

Community Engagement Outcomes Report

Proposed parking changes for Willoughby Leisure Centre precinct

28 July – 25 August 2026

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Executive summary

This report outlines the outcomes of community engagement undertaken for the proposed parking and traffic management changes within the Willoughby Leisure Centre precinct between 28 July and 25 August 2026.

With the new Willoughby Leisure Centre (WLC) nearing completion, increased patronage is expected to place additional demand on parking and traffic in the surrounding area, particularly during the netball season when sporting activities coincide with peak Leisure Centre use. To proactively manage these impacts, Council developed a Parking and Traffic Management Plan and undertook community engagement to better understand local parking and traffic issues, assess the potential impacts of the proposed measures, and gather feedback from residents, businesses, stakeholders and facility users.

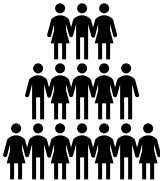
Community feedback was gathered through a range of engagement channels, including an online survey on the Have Your Say Willoughby platform, stakeholder meetings and onsite drop-in sessions. The engagement was promoted through signage, community notifications, targeted communications and letterbox drops to nearby residents and businesses.

Feedback received indicated that support for the proposed changes was generally strongest among nearby residents and respondents seeking improved parking management, parking turnover and protection of residential amenity.

The majority of concerns were raised by the Northern Suburb Netball Association, netball participants, volunteers, officials and baseball representatives, who expressed concerns regarding the proposed parking time limits, WLC member-only parking arrangements and the availability of suitable long-stay parking during sporting activities.

These concerns have informed a number of refinements to the proposed Parking and Traffic Management Plan, which are outlined in this report.

Key outcomes

 Total unique responses	457	
 Responses received	Have Your Say submissions/ Feedback form completed	309 (Including 8 uploaded submissions)
	By emails/letters	148

 Feedback received	• Level of support: Approximately 10% of submissions expressed support for the proposed changes, while approximately 90% opposed or raised concerns regarding one or more elements of the draft Parking and Traffic Management Plan. • Key themes from supporters: Support was generally received from nearby residents and respondents seeking stronger parking management measures. Common themes included improved parking turnover, better management of parking demand, prioritisation of precinct users, and reduced parking impacts on surrounding residential streets. • Key themes from those opposed: The majority of concerns were raised by the Northern Suburbs Netball Association, netball participants, volunteers, officials, baseball representatives and some Willoughby Leisure Centre users. Common concerns included the proposed member-only parking arrangements, parking time limits not aligning with sporting and recreational activities, and reduced parking availability for participants, volunteers and visitors
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Background

The Parking and Traffic Management Plan was developed to address existing and future parking and traffic issues within the study area and identify opportunities to improve traffic circulation, manage parking demand, reduce parking impacts on surrounding streets, enhance pedestrian safety, and improve access and connectivity throughout the precinct. Community engagement was undertaken between 28 July and 25 August 2026 to inform stakeholders of the draft Plan, gather feedback on the proposed changes, and ensure community views were considered in the development of the final recommendations. The engagement process comprised project notification, public consultation, and review and analysis of the feedback received.

The community engagement covered six locations within the study area:

1. Willoughby Leisure Centre upper and lower car parks
2. Small Street grassed car park
3. Flat Rock Reserve car park
4. Pendey Street
5. Artarmon Road
6. Small Street.

Feedback was sought on the proposed parking restrictions and their potential impacts on parking availability, accessibility and local traffic conditions.

The proposed changes were:

- Introducing member-only and 2-hour restricted parking within the Willoughby Leisure Centre upper car park and the grassed car park on Small Street.
- Introducing 3-hour time restrictions at Flat Rock Reserve car park and the lower Willoughby Leisure Centre car park.
- Introducing 4P time-restricted parking on Artarmon Road.
- Modifying parking restrictions on Small Street to better manage demand during peak periods.
- Changing the existing 2-minute pick-up/drop-off area on Pendey Street from 'No Parking' to 'No Stopping' to improve traffic flow and safety.

Willoughby Leisure Centre – Parking Overview

Zone Overview



ZONE SUMMARY

● No Entry – Resident Only <i>Salisbury Rd area — no through access on Friday, Saturday and Sunday. Condition was put in place in March</i>	Fri, Sat & Sun
● Proposed 4P Parking <i>Artampan Rd — new 4-hour limit proposed</i>	Mon – Sun
● No Parking Peak Hour <i>Small St western section — peak hour restriction</i>	Peak hours
● No Parking → No Stopping <i>Marlborough Rd / Flat Rock Dr — restriction upgrade</i>	Change
● WLC Member Parking Only – 2 Hours Limit <i>Leisure Centre lots — WLC members only</i>	Members
● Pick-Up and Drop-Off <i>WLC frontage — kiss-and-ride zone</i>	All users
● All User Car Park – 3 Hour Limit <i>Bicentennial Reserve — open to all users</i>	All users
● Overflow/Permit Parking– 3 Hour Limit <i>Flat Rock Reserve — permit holders during netball season</i>	Fri – Sun

Green = Resident restriction | Orange = No parking | Yellow = Restriction change | Blue = Members | Pink = All users / Drop-off | Red = Permit only

Figure 1 – Proposed traffic and parking changes

Community engagement approach

A combination of face-to-face and digital engagement methods was used to maximise participation and provide opportunities for stakeholders to provide feedback. Face-to-face engagement included community drop-in sessions and stakeholder discussions, while digital engagement was facilitated through Council's engagement platform, an online survey and written submissions. The engagement was promoted through Council's website, Have Your Say page, onsite signage, email notifications, social media channels and other project communications to encourage community awareness and participation.

How we gathered feedback

Have Your Say Willoughby project page	• Visitors to the page:1,779 • Visits: 2,635
Meeting with residents	• 1 onsite meeting with local residents
Meeting with sports groups	• 1 meeting pre-consultation with executives from netball and baseball groups • 1 stakeholder meeting post-consultation with Northern Suburbs Netball Association
Information Drop-in Session	• 2 drop-in sessions onsite

How we promoted the engagement

Social Media	• Social Media promotion (30 July to 18 August 2026): Two Facebook and Instagram posts were published during the engagement period
Onsite signage	• 9 signs
eNewsletters	• 1 Councillor Weekly News
Letters to residents and business	• 1228 letters
Emails to Advisory Committees	• Access & Inclusion Advisory Committee • Active & Integrated Transport Advisory Committee • Bushland & Natural Heritage Advisory Committee • Sustainability Advisory Committee
Emails to local schools	• Willoughby Public School • Willoughby Girls High School

Emails to Sports Association and clubs	• Northern Suburbs Netball Associations • Northbridge Football Club • North Sydney Junior Baseball Club • North Sydney Baseball Club
Emails to Progress Associations	• Federation of Willoughby Progress Associations • Willoughby South Progress Association

Table 1 – Communication methods

Who we heard from

Survey responses were received from both residents within the Willoughby Local Government Area (LGA) and visitors from neighbouring local government areas. This reflects the regional role of the Willoughby Leisure Centre precinct, which is used by local residents as well as Willoughby Leisure Centre patrons, netball and baseball participants, sporting officials, volunteers and visitors from across the wider region.

In addition to responses received online through Have Your Say, Council also received 148 email submissions from stakeholders and community members. As these submissions were received outside the survey platform, respondents were not required to complete the demographic and participation questions included in the survey.

A total of 274 online respondents identified their suburb of residence. The tables below provide a breakdown of respondents from within the Willoughby LGA and from areas outside the LGA.

Suburb	Count
Willoughby	101
Naremburn	26
Artarmon	9
Chatswood	9
Lane Cove North	9
Northbridge	8
North Willoughby	6
Castlecrag	3
Middle Cove	3
Willoughby East	3
Chatswood West	2
Castle Cove	2
East Willoughby	1
Total	189

Table 2 – Participation within Willoughby LGA breakdown

Suburb	Count
Mosman	12
Lane Cove	10
Greenwich	10
Crows Nest	5
Wollstonecraft	4
Cremorne	4
Sydney	4
Roseville	4
Balmain	3
Others	30
Total	85

Table 3 – Participation outside Willoughby LGA (top suburbs)

To better understand how respondents use the precinct, online survey participants were asked about their primary purpose for visiting the area. All those respondents who did not identify as residents were asked an additional question about how frequently they visit the precinct. The charts below summarise responses from those who completed these questions and provided context on the types of users represented throughout the engagement process.

Figure 1 – Purpose of visit to the precinct

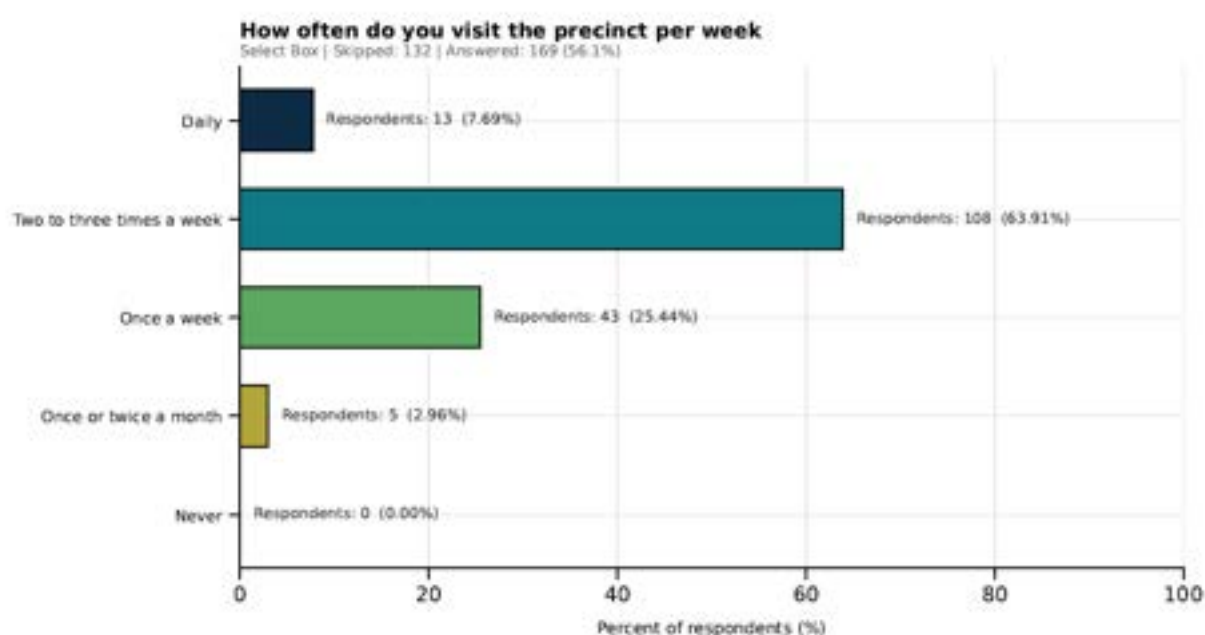


Figure 2 – How often do you visit the precinct per week

Representation of email feedback

More than 80% of email submissions received were from the Northern Suburbs Netball Association (NSNA) community, including players, parents, coaches, officials and volunteers. This included 112 almost identical email submissions supporting a common position in relation to the proposed parking arrangements.

While all submissions have been considered, it is important to note that some issues and concerns were raised multiple times by the members of the Northern Suburbs Netball Association community, across different engagement channels, including survey responses, emails, stakeholder meetings and written submissions. This has been considered when identifying and analysing the key themes presented in this report.

Findings and recommendations

The Have Your Say online survey sought feedback on the key elements of the proposed Parking and Traffic Management Plan. Respondents were invited to provide comments on:

1. Do you have a comment about changes to time restricted parking ie two-hour parking (2P), four-hour parking (4P) etc?
2. Do you have a comment about changes to enforcement days and times ie Mon - Fri 8am - 8pm, Sat 4.30pm - 8.00pm etc?
3. Do you have any other comments?
 1. Respondents were asked to comment on proposed parking time restrictions, including 2P, 3P and 4P parking controls, to understand whether the proposed parking durations aligned with the operational needs of residents, Willoughby Leisure Centre users, netball participants, baseball participants, volunteers, officials and other visitors to the precinct.
 2. Respondents were also asked to comment on the proposed days and times of operation for the parking restrictions. This question sought to determine whether the proposed restrictions appropriately targeted periods of peak parking demand, particularly during the netball season, while minimising unnecessary impacts on residents and users during lower demand periods.
 3. A third open-ended question invited respondents to provide any additional comments. This question was intended to identify issues that may not have been captured by the proposed parking restrictions, including traffic management, pick-up and drop-off arrangements, pedestrian safety, enforcement, parking displacement and other operational concerns within the precinct.

We analysed the responses received to these questions, to provide the following insights:

Key findings

- Parking access for sporting activities was the most frequently raised issue, particularly the impact of proposed restrictions on players, volunteers, coaches and officials.
- Proposed parking time limits were considered too restrictive by many respondents, with concerns that they did not reflect the duration of sporting and leisure activities.
- Parking displacement into surrounding streets was a common concern among residents, along with requests for improved parking enforcement.
- Support for managing peak parking demand was expressed by some respondents, particularly to improve parking turnover, prioritise precinct users and reduce impacts on nearby residential streets.
- Seasonal implementation of parking controls was widely supported, with many stakeholders preferring measures targeted to peak netball season rather than year-round restrictions.
- Clear communication and ongoing monitoring were identified as important to ensure the community understands the new arrangements and to enable Council to respond to any unforeseen impacts following implementation.

Further detail on the issues raised and Council's responses are provided in the table below.

Location	Stakeholder group	Key issues raised (ordered by frequency)	Council Proposed refinements to Traffic and Parking Management Plan
Willoughby Leisure Centre Upper Car Park	Netball community	1. Opposition to member-only parking. 2. Opposition to 2P restrictions. 3. Volunteers, coaches, umpires and convenors require long-stay parking. 4. Restrictions will reduce participation in sport. 5. Additional parking should be provided instead.	In response to community feedback, Council proposes to revise the Upper Car Park restrictions to 3P parking for Willoughby Leisure Centre users only between 1 March and 30 September, providing greater flexibility for longer visits while maintaining parking turnover during peak demand periods.
Willoughby Leisure Centre Upper Car Park	WLC users	1. Two hours is insufficient. 2. Members combine classes, gym, swim, spa and café visits. 3. Requests for 3P to 4P parking. 4. Support for prioritising WLC users. 5. Clarification needed regarding membership eligibility.	Council acknowledges feedback that the originally proposed 2-hour parking limit may not adequately accommodate Leisure Centre users undertaking multiple activities. Council therefore proposes to provide 3P parking for Willoughby Leisure Centre users between 1 March and 30 September, supporting longer visits while maintaining priority access and parking turnover.
Willoughby Leisure Centre Upper Car Park	Local residents	1. Parking displacement into nearby streets. 2. Concern redevelopment did not provide sufficient parking.	To minimise impacts on surrounding residential streets, Council proposes to increase parking enforcement within the area. The proposed time restrictions are intended to improve parking turnover and reduce parking and traffic pressures associated with peak precinct activity.
Willoughby Leisure	Netball community	1. 3P incompatible with competition schedules. 2. Families often attend multiple games.	Council acknowledges concerns that the originally proposed 3-hour parking restriction may not adequately accommodate netball competitions and volunteer activities. In response to

Centre Lower Car Park		3. Officials, coaches and volunteers remain onsite all day.	community feedback, Council proposes that the Lower Car Park operate as 4P parking between 8:00am and 6:00pm from 1 March to 30 September. Council also proposes to provide four dedicated parking spaces for netball officials adjacent to the ramp connecting the Upper and Lower Car Parks near Netball Court 3 to support competition operations.
		4. Restrictions increase congestion rather than reduce it.	
Willoughby Leisure Centre Lower Car Park	Baseball community	1. Baseball games require 4-5 hours.	Council acknowledges that parking demand varies throughout the year and that many sporting activities may exceed three hours. Council therefore proposes that the Lower Car Park operate as 4P parking between 8:00am and 6:00pm from 1 March to 30 September only. The restrictions are not proposed to operate year-round, recognising the seasonal nature of demand within the precinct.
		2. Netball and baseball seasons do not overlap.	
		3. Winter parking controls should not apply year-round.	
		4. Restrictions may reduce participation.	
Grassed Car Park (Small Street)	Netball community	1. Loss of critical overflow parking.	Council acknowledges the importance of the grassed car park as an overflow parking area during the netball season. The grassed car park is proposed to continue operating between 1 March and 30 September and would be managed by event traffic management officers during peak periods. The area would operate under the same parking arrangements as the Upper Car Park.
		2. Opposition to member-only allocation.	
		3. Parking displacement into surrounding streets.	
		4. Existing parking already insufficient.	
Flat Rock Reserve Car Park	Netball community	1. Distance from courts unsuitable for volunteers.	Council proposes that the Flat Rock Reserve Car Park remain as 3P parking, with permit holders exempt from the time restriction. Permits would be issued to sporting associations for distribution to eligible officials and volunteers requiring longer-stay parking.
		2. 3P too short.	
		3. Need designated volunteer parking.	
Flat Rock	Baseball	1. 3P insufficient for baseball games.	Council proposes that the 3P restrictions at Flat Rock Reserve

Reserve Car Park	community	2. Seasonal restrictions preferred.	operate between 1 March and 30 September only, reflecting peak winter sporting demand. The restrictions would not apply year-round.
		3. Risk of displacement into surrounding streets.	
Flat Rock Reserve Car Park	Reserve users / other visitors	1. Reduced access to reserve and bushwalking trails.	The proposed arrangement is not intended to create permit-only parking. Permits would provide an exemption from the time restriction, with the car park remaining available for use by the broader community.
		2. Opposition to permit-only parking.	
		3. Weekend recreation access affected.	
Artarmon Road	Local residents	1. Strong opposition to 4P restrictions.	In response to community feedback, Council proposes to amend the restrictions on Artarmon Road to 4P parking with permit holders exempt, operating on Fridays, Saturdays and Sundays between 8:00am and 6:00pm from 1 March to 30 September.
		2. Residents rely on unrestricted parking.	
		3. Visitors require access to parking.	
		4. Requests for resident permits.	
		5. Restriction viewed as unnecessary.	
		6. Requests to wait until WLC reopens before making changes.	
Small Street, Salisbury Lane and Marlborough Road	Local residents	1. Permit parking requests.	Council proposes to increase parking enforcement within the area and continue to monitor parking and traffic conditions following implementation of the Parking and Traffic Management Plan.
		2. Existing controls not enforced.	
		3. Parking displacement concerns.	
		4. Difficulty parking near homes.	
		5. Requests for greater ranger presence.	
Garland Road, Gaza Road, High Street, Tulloh Street and surrounding streets	Local residents	1. Parking displacement.	Council proposes to monitor parking and traffic conditions following the opening of the Willoughby Leisure Centre and consider further changes were warranted by observed conditions and community feedback.
		2. Blocked driveways.	
		3. Requests for resident-only parking.	
		4. Netball-related congestion.	
Pendey Street	Netball community /	1. Confusion regarding No Parking vs No Stopping.	Council proposes to undertake targeted communication and education activities to improve community understanding of the

	local residents	2. Concern drop-offs will become more difficult.	proposed pick-up and drop-off area, including how the restrictions operate and their intended purpose.
		3. Requests for clarification of operation times.	

Table 4 – Key Findings and proposed refinements

Next Steps

Following the engagement process, Council has reviewed the feedback received and refined the proposed Parking and Traffic Management Plan. Key suggested changes include:

- Extending parking time limits in key locations,
- Introducing seasonal operation of parking restrictions during the winter sports season (1 March to 30 September),
- Providing permit exemptions for eligible sporting officials and volunteers,
- Revising restrictions on Artarmon Road to better target peak demand periods,
- Providing dedicated parking spaces for netball officials,
- Increasing parking enforcement and monitoring within surrounding residential streets.

The full amended Parking and Traffic Management Plan is available in the accompanying Council report.

The amended Parking and Traffic Management Plan will be reported to Council for consideration and adoption. Subject to Council's decision, the approved measures will be implemented, including updates to signage and line marking throughout the precinct.

Council will continue to monitor parking and traffic conditions following implementation and undertake parking occupancy surveys after the opening of the Willoughby Leisure Centre to assess the effectiveness of the measures. This reflects a staged approach to implementation, recognising that further refinements may be required as parking demand patterns become better understood once the facility is operational.

A number of submissions requested consideration of a multi-level car park within the precinct. Council notes that a multi-level parking structure is not currently considered commercially viable due to site constraints associated with the former landfill conditions beneath portions of the site.

Council is also continuing discussions with sporting stakeholders regarding opportunities to spread demand across the week, including the potential to schedule additional games and activities on alternative evenings where appropriate. During peak periods, parking attendants and event traffic management officers will continue to assist with traffic circulation, parking operations and safe access throughout the precinct.

To keep the community informed, the Community Engagement Outcomes Report and Council report will be published on the Have Your Say project page. Stakeholders and community members who participated in the engagement process will also be notified of Council's decision and any next steps for implementation. Following Council's decision, an email will be sent to submitters to close the feedback loop, summarising the engagement outcomes, Council's response to the key issues raised, and the final adopted approach.
