Community Engagement Outcomes Report

Artarmon Bowling Clubhouse - telling its stories

March – April 2026



This report describes engagement outcomes for *Artarmon Bowling Clubhouse - telling its stories* which took place between 13 March 2026 and 13 April 2026.

Background

Originally built in 1957, the site served for decades as a vibrant hub of post-war social life. Following Council's acquisition of the site in 2016 and its subsequent local heritage listing, the building underwent an adaptive reuse refurbishment. As part of the refurbishment process, a Heritage Interpretation Strategy was commissioned to comprehensively research the site's stories and suggest ways of displaying them within the building and surrounding parklands.

The strategy proposed:

1. Heritage interpretation for the area to include interpretation of Aboriginal Heritage and to be planned in consultation with Aboriginal stakeholders.
2. Main story themes for display to be the social and recreational significance of Artarmon Bowling Club
3. A range of onsite interpretation and display options

This engagement sought community feedback on the proposed story themes and preferred display methods for communicating the cultural and recreational history and significance of the former Artarmon Bowling Club.

How did we engage

All the information about the project was included in a Have Your Say page, including the Heritage Interpretation Strategy document, key dates, feedback form and two interactive 'social media' like tools to share ideas and stories.

A range of engagement and promotion methods were used to ensure both local residents and key stakeholders were informed and had the opportunity to participate.

In order to show the community indicative ways to present the story themes, three examples of 'interpretive panels' suggested in the Heritage Interpretation Strategy were designed and installed on site for the period of engagement.

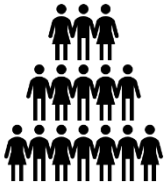
- Timeline of the history of the clubhouse
- Women in bowls – to illustrate the important role local women had in the building of the club as a community hub
- Large panel to showcase the three pivotal phases in the Clubhouse's history.

Drop-ins were held on Saturday 21 and 28 March 2026 from 10am to 1pm.

The project was advertised through social media, signs on site with a QR code to the Have Your Say page and inclusion in the fortnightly community engagement newsletter.

Information sheets of the history displayed on the panels were also available on HYS and in hard copy at the drop-ins.

Key outcomes

 Total unique responses	7	
 Responses received	Have Your Say submissions/ surveys completed	7
	By emails/letters	0
Feedback summary	The majority of respondents agreed with Council's proposal for the main story themes. Feedback indicated support for colourful, creative and engaging display ideas, some of which should particularly appeal to children and young people.	

Engagement promotion and communication summary

Have Your Say Willoughby online engagement page (with online feedback form)	341 people visited the page 453 total visits to the page
Social Media	
Onsite panels and signs	3 x temporary interpretive panels and signs were installed in the grounds
Newsletters/EDMs/Stakeholder emails	Yes - 2 x enewsletter sent to ~8000 Have Your Say Willoughby participants
Advertisement	North Shore Living
Community drop-in sessions	• Saturday 21 March – including community opening event • Saturday 28 March

Date	Platform	Views	Reach
14/03/2026	Facebook	1,245	860
18/03/2026	Facebook	1,107	762
18/03/2026	Instagram	513	305
6/04/2026	Facebook	1,859	1,357
6/04/2026	Instagram	660	390

Who participated in the engagement

 Suburbs	Naremburn -3 Lane Cove North -1 Artarmon -1 Chatswood -1 Waverton -1
Relationship with Willoughby LGA	5 residents 2 visitors

Findings

A total of seven people provided feedback through the short online survey on Have Your Say Willoughby.

Six of those seven people were supportive of displaying stories about the social and recreational significance of the Artarmon Bowling Clubhouse.

The one that didn't support displaying the stories, stated that it was because there were already enough signs and they would prefer more creative or artistic ways of displaying the information.

There was essentially an even split between liking/not liking and being unsure about the indicative wall panels as a method of displaying the history of the clubhouse.

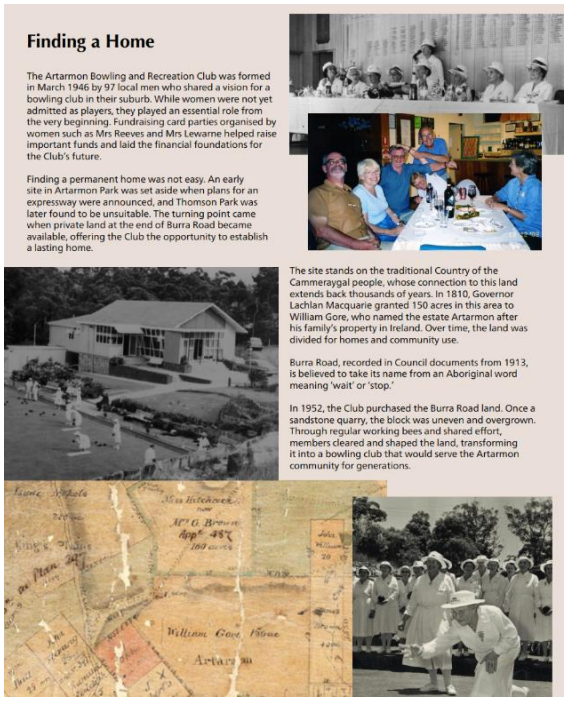
Next steps

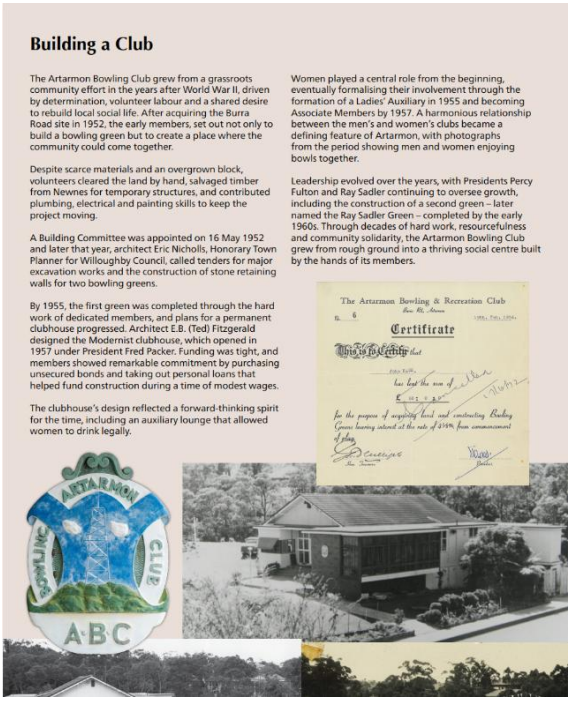
Consultation confirmed that themes identified in the Heritage Interpretation Strategy are broadly acceptable to the community (noting the small number of comments received). Feedback indicated interest in colourful, creative and artistic display ideas, some of which should particularly appeal to children and young people. Council will use this input where possible to inform interpretive design solutions to be constructed and installed in the next financial year, subject to available funding.

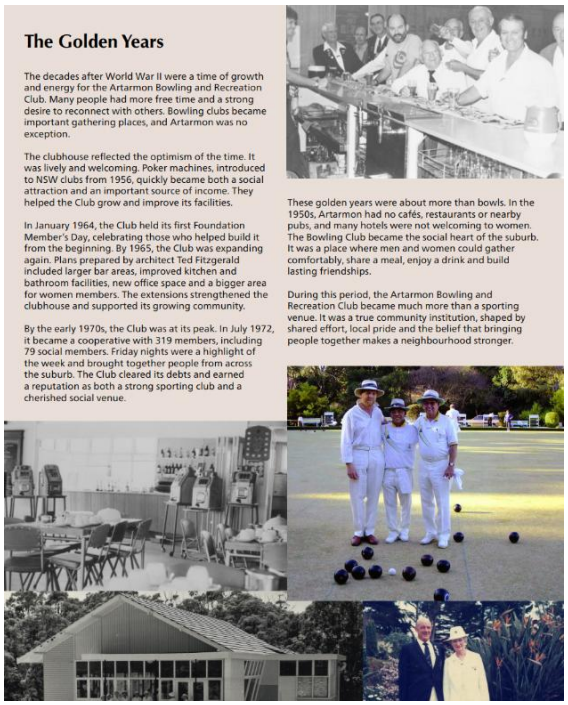
Engagement material

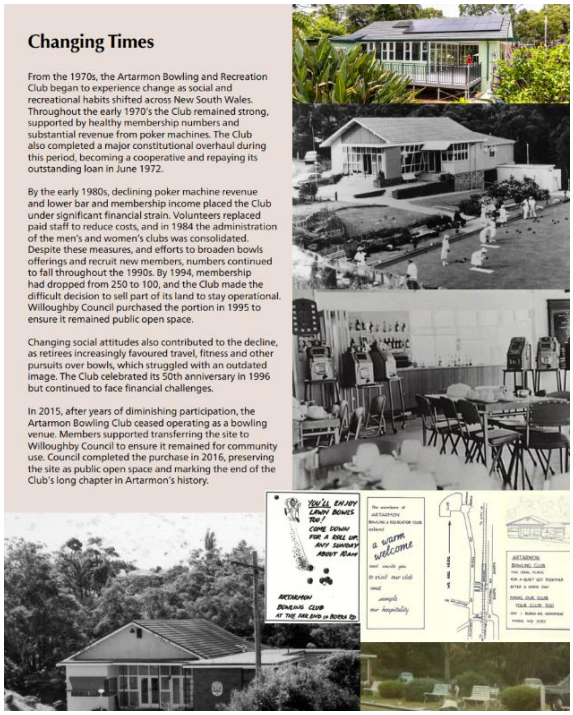
We sought feedback on the community's support for interpreting the heritage stories and how best to display them.

The mocked-up heritage panels below were installed in the playground and around the Clubhouse and described the colourful history of the Artarmon Bowling Club. They were used as engagement material to show the community examples of 'interpretive panels' – one method suggested in the Heritage Interpretation Strategy of displaying the social and recreational heritage of the site.

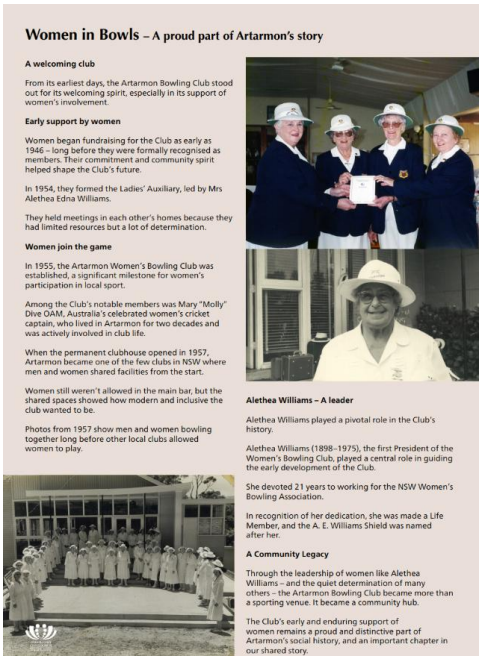














Photos from the drop-in on 28 March 2026, showing panel display and engagement stall





