about the master plan and what it means for the Warrawong community. Together, these insights provide a comprehensive understanding of community sentiment, ensuring that the Warrawong master plan is grounded in local priorities and responsive to the evolving needs of residents, visitors, and stakeholders.



I love

“I love the foreshore and wanting to protect it (Neighbourhood Forum)”



I wish

“I wish the assets could be maintained by local businesses (Warrawong Markets)”



I wonder

“I wonder if there will be safe place for people to gather at night (Stockland Shellharbour)”



I love



“I love” is a heartfelt reflection on what brings joy, connection, and meaning, celebrating and recognising the features or experiences of Warrawong Parklands that truly resonate with community members.

Across all engagement sessions for the Warrawong master plan, community members expressed a strong sense of optimism and pride in the future of Warrawong Parklands. The loveable activity, which invited participants to share what they “love” about the master plan, revealed a deep appreciation for the natural setting and the opportunities the parklands provide for recreation, relaxation, and connection. Many attendees highlighted the unique beauty of the lake, with one participant sharing, “I love the view of the lake when I drive on King Street,” and another remarking that “taking photos of the sunset over the lake” is a cherished activity. These comments reflect a community that values the everyday moments and scenic qualities that make Warrawong special.

The feedback also demonstrated a strong appreciation for the existing and proposed recreational assets. The skate park, walking areas, and boardwalks were frequently mentioned as valued features, with comments such as “I love the skate park” and “to ride bikes on the path with my family.” The accessibility of the parklands and the vision for inclusive spaces resonated with many, with one attendee stating, “I love that this parkland is accessible for all.” This sentiment was echoed by others who noted the importance of spaces that welcome people of all ages and abilities.

The prospect of new hospitality and social opportunities was also met with enthusiasm. Community members expressed excitement about the potential for cafes, restaurants, and places to gather, with comments like “I love the idea of cafes and restaurants” and “that restaurants will bring in tourists.” These aspirations highlight a desire for Warrawong to become a vibrant, welcoming destination for both locals and visitors, where people can come together to enjoy food, nature, and community events.

Throughout the engagement, it was clear that the community’s love for Warrawong Parklands extends beyond individual features to encompass a broader vision of connection, inclusivity, and pride. The feedback demonstrates a community that is not only invested in the physical transformation of the parklands but also in fostering a sense of belonging and shared identity. In the words of one participant, “It’s about time – good to see something happening for Warrawong.” These insights provide a strong foundation for the master plan, ensuring that the future of Warrawong Parklands is shaped by the values and aspirations of those who know it best.



I love

“I love riding for the blind and cycling on the paths” –
Stockland Shellharbour Engagement Session



“I love that the parklands bring people together – there are places to sit and enjoy, opportunities for cycling and walking, and spaces for everyone to connect with nature and each other” –
Warrawong Markets Engagement Session



Figure 7 Warrawong Markets engagement session



I wish



“I wish” is a hopeful way for community members to wish Warrawong Parklands were more welcoming and accessible for everyone.

Throughout the consultation sessions, community members shared a wide range of aspirations for the future of Warrawong Parklands, reflecting a desire for the parklands to be welcoming, accessible, for all. The “I wish” prompt encouraged participants to think beyond the present and articulate their hopes for improvement and rollout of the three phased stages of the Warrawong Parklands development. Many attendees expressed a wish for improved amenities and infrastructure, such as “I wish there was a dog park,” “I wish there were plenty of water stations,” and “I wish there were more toilet facilities.” These comments highlight the importance of practical features that support comfort and convenience for all users.

Connectivity and access were also recurring themes, with community members wishing for “a bike path all the way around the lake,” “better access to the water,” and “walkway straight to the Illawarra Yacht Club.” The desire for spaces that foster social connection and inclusivity was evident, with suggestions like “need places for people to connect (of all ages)” and “space for young adults to hang out.” Environmental concerns were raised, including “I wish the water quality was better” and “flooding issues to be fixed,” demonstrating a community invested in the long-term sustainability of the parklands.

Participants also wished for the parklands to reflect the diversity of the community, with calls for “First Nations people to be involved as rangers & educators” and for the inclusion of facilities that cater to all ages and abilities. The wish for the master plan to be realised soon was a common thread, with one attendee stating, “I wish this could be built soon so our family can use it in our lifetime.” These aspirations underscore a community that is forward-thinking, inclusive, and eager to see Warrawong Parklands reach its full potential.



I wish

“I wish this could be built soon so our family can use it in our lifetime” – Warrawong Plaza Engagement Session



I wish

“I wish there were more tourist opportunities for water sports” – Warrawong Markets Engagement Session



Figure 8 Stockland Shellharbour engagement session



I wonder



“I wonder” is a curious and imaginative way for community members to explore possibilities, asking thoughtful questions and wondering about what Warrawong Parklands could become in the future.

The “I wonder” prompt provided an opportunity for community members to voice their questions, uncertainties, and reflections about the future of Warrawong Parklands. This feedback revealed a thoughtful and engaged community, keen to understand how the master plan will address both opportunities and challenges. Many participants wondered about the practicalities of implementation, asking, “I wonder if there’s going to be enough parking,” and “I wonder if the roads will handle the traffic.” Concerns about accessibility and safety were also raised, with questions such as “I wonder if there will be safe places for people to gather at night,” and “I wonder if there will be enough transport for when there are events.”

Environmental sustainability and ongoing maintenance were prominent areas of curiosity, with community members asking, “I wonder if stormwater will be managed,” “I wonder if there will still be rubbish in the lake,” and “I wonder if the water quality could be improved.” The integration of existing community groups and activities was also a focus, with questions like “I wonder if the markets are staying,” “I wonder if there will be more consultation with the water sport groups,” and “I wonder if there will be impacts caused on Windang foreshore.”

Participants expressed a desire for transparency and ongoing engagement, with queries such as “I wonder what the timeline for each stage is,” and “why can’t we just build it!” These reflections demonstrate a community that is not only invested in the vision for Warrawong Parklands but is also eager to be informed and involved throughout the planning and delivery process. The “I wonder” feedback highlights the importance of clear communication, responsive planning, and continued collaboration to help the master plan meet the evolving needs and expectations of the Warrawong community.



I wonder

“I wonder what the timeline for each stage of the Masterplan is?” – Warrawong Plaza Engagement Session



I wonder

“I wonder if this project will help people connect?” – Stockland Shellharbour Engagement Session



Figure 9 Warrawong Plaza engagement session

4.2 Neighbourhoods Forum

The Neighbourhood Forum provided a focused platform for local residents to discuss the Warrawong Parklands master plan in depth. Participants brought a practical lens to the conversation, emphasising the importance of addressing core issues such as parking, traffic management, and pedestrian safety. The need for more parking was a consistent theme, particularly during busy periods like market days, with concerns about “traffic chaos when markets are on” and the necessity for “safe crossing on Northcliffe Drive” for children. Public transport improvements and express bus services were also suggested to enhance accessibility.

Water quality and stormwater management emerged as critical priorities, with attendees noting that “stormwater management will be critical, especially with increased population and traffic,” and expressing concerns about “erosion at the lake Illawarra foreshore.” The forum highlighted the importance of clear communication regarding the management and maintenance of the parklands, with questions about whether the state or council would be responsible and a desire for local involvement in ongoing stewardship.

The forum also addressed the need for diverse recreational opportunities, including support for the skatepark, but questioned the necessity of a third skatepark in the area. The potential for tourism and accommodation was discussed, with some advocating for hotel or serviced apartments and others expressing reservations about commercial development. Participants stressed the importance of ensuring the master plan brings out the full potential of the lake, both for recreation and as a driver of local pride and tourism.

Overall, the Neighbourhood Forum demonstrated a strong local interest in the master plan and a commitment to constructive dialogue. The feedback reflected a community that values inclusivity, practical solutions, and ongoing collaboration between council, residents, and stakeholders to support the Warrawong Parklands master plan in delivering lasting benefits for all.

“Safe crossing on Northcliffe Drive needs to be a priority for kids”

“Stormwater management will be critical, especially with increased population and traffic. The existing stormwater system doesn’t do a good job”

“Not sure this brings out opportunity of the lake enough, great opportunity for tourism”



Figure 10 Neighbourhood Forum discussion

4.3 Illawarra Rowing Centre

On 15 October 2025, a meeting was held at the Illawarra Rowing Centre with representatives from the three tenant clubs: Illawarra Canoe Club, Illawarra Dragon Boat Club, and Five Islands Outrigger Canoe Club. Key insights from the discussion included:

- The Illawarra Rowing Centre is currently misnamed in the Draft master plan as the Illawarra Yacht Club Sailing Club. All tenants recommended a name change to better reflect its current use, such as “Illawarra Paddle Sports Club Centre,” as all clubs are paddle sports (not rowing or sailing).
- The building, constructed around 2001, is considered fit-for-purpose by tenants, with no urgent need for upgrades. Boat storage is at full capacity, and the facility is well-utilised.
- Tenants do not support the proposed pontoon in the draft master plan, as it does not suit paddle sport boats. Instead, they prefer the existing ramp to be widened and made less steep for improved access.
- Vehicle access could be improved, and additional parking is desired, but space is limited. There is limited room for building expansion to accommodate other uses.
- There is a separate sailing club at the Yacht Club, and current users do not wish to see sailing introduced at the Rowing Centre.

The feedback from the three tenant clubs highlights the importance of facility use and user needs in the final master plan, and to actively engage with Lake Illawarra recreation clubs to understand the requirements of existing tenant clubs.

5. Engagement outcomes – thematic analysis

The draft master plan for Warrawong Parklands engagement revealed strong community interest and input across three key themes in Figure 11 below.

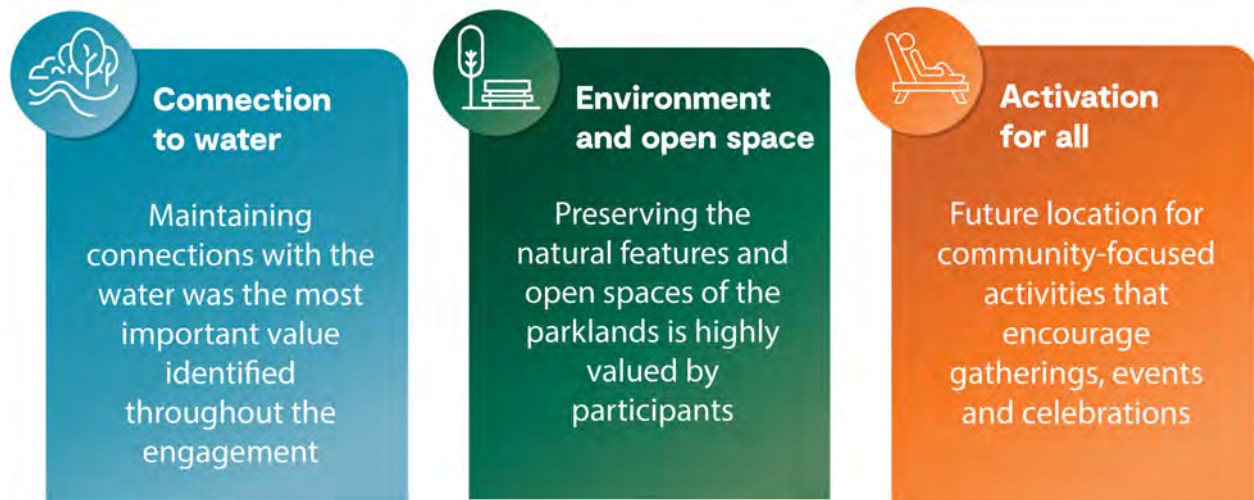


Figure 11 Connection to Water, Environment and open space, and activation for all

Feedback collected through community submissions emphasised the community’s desire for parklands that meet the diverse needs of the community while preserving the area’s natural beauty and accessibility these insights are explored in detail in the following section



5.1 Connection to Water

The community's connection to Lake Illawarra is at the heart of the Warrawong Parklands vision. By placing water at the centre of the Parklands, the master plan celebrates its unique lakeside setting and strengthens the connections between the people and the water. Submissions highlighted the importance of making the lake more accessible, enjoyable, and healthy for all.

We heard

- Lake Illawarra is central to the parklands' identity. Many community members described the lake as a place for relaxation, exercise, and social connection, and called for the master plan to enhance these opportunities. "The proposed Plan offers rich opportunities to engage even further with the Lake, namely the proposed boardwalk... allowing pedestrians and cyclists to engage even further with the wildlife and natural vegetation that thrives in the wetlands area." (Lake Heights resident)
- Improved access and connectivity are a priority. There was strong support for more jetties, upgraded boat ramps, and accessible pathways to the foreshore, ensuring that people of all ages and abilities can enjoy the lake. "It would be great to have a kayak/standup paddle board launch area similar to the one they have installed in Huskisson. It's the perfect area for low impact recreational water sports given the shallow and safe bay."
- Water-based recreation should be expanded. Many advocated for more opportunities for kayaking, rowing, paddleboarding, and fishing, with suggestions for hireable equipment and designated launch areas. "Great work would be fantastic to see some ways to interact with the water. It would be a great asset to include access and interactive play with the water." (Fairy Meadow resident)
- Water quality and environmental health are essential. Numerous submissions stressed the need for ongoing maintenance, dredging, and environmental management to keep the lake clean, safe, and ecologically healthy. "Revitalising the lake is a great thing, but we first need to dredge the lake of all the runoff sediment sludge... The lake has been forgotten for way too long and should be kept in pristine condition for locals and tourists."
- Equitable and affordable access matters. The community wants water-based activities to be accessible to all, regardless of background or ability.

Key findings from submissions

- Strong support for more spaces to relax and enjoy water views, including shaded seating and picnic areas.
- Calls for enhanced opportunities for water-based recreation, such as kayaking, rowing, fishing, and swimming.
- Requests for improved connectivity to the lake through upgraded jetties, boardwalks, and accessible pathways.
- Emphasis on maintaining water quality and environmental health to support ongoing recreational use.

Concerns raised

- Some submissions expressed concern about the impact of motorised watercraft on water quality and the peaceful character of the lake, advocating for restrictions on jet skis and a focus on low-impact activities.

- Others highlighted the need for ongoing investment in maintenance and environmental management to keep the lake remaining a healthy and attractive asset for the community.

Table 1 below presents community feedback from the Warrawong Parklands community submissions, organised into three thematic themes that fall under the key theme “Connection to Water”. Those three themes are: *Community Access and Recreation*, *Environmental Considerations* and *Water Sport Facilities*. Each theme includes the average sentiment score, the total number of unique submissions, and the number of classified submissions grouped into thematic categories. This data highlights that Lake Illawarra and the connection to water is important to people of Warrawong and those who come to experience the Warrawong Parklands.

Table 1 Community feedback - ‘Connection to water’

Category	Average sentiment score (%)	Unique submissions	Classified submissions
Community Access and Recreation	76	119	142
Environmental Considerations	56	55	69
Water Sport Facilities	45	24	24

*The term “unique submissions” refers to the total number of individual submissions received, while “classified submissions” represents the number of those submissions that have been grouped under a specific theme.

Testimonial

“On paper this looks like it is going in the right direction. As to water sports designate an area for jet skis to park and to enter the lake, not where there are children and parents enjoying the waterfront”



5.2 Environment and Open Space

Preserving and enhancing the natural environment is a clear community priority. Submissions called for a balance between development and the protection of Warrawong's unique biodiversity, wetlands green spaces.

We heard

- The natural environment is deeply valued. Many advocated for increased tree canopy, native plantings, and the restoration of natural habitats to support local wildlife, particularly birdlife. “Fabulous idea to make this area of Lake Illawarra more accessible to people while maintaining and improving wetland areas. Planting more native species of trees is also great for encouraging more native birds to the area.” (Woonona resident)
- Sustainable design and climate resilience are essential. There was a strong desire for water-sensitive urban design, wider riparian buffers, and the rehabilitation of wetlands to improve water quality and provide habitat for native species. “There needs to be a solid commitment to large shade trees, particularly preserving what is there. Please concentrate on more native vegetation for cooler & shadier, and quiet, passive recreation plus sustainable buildings, good water quality & healthy ecosystems.” (Berkeley resident)
- Balance between active and passive uses. Submissions called for tranquil spaces for relaxation, walking, and nature appreciation, alongside areas for recreation and events. “I support the plan to revitalise the area, with a strong focus on environmental restoration. I am a keen walker, so enhanced wetlands in particular... more trees, walking trails. Whilst I would like to see more activity overall, I hope it doesn't become too busy, to enjoy the quieter aspects that nature provides.”
- Ongoing maintenance and rubbish management are important. Requests for more bins, regular clean-ups, and educational signage to encourage responsible use and stewardship were common.

Key findings from submissions

- Strong emphasis on preserving and improving biodiversity through native planting and habitat restoration.
- Calls for more green space, tree canopy, and shaded areas to enhance comfort and ecological value.
- Advocacy for sustainable design, erosion control, and improved rubbish management.
- Desire for tranquil spaces, community gardens, and educational features that celebrate the parklands' natural assets.

Concerns raised

- Some community members expressed concern about overdevelopment and the potential loss of green space, urging that new infrastructure should not come at the expense of the parklands' natural character.
- Some community members highlighted the need for careful management of visitor numbers and activities to avoid negative impacts on sensitive habitats and wildlife.

Table 2 presents community feedback from the Warrawong Parklands community submissions, organised into three thematic themes that fall under the key theme “Environment and Open Spaces”. Those three themes are: *Environmental Considerations*, *Recreational Options and Design and Complexity*. Each theme includes the average sentiment score, the total number of unique submissions, and the number of classified submissions grouped into thematic categories. This data highlights community wanting a balanced and inclusive space that has a synergy between the environment and the expanse of the Parklands.

Table 2 Community feedback - 'Environment and open space'

Category	Average sentiment score (%)	Unique submissions	Classified submissions
Recreational Options	66	36	39
Environmental Considerations	56	55	69
Design and Complexity	31	5	7

Testimonial

“Please include play grounds for all ages, places to train for sport, cafes, great running trails. This is an opportunity to uplift this area and make it the dream location to raise a family! Change Warrawong for the best and provide a safe clean, usable facilities to enjoy all hobbies and activities. Volleyball, basketball, bikes, running, picnics and family events.”



5.3 Activation for All

The community aspires for Warrawong Parklands to be a vibrant, inclusive destination that supports diverse activities and users. Submissions highlighted the need for spaces and programs that welcome everyone.

We heard

- Inclusive and accessible recreational spaces are essential. There is strong support for playgrounds, outdoor fitness zones, skate parks, and spaces for teenagers, as well as accessible pathways and facilities for people with disabilities. “Please include playgrounds for all ages, places to train for sport, cafes, great running trails. This is an opportunity to uplift this area and make it the dream location to raise a family!” (Warrawong resident)
- Community and event spaces are highly valued. The community wants more spaces for gatherings, performances, and celebrations, such as amphitheatres, outdoor cinemas, and markets. “The mix of nature, play, sport and cultural spaces has the potential to create a destination that locals and visitors will enjoy again and again... The skate park, outdoor fitness zone, and oval/amphitheatre—these will give older kids, teens and adults a reason to visit regularly.” (Berkeley resident)
- Improved amenities and infrastructure are needed. Calls for more toilets, water stations, seating, lighting, and disability-friendly pathways and facilities to support accessibility and safety for everyone were frequent. “Designing Warrawong Parklands with teenagers in mind will benefit the whole community—fostering safety, connection, and wellbeing for all.” (Warrawong Residents Youth Forum)
- Ongoing community involvement and local identity matter. Many want local art, storytelling, and cultural features integrated into the parklands, and opportunities for residents to participate in the care, management, and activation of the space.

Key findings from submissions

- Strong desire for inclusive and accessible recreational spaces for all ages and abilities.
- Support for community and event spaces to encourage gatherings, performances, and celebrations.
- Calls for improved amenities and infrastructure to enhance safety, comfort, and usability.
- Emphasis on ongoing community involvement and local stewardship in the activation and management of the parklands.

Concerns raised

- Some submissions raised concerns about safety, particularly around lighting, sightlines, and the need for security measures to help make the parklands enjoyable at all times of day.
- Others highlighted the importance of ensuring that the parklands remain welcoming and accessible to all and not just designed for tourists or specific user groups.

Table 3 presents community feedback from the Warrawong Parklands community submissions, organised into three thematic themes that fall under the key theme “Activation for All”. Those three themes are: *Community Access and Recreation*, *Infrastructure and Amenities*, and *Accessibility and Safety*. Each theme includes the average sentiment score, the total number of unique submissions, and the number of classified submissions grouped into thematic categories. This data highlights community priorities and needs for the Parklands aimed at creating a public space for all.

Table 3 Community feedback - 'Activation for All'

Category	Average sentiment score %	Unique submissions	Classified submissions
Community Engagement	60	50	52
Infrastructure and Amenities	58	93	106
Accessibility and Safety	52	36	39

Testimonial

“As a local resident, the current area is significantly underused and utilised. It is in desperate need of better facilities that will draw in the local community as well as the surrounding areas. The current proposal with the added retail/dining facilities would be a massive boon to the area, especially considering the massive population growth expected with the proposed 22 storey tower development above the Warrawong Plaza”



Summary and Recommendations

6. Summary

What we heard and how it informs the master plan

The Warrawong master plan consultation process brought forward a wide number of community voices, offering varied perspectives, experiences, and ideas that contributed to a thorough understanding of local needs and aspirations. Through a comprehensive engagement program, including drop-in sessions, forums, and over 200 written submissions, the community shared what matters most for the future of Warrawong Parklands. Using the “I love, I wish, I wonder” framework, participants revealed clear priorities and nuanced perspectives that have shaped the key themes of the master plan. Feedback gathered through this approach, along with community submissions, will directly shape the final master plan, helping to create a lasting legacy for Warrawong and the wider Illawarra region.

6.1 Key outcomes

Activation and Renewal

Many residents expressed excitement that Warrawong is finally receiving long-awaited investment and attention to the Parklands and foreshore area. The desire to see the parklands become a vibrant destination for locals and visitors was a recurring theme: ma

“This will definitely give many locals access to enjoy our lake foreshore. The plan finally gives the area a much-needed lift. With the growth within this area planned to increase, bringing many locals and visitors, this area will definitely serve its purpose.” (Warrawong, 2502)

Inclusivity and Accessibility

The community strongly values inclusive design, with calls for accessible paths, boardwalks, and play spaces for all ages and abilities. There was an emphasis on ensuring future facilities cater to people with disabilities, families with prams and older residents who like to walk along the foreshore from the shops and to visit the Warrawong markets on the weekend.

“Please consider those community members with low mobility—ensure paths are even, flat and accessible for wheelchairs and walking frames. Public toilets and benches to rest/enjoy the view should be included for convenience also.” (Helensburgh, 2508)

Function and Social Infrastructure

Practical amenities, such as toilets, shaded seating and pathways, water stations, and BBQs were frequently voices as needs in the Parklands. The need for improved parking and public transport links was also highlighted, especially to support events and promote safe access to the grounds.

“Easy and safe parking is essential for families with prams, bikes and young children. Good connections to public transport will also help more people access the parklands.” (Berkeley, 2506)

Recreation and Play

There was a strong support for diverse recreational options, including the proposed Olympic skatepark, water play areas, and outdoor fitness zones. However, some residents questioned the need for another skatepark, suggesting a balance of facilities for all age groups.

“Love the idea but we don't need another skate park. The one in Berkeley is fine. A better play gym is enough with plenty of walking tracks.” (Warrawong, 2502)

Connection to Water and Environment

The community's connection to Lake Illawarra is central to the vision for the parklands. Many submissions called for improved access to the water for activities like fishing, kayaking, and rowing, alongside strong advocacy for environmental restoration and water quality management:

“Revitalising the lake is a great thing, but we first need to dredge the lake of all the runoff sediment sludge... The lake has been forgotten for way too long and should be kept in pristine condition for locals and tourists.” (Wollongong, 2500)

Cultural Inclusion and Local Identity

There is a clear desire for the parklands to reflect Warrawong’s diverse cultural identity, with calls for First Nations involvement, local art, and storytelling:

“I think there should be an Indigenous Cultural Centre added that can utilise the Local Indigenous Community to give tours to school groups and tourists explaining the local history (story) of the lake and wetlands area.” (Warrawong, 2502)

Economic and Tourism Opportunities

Optimism about new hospitality and event spaces was balanced with concerns about over-commercialisation. Many see the parklands as a catalyst for local economic growth:

“The addition of a few retail spaces for dining and drinking with the sunset views would also be ideal.” (Warrawong, 2502)

Safety and Management

Safety was a recurring concern, with requests for lighting, CCTV, clear sightlines, and safe pedestrian access. The importance of clear management structures and ongoing local involvement was also emphasised:

“Lighting is seen as essential to creating a sense of safety, particularly during evenings and events. The design should minimise hidden areas and ‘blind spots’ to reduce opportunities for antisocial behaviour.” (Warrawong Residents Forum)

Community Ownership and Ongoing Engagement

Many submissions called for continued community involvement in the design, delivery, and stewardship of the parklands:

“The community is eager to be involved in the care, planting, and maintenance of the Parklands. We recommend establishing a Community Partnership Program where locals can assist with planting native vegetation, maintaining facilities, and monitoring wildlife.” (Warrawong Residents Forum)

The consultation revealed a community that is passionate, engaged what is happening in their neighbourhood, and deeply invested in the future of the Warrawong Parklands. The feedback demonstrates a desire for a parkland that is inclusive, environmentally responsible, culturally rich and designed to meet the needs of all in Warrawong, Illawarra and the wider Sydney region. These insights hope to directly inform the priorities of the final master plan, ensuring it is truly shaped by the people it will serve.

6.2 Recommendations

In consideration of the feedback received from qualitative engagement discussions and online community submissions. GHD proposes the following recommendations to further strengthen the delivery of the final Warrawong Parklands master plan:

1. Continue Robust and Inclusive Engagement

- Maintain open channels for community feedback throughout design and delivery, with targeted outreach to underrepresented groups (e.g., youth, water sports clubs, culturally diverse communities).
- Provide ongoing opportunities for public input and transparent communication about project progress and decision-making.

2. Strengthen Collaboration with Stakeholders

- Formalise partnerships with local organisations, sporting clubs, and First Nations groups to support co-design, stewardship, and activation of the parklands.

- Foster ongoing dialogue with business owners, market stallholders, and water sport stakeholders.
- 3. Prioritise Accessibility and Inclusivity**
- Design all infrastructure and amenities to be accessible for people of all ages and abilities, including clear wayfinding, accessible toilets, and inclusive play spaces.
- Provide safe pedestrian crossings, improved parking, and enhanced public transport links.
- 4. Enhance Environmental Outcomes**
- Integrate water-sensitive urban design, native planting, and wetland restoration into the master plan.
- Implement ongoing monitoring and maintenance to support ecological health and water quality.
- 5. Address Practical Concerns**
- Develop clear strategies for parking, traffic management, stormwater, and safety, with transparent communication about how these issues will be resolved.
- Provide adequate lighting, CCTV, and sightlines to promote safety and security.
- 6. Celebrate Local Identity**
- Incorporate local art, storytelling, and cultural features into the parklands.
- Provide opportunities for community-led events and activities that reflect Warrawong's unique character.
- 7. Plan for Long-Term Management**
- Establish clear governance and maintenance structures, with opportunities for local involvement in ongoing care and activation of the parklands.
- Clearly define management responsibilities between council, state, and community stakeholders.

By adopting these recommendations, DPHI can strengthen their submission response to deliver a Warrawong master plan that reflects community aspirations and creates an inclusive and celebrated public space for the people of Warrawong and many more who come to the Warrawong Parklands.

Appendix A

Warrawong Plaza Event Summary

Memorandum

Internal use only

5 November 2025

To	Ben Chaplin & Anthony Petre		
From	Carla Pignatelli	Tel	+61 2 92397193
Subject	Event summary – Warrawong Plaza engagement session	Project no.	12650347

1. Overview – Warrawong Plaza Engagement Session

Date and Time:

Saturday 27th September 2025

10:00 am – 12:00 pm

Location:

Warrawong Plaza, Corner of King and Cowper Streets, Warrawong

The session was held on a Saturday morning to align with a busy period when many community members are out shopping or spending time in the area. Warrawong Plaza is a central and accessible location, close to the Warrawong Parklands, making it ideal for engaging with local residents who are most likely to be impacted by or interested in the Warrawong Parklands Masterplan. The timing and location were chosen to maximise visibility and participation from the community.

2. Purpose

The engagement session aimed to gather feedback from the local community on the Warrawong Parklands Masterplan. Attendees were invited to participate in an interactive activity titled “I love, I wish, I wonder”, which encouraged them to share their thoughts, aspirations, and ideas for the future of the parklands. The session also served to raise awareness about the masterplan, gauging whether community members had previously heard of it, and to provide accessible information to community members to help them understand the objectives of the plan and potential impact. The event fostered meaningful conversations and ensured the community’s voice was considered in the planning process.

3. Number of attendees

At the Warrawong Plaza engagement session on 27th September 2025, there were **120 attendees**.

4. Feedback received

The following table summarises community feedback shared by attendees during the “I love, I wish, I wonder” interactive activity. These insights provide valuable perspectives on community priorities and aspirations for the Warrawong Parklands Masterplan.

Table 1 Interactive activity feedback – ‘I love, I wish, & I wonder’

I love...	I wish...	I wonder...
<ul style="list-style-type: none"> - ...the view of the lake when I drive on King Street - ...the idea of staging - ...that something is finally happening - ...the skate park - ...walking areas - ...the masterplan - ...that this parkland is accessible for all - ...that we're going to use the lake - ...outdoor fitness zones - ...accessibility across the wetlands - ...to ride bikes on the path with my family - ...all the boardwalks - ...taking photos of the sunset over the lake - ...the commercial area is for hospitality - ...there will be restaurants - ...idea of cafes and restaurants 	<ul style="list-style-type: none"> - ...the pedestrian crossing was improved - ...dog poo bag dispensers and bins - ...flooding issues to be fixed (stop the smell) - ...bike paths were linked to Port Kembla train station - ...not too many cafes - ...Warrarong has a free bus service like Wollongong - ...there was a basketball court - ...there was better parking options for the markets - ...Howard Fowles Park re-do could be included - ...there was plenty of disabled parking - ...wetlands were cleaner - ...space for young adults to hang out - ...enclosed dog park - ...parking allocations - ...there would be some chairs to enjoy the view of the lake - ...aged care facilities to be included - ...there was no commercial development - ...reception space (weddings, large functions) - ...enclosed pool/swimming area - ...we could stay local and support the local economy - ...large trees for shade - ...the ground was kept for AFL - ...water stations along walking paths - ...this could be built soon so our family can use it in our lifetime - ...the boardwalk would be fixed - ...more bins - ...fireworks on Lake Illawarra - ...the water quality was fixed - ...for Warrarong to be put on the map - ...there was good access - ...more toilet facilities - ...we could use the water - ...our lake was a world-class foreshore - ...jet ski tour of the lake - ...more consultation with the water sport groups - ...stage 3 was happening sooner 	<ul style="list-style-type: none"> - ...if there's going to be enough parking - ...if motorbikes will damage the parkland - ...if I can go prawning again - ...if there is enough transport for when there are events - ...why can't we just build it! - ...what is the timeline for each stage - ...will the flooding issue be fixed (King Street & Northcliffe Drive) - ...if they will maintain the existing native vegetation - ...people can access the parkland by walking - ...if there could be connection between the park & steel works - ...is it still open after rainy days - ...will there be housing development - ...if there will be more bathrooms - ... if there will be fun courses and activities - ...will the boardwalk be wheelchair accessible - ...if there will be enough toilets - ...if there will be an older kids play space - ...will there be accessibility to the foreshore (water sports hub) - ...if there will be plenty of bins - ...if the cycle way could go all the way around the lake - ...if the roads will handle the traffic - ...if there will still be rubbish in the lake - ...if there will be enough lighting to walk at night - ...if there will historical wayfinding/education (photos, historical society) - ...what will happen to the homeless community that live nearby - ...who will take care of the parklands, will it be council, community members or both



The Warrawong engagement session showcased strong community interest and valuable insights into the future of the parklands. While challenges around accessibility, transport, and infrastructure remain, the positive feedback and active involvement from residents point towards a promising direction for the project. Ongoing collaboration between council, community members, and stakeholders will be essential in realising the Warrawong Masterplan that benefits everyone.

Regards

Carla Pignatelli
Service Line Leader – Engagement and Communication

Iona Morton
Engagement Consultant

Appendix B

Neighbourhoods Forum Event Summary

Memorandum

Internal use only

5 November 2025

To	Ben Chaplin & Anthony Petre		
From	Carla Pignatelli	Tel	+61 2 92397193
Subject	Event summary –Neighbourhood Forum engagement session	Project no.	12650347

1. Overview – Warrawong Information Session on – Area 7 Neighbourhood Forum

Date and Time:

Tuesday 30 September 2025
5:00 – 8:30 PM

Location:

Illawarra Yacht Club (1 Northcliffe Drive, Warrawong NSW 2052)

The Neighbourhood Forum meeting is being held at the Yacht Club to provide a convenient and accessible space for local residents to hear updates on the Warrawong Parklands Masterplan. The evening timing was chosen to allow community members to attend after work and other commitments, helping to maximise participation. Kaye Adams, a member of the project advisory group, has coordinated participants, many of whom attended the PAG presentation earlier in the year and are interested in hearing the latest updates and next steps during the exhibition period.

2. Purpose

The Neighbourhood Forum was held at the Yacht Club to present the draft Warrawong Parklands Masterplan and provide an opportunity for community feedback. Attendees listened to the presentation previously shared with the Project Advisory Group and were invited to share their thoughts on the plan. GHD presented to give an update on how things are progressing and what is coming up during the exhibition period. The session also helped raise awareness of the masterplan, ensuring participants had accessible information to understand the objectives and potential impacts. The event fostered meaningful conversations and ensured the perspectives of the neighbourhood forum participants were considered in the planning process.

3. Number of attendees

At the Neighbourhood Forum engagement session on 30th September 2025, there were **31 attendees**.

4. Feedback received

The following table summarises community feedback shared by attendees at the Neighbourhood Forums. These insights provide valuable perspectives on community priorities and aspirations for the Warrawong Parklands Masterplan.

Table 1 Feedback from the Neighbourhood Forum

Masterplan element	Feedback	Questions
Skatepark	<ul style="list-style-type: none"> - This will be the 3rd skatepark in the area, is it really necessary? - Support for skatepark given 1300 units - Events at Olympic skatepark would drive investment in a hotel - Skatepark will support the kids living in the new development area 	<ul style="list-style-type: none"> - What makes a skatepark Olympic standard? <ul style="list-style-type: none"> • Answer: Size and variety
Hotel	<ul style="list-style-type: none"> - Doesn't seem to be anything drawing in nighttime activity - SP3 zoning – don't miss an opportunity for hotel/serviced apartments - Max building height is 20 metres - Do not want office spaces - No caravan park in the plan 	<ul style="list-style-type: none"> -
Management	<ul style="list-style-type: none"> - Make sure local are involved in the management plan if its going to be GSP - Need to be clear communicating – state responsible for maintenance, not council - The opening of the lake has become a significant concern and priority for the CMP implementation group, as well as several local communities. - Locals are involved in the management and upkeep of the parklands. - Current state of the managed parklands isn't great 	<ul style="list-style-type: none"> - What's the management plan? - What will the management structure look like?
Parking/Traffic	<ul style="list-style-type: none"> - Everyone believe more is required - Traffic chaos when markets are on - TFNSW – need fast/express buses - RTA member is not confident we will get signalised crossings - Safe crossing on Northcliffe Drive needs to be a priority for kids - Consultants from the department have been consulting with council - 	<ul style="list-style-type: none"> - What TFNSW consultation has been done to determine feasibility for crossing options for pedestrians. - Has public transport updates been considered for the future area?
Water quality	<ul style="list-style-type: none"> - Stormwater management will be critical, especially with increased population and traffic - Existing stormwater systems doesn't do a good job - Fiona (client) explained that a Biodiversity Plan is in place and will be incorporated in the Masterplan. - The beach would turn into mud in a week – there is minimal circulation in the lake - Siltation has been a problem for many years. The water is getting shallower 	<ul style="list-style-type: none"> - How much has the lake depth changed in the past 10 years? ACTION

Masterplan element	Feedback	Questions
	<ul style="list-style-type: none"> - Suspicion about whether the area of the lake is appropriate for launching of water activities. - Issue of erosion at the lake Illawarra foreshore – key priority for council. Needs \$42 million in funding. - Wetlands has been an ineffective filter for stormwater – the silt is an issue, and the depth of the lake is an issue too. 	
General	<ul style="list-style-type: none"> - Not sure this brings out opportunity of the lake enough, great opportunity for tourism - Timeframe of the Masterplan: immediate development of the seawall, rest of the project is subject to business case. - Something for adults in the play spaces – ECP addresses this - Errors in the document (attention to detail) <ul style="list-style-type: none"> - rowing centre, park titles and Shellharbour connection - Needing justification for accommodation and commercial investment - Splash area for adults too not just kids - There is lots of BlueScope activation, therefore there will be lots of pedestrian movement. Is that in scope? - If water quality and traffic can be managed it will be great, but they are going to be hard challenges to resolve. - Vision for the lake and opportunities isn't clear 	<ul style="list-style-type: none"> - Are we doing enough to activate the water? - Is the timing of this announcement to soften community after approving the Warrawong Plaza site development? <ul style="list-style-type: none"> • Answer: Advised it's an election commitment - Is there political risk if change of government? – Could it be put on the back burner? - Would the park be a location for events? - What activities should be activated on the lake?

4.1 Additional comments

- Councillor Martin, part of the lake estuary management committee.
- Kind Street development is owned by Crown land & government. Need to know how many buildings and what kind is residential within land zoning.
-

5. Photos from the session



Appendix C

Stockland Shellharbour Event Summary

Memorandum

Internal use only

5 November 2025

To	Ben Chaplin & Anthony Petre		
From	Carla Pignatelli	Tel	+61 2 92397193
Subject	Event summary – Stockland Shellharbour engagement session	Project no.	12650347

1. Overview – Warrawong Plaza Engagement Session

Date and Time:

Thursday 2nd October 2025

5:30 PM – 7:30 PM

Location:

Stockland Shellharbour, 211 Lake Entrance Road, Shellharbour

The session was held on a Thursday to align with community movement during the evening. This time also coincides with ‘Thursday shopping night’, a weekday where shops stay open past usual business hours. Stockland Shellharbour is a central and accessible location, situated near key community amenities and transport links. Its proximity to the Warrawong Parklands and Shellharbour community members travelling to Warrawong makes it an ideal venue for engaging with local residents, community members or stakeholders who may be impacted by or interested in the Warrawong Parklands Masterplan. The timing and location were chosen to maximise visibility and participation from the community.

2. Purpose

The engagement session aimed to gather feedback from the local community on the Warrawong Parklands Masterplan. Attendees were invited to participate in an interactive activity titled “**I love, I wish, I wonder**”, which encouraged them to share their thoughts, aspirations, and ideas for the future of the parklands. The session also served to raise awareness about the masterplan, gauging whether community members had previously heard of it, and to provide accessible information to community members to help them understand the objectives of the plan and potential impact. The event fostered meaningful conversations and ensured the community’s voice was considered in the planning process.

3. Number of attendees

At the Warrawong Plaza engagement session on 2nd October 2025, there were **31 attendees**.

4. Feedback received

The following table summarises community feedback shared by attendees during the “I love, I wish, I wonder” interactive activity. These insights provide valuable perspectives on community priorities and aspirations for the Warrawong Parklands Masterplan.

Table 1 *Interactive activity feedback – ‘I love, I wish, & I wonder’*

I love...	I wish...	I wonder...
<ul style="list-style-type: none"> - ...riding for the blind and cycling on the paths 	<ul style="list-style-type: none"> - ...there was a dog park - ...better access to the water (lake is shallow) - ...increased water craft storage capacity - ...walkway straight to the Illawarra yacht club - ...a bike path all the way around the lake - ...electric bikes & boats activities - ...the water quality was better - ...rowing sprint lanes (500m) - ...need places for people to connect (of all ages) - ...there were more/improved assets for sailing - ...live music - ...this vision of the masterplan was clearer 	<ul style="list-style-type: none"> - ...if there will be safe places for people to gather at night - ...if this project will help people connect

4.1 Additional comments

- Is there go going to be commercial areas along Northcliffe drive? The walkway along the Parklands is 10km, this requires refreshments along the way.
- The parklands need to be inclusive across all ages/demographics.
- Can't see the rowing centre from the stormwater channel. Would prefer if the Masterplan boundary didn't include the rowing centre.
- There are three sport clubs at the rowing centre.
- Howard Fowles Park needs some attention – a dodgy area.
- The amenities at the Yacht club are not suitable for the sailors. The jetty is falling apart and wonder if the sailors could use the new jetty proposed at the rowing centre?
- Kids on the other side of King Street and Northcliffe Drive have nothing to do, the masterplan would provide opportunities for the children to utilise this space.
- Create better access along King Street.
- More development in the area means more stormwater. What is going to be done about it?
- Erosion issues along the sea wall
- Social gathering areas = not happening anymore
- “The Lake just needs to be closed”
- The lake shore is over vegetated, remove trees to just enjoy the view of the lake.
- “Just go out to the parklands and see what is actually going on!”

5. Photos from the session



The Warrawong engagement session showcased strong community interest and valuable insights into the future of the parklands. While challenges around accessibility, transport, and infrastructure remain, the positive feedback and active involvement from residents point towards a promising direction for the project. Ongoing collaboration between council, community members, and stakeholders will be essential in realising the Warrawong Masterplan that benefits everyone.

Regards

Carla Pignatelli
Service Line Leader – Engagement and
Communication

Iona Morton
Engagement Consultant

Appendix D

Warrawong Markets Event Summary

Memorandum

Internal use only

5 November 2025

To	Ben Chaplin & Anthony Petre		
From	Carla Pignatelli	Tel	+61 2 92397193
Subject	Event summary –Warrawong markets engagement session	Project no.	12650347

1. Overview – Warrawong Information Session – Warrawong Markets

Date and Time:

Saturday, 4 October 2025

8:00 am – 1:00 pm

Location:

Warrawong Markets, Corner of Northcliffe Dr and King St.

The session was held on a Saturday morning to align with a busy period when many community members are visiting the Warrawong Markets. The Warrawong Markets are located on Warrawong Parklands, making it ideal for engaging with residents who are most likely to be impacted by or interested in the Warrawong Parklands Masterplan. The Warrawong Markets attract a significant number of stall holders and visitors and are an asset which would continue to operate within the new proposed parklands. The timing and location were chosen to maximise visibility and participation from the community.

2. Purpose

The engagement session aimed to gather feedback from the local community on the Warrawong Parklands Masterplan. Attendees were invited to participate in an interactive activity titled “I love, I wish, I wonder”, which encouraged them to share their thoughts, aspirations, and ideas for the future of the parklands. The session also served to raise awareness about the masterplan, gauging whether community members had previously heard of it, and to provide accessible information to community members to help them understand the objectives of the plan and potential impact. The event fostered meaningful conversations and ensured the community’s voice was considered in the planning process.

3. Number of attendees

At the Warrawong Markets engagement session on 4 October 2025, there were 324 attendees.

4. Feedback received

The following table summarises community feedback shared by attendees during the “I love, I wish, I wonder” interactive activity. These insights provide valuable perspectives on community priorities and aspirations for the Warrawong Parklands Masterplan.

Table 1 Feedback from Warrawong Markets

I Love	I Wish	I Wonder
<ul style="list-style-type: none"> - ... the skate park - ... that restaurants will bring in tourists - ... places to sit and enjoy - ...fishing off the wharf - ...its about time - ...prawning - ...good to see 	<ul style="list-style-type: none"> - ...there will be plenty of water stations - ...there will be plenty of toilets - ... there will be lots of bins with dog bags - ...First Nations people could be involved as rangers & educators (train youth to be custodians) - ...the water quality could be improved - ... the fitness areas would have shade - ... there would be a steel boat for people to play - ... water access for the rowing club was considered in the masterplan - ... there were some safe rails near the water and wharf - ... there was affordable tourism accommodation - ...a section for dogs could be fenced in - ... there were better public transport links - ... an Olympic swimming pool could be added rather than a skate park - ... there was a pump track near the skate park - ... there was safety signage regarding e-bikes - ... there were family areas - ... there were no motorboats - ...the boardwalk would be fixed - ...the assets could be maintained by local businesses - ...we could do it now - ...there were more tourist opportunities for water sports - ...the waterplay area was bigger - ...the public could access the boat ramps - ...there was more parking - ...there were security cameras and lighting - ...there was greater awareness of current tenants in the Illawarra Rowing centre 	<ul style="list-style-type: none"> - ...if people will still bypass Warrawong - ... if there will be signage for tourists and events - ... if this would lead to an upmarket change to the markets - ...why aren't we investing in fixing Windang - ...there were family BBQ areas - ...if there will be impacts caused on Windang foreshore - ...if there will be enough parking - ...why the AFL clubhouse isn't in the picture - ...if Windang was considered - ...if there will be a place to park the boat to access restaurants - ...if this project will attract tourism - ...if stormwater will be managed - ...if the markets are staying - ...how access for event infrastructure will work

I Love	I Wish	I Wonder
	<ul style="list-style-type: none"> - ...there was a recreational only fishing section from Pymble Pt to across the Yacht Club - ...there was lots of shade - ...there was a fishing boat hire opportunity - ...there were plenty of coffee shops and food trucks - ...the design was more focused on the environment - ...there was an underground walkway/better pedestrian access from shops - ... there was a 50km zone within 500m of the Warrawong shopping centre - ...there was a wave in the skate park 	

4.1 Additional comments

- A journalist from the Illawarra Flame attended. The journalist inserted themselves into a discussion the DPHI team were having with water sports stakeholders, who were also attendance.
- Members of local kayaking, outriggering, and canoeing groups attended the session. These attendees felt as if they were excluded from consultation, and believed the masterplan excluded their access to Lake Illawarra, and existing facilities. The team will arrange to meet with these stakeholders at their facilities.

5. Photos from the session





The Warrawong engagement session showcased strong community interest and valuable insights into the future of the parklands. While challenges around accessibility, transport, and infrastructure remain, the positive feedback and active involvement from residents point towards a promising direction for the project. Attendees expressed a sense of pride in the proposed parklands, with consistent support for an improved Warrawong Parklands. From this session, community organisations including the Illawarra Dragon Boat Club and Illawarra Canoe Club have been identified for further consultation.

Regards

Carla Pignatelli
Service Line Leader – Engagement and
Communication

Matthew Vukovic
Engagement Consultant

Appendix E

Community Submissions

Appendix F

Post-Campaign Report

Department of Planning, Housing and Infrastructure

Post-Campaign Report Warrawong Parklands Master Plan

22 October 2025



Campaign overview

16 September – 15 October 2025

Strategic Priority	Project goal	Marketing objective (KPIs)	Cost breakdown	Target audience
<p>Ensure the sustainable use of natural resources and protect the environment by actively managing public land and property, and reducing climate risks.</p>	<p>Ensure the local community is well-informed about the proposed vision for Warrawong Parklands and give them an opportunity to provide feedback to help shape the final master plan.</p>	<p>Public awareness Feedback Engagement session attendees</p>	<p>Print: \$2,536 Social Media: \$4,000 Media fees: \$321.78 Total spend: \$6,857.78</p>	<p>People aged 18-65+ living 7km surrounding the Warrawong area.</p>

Performance summary



19,097

website views

15,079

unique website users

Top performing channel

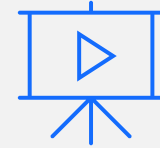
12,405

views from Meta



85.6%

of website users on mobile



475

Engagement session attendees



248

submissions to the planning portal

Website traffic



Channel breakdown – Social

Total cost Meta: \$3,999.77

Social Media (Meta)

Impressions: 658,219

Reach: 127,617

Cost per 1000 impressions (CPM): \$6.08

Clicks: 14,827

Click through rate (CTR): 2.25%

Cost per click (CPC): 0.27%

- Ad 1 Have your say post was the best performing with 10,517 clicks and CPC of \$0.19 from 301,735 impressions.
- Ad 3 reminder post received similar amount of impressions (278,723) at a much higher CPC of \$0.49

Ad 1: Have your say



Ad 2: engagement sessions



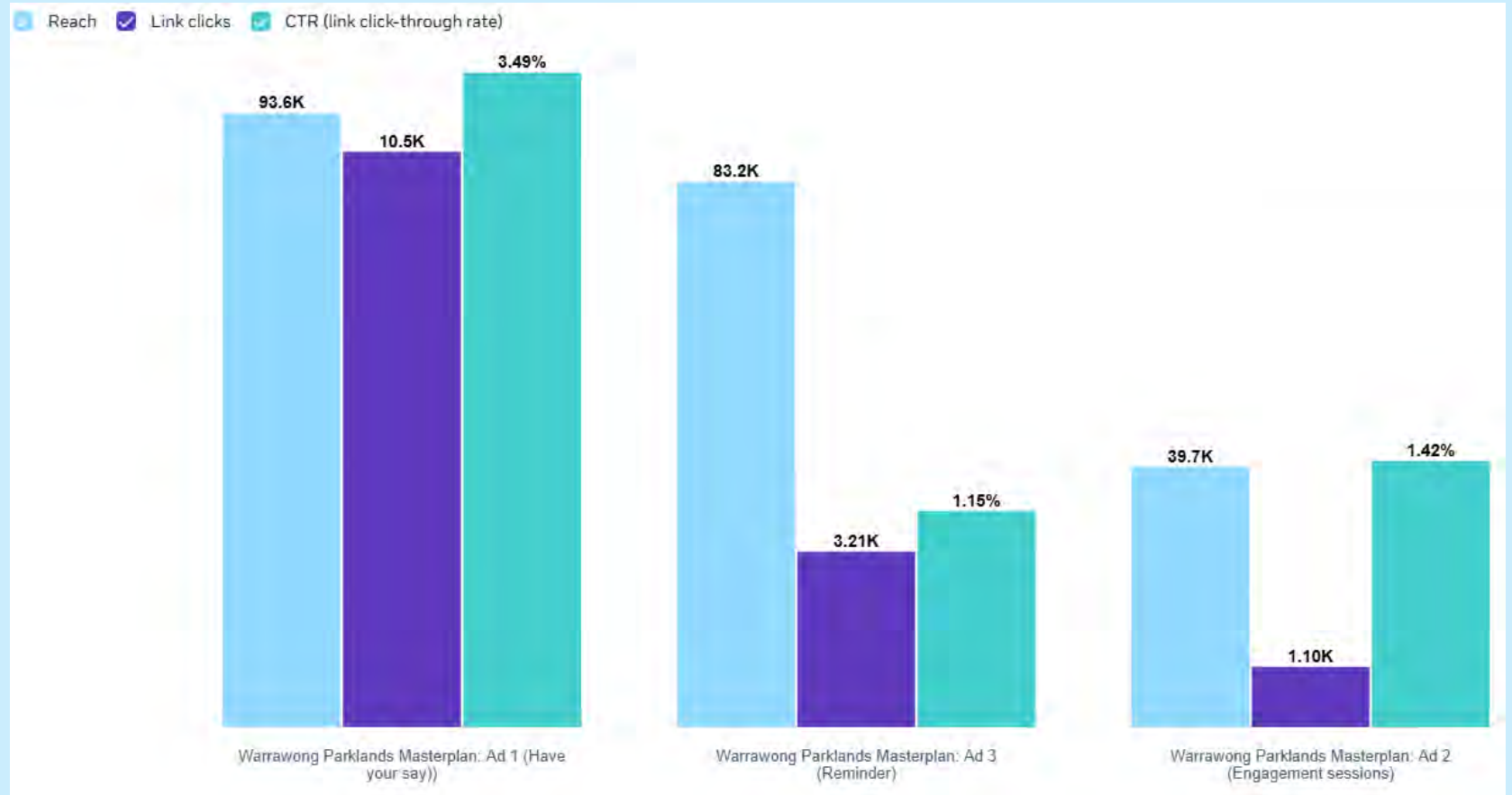
Ad 3: Reminder



Channel breakdown – Social

Engagement was highest among the 65+ audience and steadily declined with each younger age group, with the 18–24 group showing the lowest engagement.

There were 51% males engaging with our posts and 49% women.



Key insights

Print and social media in Warrawong delivered strong reach, engagement, and interest.

Meta drove 65% of total website views, making it our top-performing channel.

Early creative performed best, showing strong initial interest; CTRs declined once audiences were informed.

Frequency from Meta was 5, meaning people on average viewed an ad Meta frequency: 5 (target ~3) — suggests we could have reallocated budget or expanded targeting.

827 clicks through to the Planning Portal.

‘What We Heard’ report: most downloaded item (294) downloads).

537 people filled in the form to receive project updates.



Thank you

