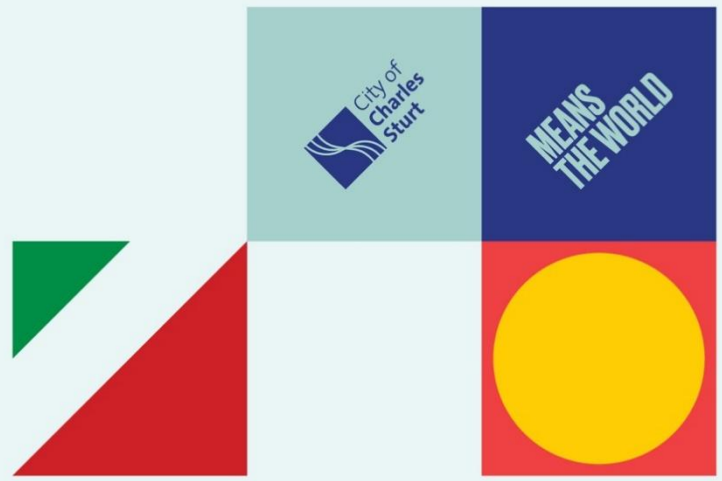




COMMUNITY ENGAGEMENT SUMMARY REPORT

Road Access and Greening
Sheppard Street and Manuel Street, HENDON

August 2026

Prepared By:

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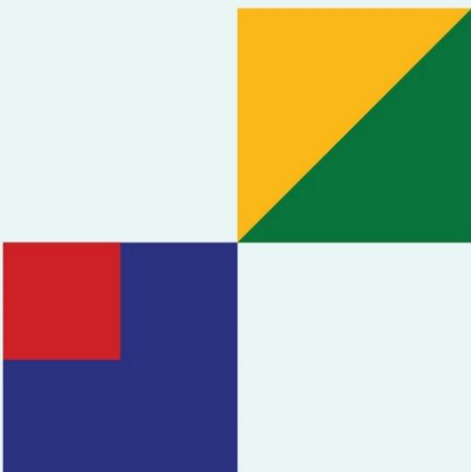
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1. EXECUTIVE SUMMARY

We engaged with the local community and broader public from 13 April 2026 to 3 May 2026 to gather feedback and understand community sentiment on three proposed options to create a greener space with improved pedestrian accessibility and safety at the intersection of Sheppard Street and Manuel Street in Hendon. This engagement was conducted in line with Part 3 of Council's Public Consultation Policy. The engagement level was 'consult'.

The objectives of this engagement were to:

- Raise community awareness about this project.
- Inform the community about the full scope of the project and present feasible options for their consideration.
- Seek feedback on the options presented.
- Understand any concerns or objections regarding the proposal.
- Identify overall community sentiment for the project.

The community engagement was promoted through online platforms and a mailout.

The community engagement survey attracted 25 online responses, providing insight into community views on creating more green space and improved pedestrian accessibility and safety in the area. The engagement results demonstrate strong community support for implementing treatment measures that enhance urban greening and improve pedestrian accessibility.

Analysis of the community engagement feedback is provided in Section 4 of this report.

2. BACKGROUND

This project was initiated in alignment with Council's Your Neighbourhood Plan for Albert Park and Hendon to support the broader vision and priorities identified for the local area. Findings from previous technical audits and resident surveys indicate there is strong community support for enhancing local streetscape through increased greening, promoting walking and active transport and expanding green spaces to foster community connection and social interaction. Furthermore, analysis on urban heat island effect show that Albert Park and Hendon experience high levels of heat intensity due to concentration of hard surfaces and limited tree canopy and green spaces within the area.

The intersection at Manuel Street and Sheppard Street in Hendon has been identified as a key opportunity to support greening and walkability in the area. The intersection is located along a walking route to the Hendon Shopping Centre, making it suitable to introduce additional tree planting, cooling green infrastructure and improvements that support safer and more comfortable walking connections for the local community.

Subject to the findings detailed in this community engagement report, the project team will review and consider the next steps.

3. COMMUNITY ENGAGEMENT SCOPE

The community engagement activities undertaken was at the **Consult** level. The purpose of this consultation was to understand community sentiment, identify any concerns or risks and gauge overall level of support for the proposed options presented to inform the next steps.

The community engagement was promoted through online platforms and a letterbox distribution to 162 properties in the local area and mailout to 44 absentee landowners. The consultation materials are available to view in **Appendix A**.

The consultation was promoted via:

- Your Say Charles Sturt project page
- Your Say Charles Sturt email campaign
- Consultation notification pack delivered to property catchment area highlighted in red in **Figure 1**

Figure 1: Engagement 'Local Property' Catchment Area

Confined to local area properties and residents residing within the area.

Properties highlighted in red are included in the maildrop catchment.



TABLE 1: COMMUNITY ENGAGEMENT ACTIVITY- CONSULTATION

What	Engagement activity	Details	Participants
Consultation promotion	Your Say Charles Sturt new project email	New project email campaign sent on 13 April 2026.	Sent to 1,522 registered Your Say members
	Consultation notification pack	Distributed to residents and property owners within the engagement 'local property' catchment area.	Letterbox Distribution: 162 Postal: 44
Your Say Charles Sturt Project Page	Your Say Charles Sturt online project page Manuel Street and Sheppard Street, Hendon	http://www.yoursaycharlessturt.com.au/manuelsheppardintersection Open to everyone Launched 13 April 2026	204 page views 121 unique visitors 7 project followers Open to everyone
Feedback & submissions Received	Online (Your Say Charles Sturt survey form) Additional submissions	13 April 2026 to 5.00pm 3 May 2026	25 online survey forms 1 submission from a local resident on behalf of residents of Manuel Street (excluded) Total: 26 Submissions

4. ENGAGEMENT FINDINGS & KEY THEMES

A total of 26 community submissions were received during the consultation period, 25 survey responses and one written submission. The results of the community consultation indicate that the majority of respondents (80%) are supportive of creating a greener neighbourhood and better pedestrian accessibility, having selected one of the three proposed options. A summary of the consultation findings is provided below.

4.1 Online Survey Submissions

A total of 25 community submissions were received via our online survey during the consultation period between 13 April 2026 and 3 May 2026. Overall, the results indicate that majority of respondents (80%) are supportive of creating a greener neighbourhood, having selected one of the three proposed options. The remaining 20% of respondents did not support any of the options presented.

4.1.1 Respondents by location

Of the 25 survey respondents, all except one respondent live within the City of Charles Sturt, with the majority residing in the Hendon area. Of the 21 Hendon respondents, 17 of those reside in Manuel Street. Refer to **Table 1** for a list of respondents by suburb.

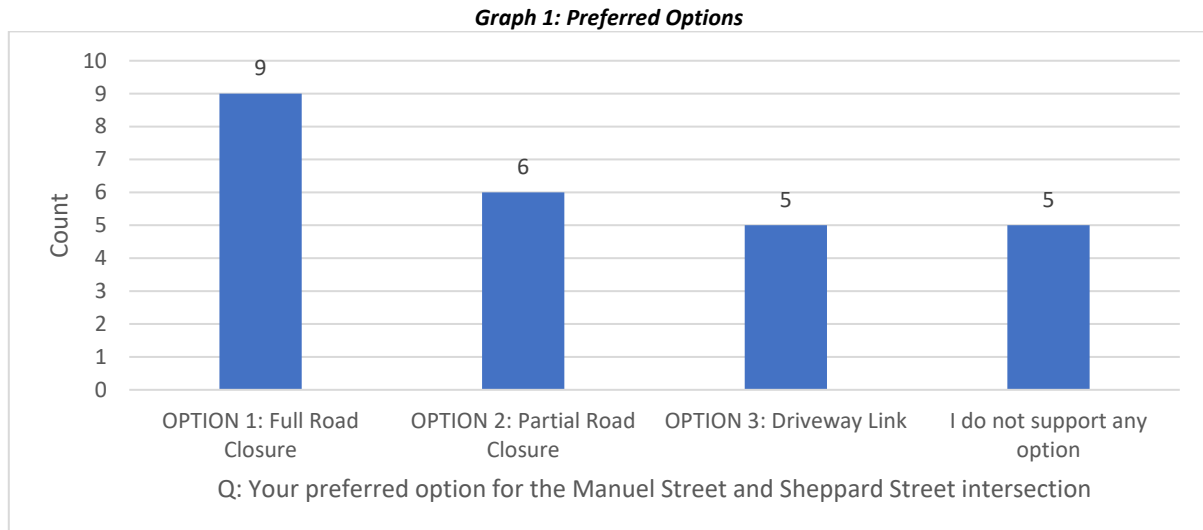
Table 1: Survey respondents by suburb

Hendon	21
Alber Park	1
Alberton	1
Grange	1
West Lakes	1
TOTAL	25

4.1.2 Level of community support

The community was presented with three (3) proposed options to consider for the Manuel Street and Sheppard Street intersection. All options incorporate traffic calming measures, expand green space with additional tree planting and enhance pedestrian connectivity and safety.

The results demonstrate that 80% (20 respondents) showed preference for one of the proposed options, while 20% (5 respondents) indicated that they do not support any of the options presented. While Option 1 received the highest level of support at 36%, Options 2 and 3 garnered 24% and 20% respectively, representing 44% of the total respondents. These results indicate that the community preference is inconclusive, albeit that Option 1 received a slightly higher level of support.



4.1.3 No Support

Of the 5 respondents that did not support any of the options presented, a follow up question was asked to further understand why none of the options resonated. The following provides a summary of the comments received:

- The existing street configuration is sufficient and functions effectively, allowing access from both ends of the street.
- There is currently clear passage through to the local shopping centre.
- Respondents questioned if there was sufficient evidence to warrant changes to the infrastructure.
- It would be a waste of funds and resources.
- Proposed changes would remove flexibility rather than improve conditions.
- All options are unnecessary.
- Implementing the proposed options would create unnecessary disruption for residents while offering questionable benefits.

Verbatim survey comments can be viewed at **Appendix B**.

4.1.4 Open Comments

All respondents were given an opportunity at the end of the survey to provide any other thoughts or comments they wanted to share with regards to the project. The following provides a brief summary of comments received:

- Desire for more greening and tree canopy.
- Green space to be open with no hidden little pockets and also illuminated at night to prevent unfavourable behaviour.
- Traffic concerns in the local streets are related to construction vehicles.
- View that partial road closure would improve pedestrian safety.
- Opinion that Options 2 and 3 will still result in two-way traffic regardless of signage.
- Introduce a 40 km/h speed limit to improve safety and discourage speeding.
- Concerns that street closures or partial restrictions may result in traffic being diverted to surrounding roadways, potentially increasing congestion and altering traffic patterns in adjacent areas.
- Street closures may negatively impact resident and driver satisfaction, potentially causing frustration related to accessibility and convenience issues.

Verbatim survey comments can be viewed at **Appendix C**.

4.2 Additional Feedback

One local resident strongly advocated for the project and through their own door-to-door canvassing of neighbouring properties the resident indicated there is support for Option 1. However, the feedback collected was handwritten by the advocating resident and listed only house numbers with preferred options, which does not meet the requirements for official consultation feedback. While we acknowledge and appreciate the resident's dedication and enthusiasm the findings can't be verified.

5. NEXT STEPS

The project team will review the consultation outcomes and verbatim comments presented in this report and carefully consider the overall community sentiment regarding the proposal. This will include an assessment of the concerns, suggestions and key considerations raised by respondents.

Project outcomes and updates will be provided to consultation participants and Your Say Charles Sturt project followers. The community will be able to access all project updates and a copy of this report via the Your Say Charles Sturt project page or by contacting Council directly.

Consultation Flyer

Option 2: Partial road closure

- Introduces one-way restrictions or directional closures
- Increases green space and tree planting
- maintains local vehicle access while giving greater priority to walking and cycling
- Improves pedestrian safety by reducing conflict points between vehicles and pedestrians



Example only – Partial road closure

Option 3: Driveway link

- limits vehicle access to local traffic only and discourages cut-through movements
- improves pedestrian safety by removing cross-traffic at the intersection
- creates a continuous green pedestrian corridor through the site
- Increases green space and tree planting
- supports a more intuitive, pedestrian-friendly street layout



Example only – Driveway link

How to provide feedback

- Complete the online survey by scanning the QR code or visiting yoursaycharlessturt.com.au/manuelsheppardintersection
- Email your questions or comments to engagement@charlessturt.sa.gov.au
- Call 8408 1116 to request a hard copy survey.

Consultation closes at 5pm, Sunday 3 May 2026.

Following consultation, we will review all feedback and share outcomes and next steps on Your Say Charles Sturt. Follow the page the stay informed.



If you have any questions about this project, please contact

Julia DeMusso
Engagement Support Officer
8408 1116

APPENDIX A: COMMUNICATION AND ENGAGEMENT PROMOTION

YOUR SAY CHARLES STURT PROJECT PAGE: <https://www.yoursaycharlessturt.com.au/manuelsheppardintersection>

YOUR SAY

Search the site...

Home All Projects About English English

Manuel Street and Sheppard Street, Hendon

Creating a greener, more walkable Hendon

Follow

Manuel Street and Sheppard Street, Hendon

SURVEY NOW CLOSED

The survey is now closed.

Thank you to everyone that shared thoughts and feedback with us. Your input is really valuable and we appreciate your participation!

What happens next?

Our team will now review all the responses we received. We will share another update and the next steps on this page soon. To stay informed, click for **Follow** button and you'll be notified of any updates!

Project Background

The intersection of Manuel Street and Sheppard Street in Hendon has been identified as a key location to create a greener, more walkable neighbourhood by increasing tree canopy, expanding green spaces, and improving safe and comfortable walking connections throughout the area.

Based on exploring options to improve the look and feel at the intersection of Manuel Street and Sheppard Street in Hendon.

What we have heard before

Previous community feedback for Hendon and Albert Park has shown strong support for:

- More greenery and tree planting
- Safe, more comfortable walking connections
- Encouraging walking and active transport
- Creating places that support social connections and a sense of place

We invite you to have your say

We are seeking community feedback on three proposed options to transform the intersection of Manuel Street and Sheppard Street in Hendon into a greener, safer, and more pedestrian friendly space.

Take a look at the options below and then complete our online survey to share your thoughts by 5pm Sunday 3 May 2026.

Share your thoughts

Survey closes 5pm Sunday 3 May 2026

Take our short survey

OPTION 1: Full Road Closure

- Removes through traffic, thereby significantly improving pedestrian safety and comfort.
- Maximises green space & tree cover to support urban cooling.
- Provides walking and cycling (through alleys), unimpeded connections.
- Provides opportunities for inclusive, accessible public space and future community use.

Example of a full road closure

OPTION 2: Partial Road Closure

- One way restriction on arterial corridor.
- Increased green space & tree cover for urban cooling.
- Maintains local vehicle access while promoting walking and cycling movements.
- Improves pedestrian safety by reducing conflict points between vehicles and pedestrians.

Example of a partial road closure

OPTION 3: Driveway Link

- Links vehicle access to local traffic only and discourages cut through movements.
- Improves pedestrian safety by increasing cross traffic at the intersection.
- Creates a continuous green pedestrian corridor through the site.
- Increases green space and tree planting.
- Supports a more inclusive, pedestrian friendly street layout.

Example of a driveway link

Follow this page

Stay updated with the project by clicking the "Follow" button below. When you wish to view news updates, click here.

Timeline

- Consultation Open
Monday 10 April 2024
- Consultation Closes
Sun 10:00pm 11th May
- Review and Share Outcomes
We will review all feedback received and share selected and most supported outcomes. We'll also share a decision letter to follow the page and stay informed.
May 2024-2026

See later

Document Library

- Manuel Street and Sheppard St, Hendon - Page
Manuel St Sheppard Intersection Page
Hard Copy Survey
PDF 000001-00

Share this page

Facebook Twitter LinkedIn

Contact Us

Have a question or comment about the project or you would like to request a short copy survey form, contact us below:

- Phone: 8458 1110
- Phone: 8458 1110
- Email: engagement@charlessturt.nsw.gov.au
- or writing: Community Engagement Team, PO Box 1, WOODVILLE SA 5011

City of Charles Sturt

Contact Us

Have questions or want to learn more about a project, contact us below:

- Phone: 8458 1111
- Email: info@charlessturt.nsw.gov.au
- Email: community@charlessturt.nsw.gov.au
- PO Box 1, WOODVILLE SA

Facebook Instagram LinkedIn X YouTube

APPENDIX B: COMMUNITY COMMENTS GATHERED THROUGH SURVEY (VERBATIM COMMENTS)

Q: Could you please tell us a little more about why you do not prefer any of the options

ID	CONTRIBUTION
25103	I am happy with the current setup. I do not want any change as i am resident of the manuel street. I need access of my street from both directions
24998	I do not support any of the proposed options. In my view, all three proposals are unnecessary and do not reflect the actual conditions of this area. I have lived here for over three years and have not experienced any significant issues with traffic flow or pedestrian safety that would justify such major changes. The street is relatively narrow, and it is quite common for construction vehicles or council service vehicles, such as garbage trucks, to temporarily block one side of the road. However, the current two-way access allows residents to simply exit from the other end without difficulty. In practice, the existing road layout already provides sufficient flexibility and convenience. The proposed changes would remove this flexibility and are likely to create unnecessary inconvenience for residents rather than improve conditions. Without clear, data-backed evidence demonstrating a real problem, these proposals seem disproportionate. I strongly encourage Council to reconsider the necessity of this project.
24997	I do not support any of the proposed options. All three proposals seem unjustified and poorly aligned with the actual conditions of this area. There is no convincing evidence that traffic levels or pedestrian safety at this intersection are problematic enough to warrant such intrusive measures. Implementing them would create unnecessary disruption for residents while offering questionable benefits. Without clear, data-backed justification, these proposals appear to be solutions in search of a problem. I strongly urge Council to reassess the necessity of this project before proceeding.
24961	It would interrupt our clear passage through to Romeo's foodland.
24948	I have lived here all my life, it works as it is. Traffic is only a nuisance during the houses being built, if delivery vehicles attempt to get through whilst work vehicles are on their respective sites the it can get a little tight. Other times traffic is not an issue, pedestrians and cyclists move through these streets with ease. I see it as a waste of funds and resources. There's no need to fix what isn't broken.

Q: Do you have any additional thoughts, concerns or suggestions about this project or its impact on the local area that you would like to share?

ID	CONTRIBUTION
25109	We need more large trees in the area (rather than small to medium ones). Large trees will cool spaces more. They also provide better shelter for birds.
25103	Only support green plantation in the area
25013	The biggest problem has not been vehicles cutting through to Hendon Central but the amount of large parked construction vehicles which should end soon. I would ask the council consider adding parking restrictions on Sheppard Street opposite the intersection as there is no reason why vehicles can't park in Hendon Central.
25000	This option will allow local traffic to exit the street as in is not viable to do 3-point turns/u turns.
24998	I do not support any of the proposed options. In my view, all three proposals are unnecessary and do not reflect the actual conditions of this area. I have lived here for over three years and have not experienced any significant issues with traffic flow or pedestrian safety that would justify such major changes. The street is relatively narrow, and it is quite common for construction vehicles or council service vehicles, such as garbage trucks, to temporarily block one side of the road. However, the current two-way access allows residents to simply exit from the other end without difficulty. In practice, the existing road layout already provides sufficient flexibility and convenience. The proposed changes would remove this flexibility and are likely to create unnecessary inconvenience for residents rather than improve conditions. Without clear, data-backed evidence demonstrating a real problem, these proposals seem disproportionate. I strongly encourage Council to reconsider the necessity of this project.
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24976	I believe a partial road closure will reduce non-local traffic and create a safer environment for pedestrians. I regularly walk with my baby to The Hendon Plaza, and that closure would make a big difference for families like mine.

ID	CONTRIBUTION
24973	Option1 will dismiss cars that cut through from KFC and Hungry Jacks . Also cars that park in the street just to go to supermarket
24972	Traffic island across from hungry jacks in middle of tapleys hill road to stop people turning right once leaving the shopping complex at Hendon central
24960	Would love to see the extra Green Space and to stop the 'Speedsters" coming along Manuel Street. Only concern is that the Green Space is used for good and not evil. i.e That it is open with no hidden little pockets and also well lit up at night to prevent Drug users and or Drinking. Have only moved in to Hendon Street in recent weeks and have noticed some unsavoury characters up on Tapleys Hill Road when walking my dog of an evening - don't want to encourage them into Manuel or Sheppard Street.
24959	How will this impact traffic in Denton Street and other streets? Will this increase traffic that are seeking a quicker path through to the shops.
24958	Full road closure will allow greater greening of the intersection. Garbage collection and emergency vehicle access will need to be considered should full closure occur. With options 2 and 3, vehicles will travel both directions regardless of one way signage.
24954	I think it's a great idea. Living on Manuel St, our family have daily concerns about the increasing traffic on our street (specifically concerns for our car that is parked on the street) due to new housing being built at the end of the street
24953	A 40km/h speed limit to discourage speeding and ensure safer roads for all residents
24948	Creating a blockage will assuredly create more frustrated residents and motorists.