

# Engagement report

## Chapel Lane redevelopment

12 September 2023

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# Executive summary

## Background

The Australian Government, Northern Territory Government and City of Darwin, in partnership with city stakeholders, Larrakia and the community, are working together to implement a range of projects that will transform our city under the Darwin City Deal. A key objective of the deal is to improve connectivity within the city centre with revitalised laneways and walkways providing safe and easy access through the city. The Northern Territory Government Department of Infrastructure, Planning and Logistics has allocated \$1.35 million to City of Darwin to redevelop Chapel Lane. With endorsement from Council (RESOLUTION ORD001/23) City of Darwin conducted an engagement process which commenced on 21 August 2023.

## Engagement

Some 71 survey submissions were made during the 19-day engagement period. Using the International Association for Public Participation (IAP2) spectrum of engagement, engagement was conducted at the level of inform and consult. City of Darwin used tactics such as a survey on the Engage Darwin website, letter/emails to stakeholders, social media content, proactive and reactive media relations, and community pop-up stalls.

The sentiment from survey responses was positive for the Chapel Lane redevelopment with 67.6 percent of respondents more likely to visit after the redevelopment, 16.9 percent not likely to visit and 15.5 percent unsure. The top three priorities for design features were shade and urban cooling, enabling alfresco dining and activating laneway at night-time.

Key feedback in support of the redevelopment centred around the boost to tourism, increased economic opportunities for local businesses, and improved connectivity through the city. Opposers raised concerns about financial impact to businesses surrounding Chapel Lane during redevelopment, overcrowding and priority of funding for the project. There were varied views about impact of and to anti-social behaviour, loss of carparks, improved reputation of area and general awareness of Chapel Lane.

Additional noteworthy points raised included preference for green shade options, however, if required to withstand the wet season, permanent/durable alternatives would be accepted, as well as improved and more consistent maintenance and cleaning of the area.

## Communication recommendations

Based on the feedback received during the engagement process, it is recommended that:

- 1 The feedback outlined in this engagement report is used to inform and guide the design priorities for the project.
- 2 City of Darwin should undertake a communication program to inform surrounding businesses, other key stakeholders and the community of the Council decision as to how feedback has been incorporated into final design.

- 3 City of Darwin make the engagement report available to the community and stakeholders on the Engage Darwin website.

## Background

The Australian Government, Northern Territory Government and City of Darwin, in partnership with city stakeholders, Larrakia and the community, are working together to implement a range of projects that will transform our city under the Darwin City Deal.

In September the *Laneways and Small Streets Action Plan* was released. The Action Plan was developed to assist Darwin City Deal partners to improve connectivity within the city centre through revitalised laneways and walkways providing safe and easy access through the city.

The Northern Territory Government Department of Infrastructure, Planning and Logistics has allocated \$1.35 million to City of Darwin to redevelop Chapel Lane.

With endorsement from Council (RESOLUTION ORD002/23) City of Darwin officers conducted an engagement process which commenced on 21 August 2023.

## Methodology

### Goals and objectives

The goal of this process was to ensure the Chapel Lane redevelopment engagement was undertaken with strong input from key stakeholders and the broader community.

The objectives were to:

- Inform the community and key stakeholders about the Chapel Lane redevelopment project.
- Seek feedback on design priorities for the redevelopment of Chapel Lane.
- Explore the current usage, preferences, and local knowledge of Chapel Lane.

### Level of engagement

City of Darwin has a policy on community engagement with a commitment to open, transparent and responsive community engagement. Using the International Association for Public Participation (IAP2) principles that guide good community engagement, this engagement was conducted at the level of inform and consult.

City of Darwin provided the public with balanced and objective information to assist understanding the project and obtained public feedback.

### Approach

The engagement approach for Chapel Lane development was divided into two 'streams' – internal engagement and stakeholder and community review and feedback.

## Resourcing

City of Darwin led this engagement through the Communications and Engagement Officer with support from the Executive Manager Marketing, Communications and Engagement, General Manager Innovation, Executive Manager Infrastructure and Senior Project Officer.

## Tools and tactics

A combination of tools and tactics were used to support the engagement process, as summarised below.

Internal engagement	Community and stakeholder engagement
Emails to Elected Members	Media release, media event and media interviews
Intranet article	Stakeholder letter/emails
CEO newsletters to staff and Elected Members	Survey on Engage Darwin website
	Social media
	NT News ad
	Two community pop-up stalls
	Face-to-face or phone stakeholder meetings (where possible)

## Internal engagement

During August 2023 Elected Members and City of Darwin's Senior Leadership Team were briefed on the engagement progress. City of Darwin staff were notified of the engagement via an intranet article.

## Community and stakeholder review and feedback

On 21 August 2023 the engagement period opened for community and stakeholders to review the Chapel Lane redevelopment and provide feedback. Several tools and tactics were used to promote engagement, as outlined below.

### Stakeholder letter/emails

Key stakeholders were emailed a link to the Engage Darwin webpage with an invitation to discuss or provide feedback. Stakeholders without an email address were hand delivered a letter with the same information.

Key stakeholders included:

- Darwin City Deal
  - Australian Government
    - Minister for Cities, Urban Infrastructure and Population
  - Northern Territory Government

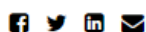
- Chief Minister Hon Natasha Fyles
  - Minister for Infrastructure Hon Eva Lawler
  - A/Chief Executive Department of Infrastructure Planning and Logistics, Louise McCormick
  - Senior Director Infrastructure NT, Leanne Taylor
  - General Manager, Transport and Civil Services, Department of Infrastructure, Planning and Logistics, Claire Brown
  - Executive Director People and Places, Jo Smallacombe.
  - CEO Department of Chief Minister and Cabinet Frank Daly
- 
- Larrakia Nation Aboriginal Corporation
  - Hospitality NT
  - Property Council of the Northern Territory
  - Darwin City Retailers Association
  - Chamber of Commerce NT
  - Buslink
  - Businesses in close proximity to Chapel Lane:
    - Manolas Properties Pty Ltd
    - Fat Tuna
    - Power And Water Corporation
    - Paspalis Hotel Investments Pty Ltd
    - The Hotel Darwin
    - Maddalozzo Investments Pty Ltd
    - Shape Australia
    - National Dental Care
    - Bg Investment Management P/L
    - Hilton Darwin
    - Ella by Manoli
    - Karen Brown Fine Art Gallery
    - Commonwealth Director of Public Prosecutions
    - Kinetic IT
    - Deloitte Australia
    - Territory Insurance Office
    - Superior Dentures
    - Chapel Lane Café
    - Bub & Sool Korean Restaurant
    - The Deck Bar
    - Hanky Panky Cocktail Bar
    - Galleria owners
  - Tourism NT

## Engage Darwin

The Engage Darwin platform <https://engage.darwin.nt.gov.au/chapel-lane> was used for this engagement process and contained the following information:

- FAQs
- Map of Chapel Lane redevelopment area
- Submission portal (for survey submissions)
- Case study for similar project
- Link to Darwin City Deal 'Laneways and Small Streets Action Plan' and Darwin City Deal

## Chapel Lane Redevelopment



Consultation has concluded

### Help turn spaces into places!

Have your say on the Chapel Lane redevelopment.

We want to create a laneway that encourages movement through the space, enhances pedestrian experience, and improves economic outcomes for local business through activation of the space.

The redevelopment will improve access to West Lane arcade, the Galleria and city business traders.

The redevelopment will include:

- creation of pedestrian plaza by removing nine on-street carparks in Mitchell Street
- cooling the area and mitigating the urban heat island effect through planting more shade trees and installing permeable shade canopies
- replacing hard surfaces with soft landscape and providing openness that supports public safety and security by allowing passive and active (CCTV) surveillance
- adding pedestrian lighting to enhance amenity and activation, including new illuminated gateway signage to Chapel Lane which doubles as wayfinding
- smart city infrastructure to provide free Wi-Fi, movement and environmental sensors, which will provide data for decision making and for measuring outcomes
- public art highlighting the character of the laneway, if possible within budget.

This project is funded by the Northern Territory Government as part of the Darwin City Deal. It aligns with the Darwin City Deal 'Laneways and Small Streets Action Plan'.

Share your thoughts by completing the online survey below or visit one of the community engagement stalls in person (no booking required):

- Pop-up 1 – Chapel Lane - 12pm to 2pm, Friday 25 August 2023
- Pop-up 2 – Smith Street Mall – 12pm to 2pm, Wednesday 30 August 2023

Community consultation closes 3pm 8 September 2023.

For more information, please contact 8930 0300 or email [engage@darwin.nt.gov.au](mailto:engage@darwin.nt.gov.au)



### Key Dates

Consultation closes  
08 September 2023

### FAQs

What is the Darwin City Deal?

What is placemaking and why is it a focus of the Darwin City Deal?

Why Chapel Lane?

Where can I park to access Chapel Lane?

Will the bus stop on Mitchell Street be affected?

Is the project funded?

Why are we being asked to provide feedback?

### Important Links

[Darwin City Deal 'Laneways and Small Streets Action Plan'](#)

[Darwin City Deal](#)

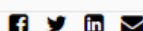
### Documents

[Case Study - Austin Lane.pdf \(978 KB\)](#)  
(pdf)

SURVEY

Have a say

Consultation has concluded



## Media

Media releases were issued by both City of Darwin and the Northern Territory Government, and a joint media event was held with relevant spokespeople from City of Darwin and the NT and Australian Governments, at the commencement of the engagement period to generate interest and promote the engagement process. During the engagement there was strong media interest as summarised below:

Media type	Segment
Radio mentions	Monday 21 August 2023
	<ul style="list-style-type: none"> <li>ABC Radio Darwin Morning Show, Adam Steer (9:43am) – Quotes from Chief Minister Natasha Fyles and City of Darwin Lord Mayor, Kon Vatskalis</li> <li>MIX 104.9, 360, Katie Woolf (10:19am) – Interview with Minister for Business, Paul Kirby</li> <li>ABC Radio Darwin News (12:03pm) - Quotes from City of Darwin Lord Mayor, Kon Vatskalis</li> <li>ABC Radio Darwin News (1:00pm) - Quotes from City of Darwin Lord Mayor, Kon Vatskalis</li> </ul>
	Tuesday 22 August 2023
	<ul style="list-style-type: none"> <li>MIX 104.9, Mix Breakfast, Andrew Thain and Sarah Passalick (6:02am) - Quotes from City of Darwin Lord Mayor, Kon Vatskalis</li> <li>MIX 104.9, 7:00 News (7:01am) - Quotes from City of Darwin Lord Mayor, Kon Vatskalis</li> <li>MIX 104.9, 07:30 Local News (7:32am) - Quotes from City of Darwin Lord Mayor, Kon Vatskalis</li> <li>MIX 104.9, 360, Katie Woolf (11:37am) – Comments from listeners</li> </ul>
	Wednesday 23 August 2023
	<ul style="list-style-type: none"> <li>ABC Radio Darwin, Breakfast, Jo Lavery (7:51am) - Comments in relation to Litchfield National Park funding</li> <li>MIX 104.9, Mix Breakfast, Andrew Thain and Sarah Passalick (8:31am) - Quotes from City of Darwin Lord Mayor, Kon Vatskalis</li> <li>MIX 104.9, 360, Katie Woolf (9:01am) - Quotes from City of Darwin Lord Mayor, Kon Vatskalis</li> <li>ABC Radio Darwin, Morning Show, Adam Steer (9:27am) – Comments in relation to Litchfield National Park funding</li> </ul>
	Tuesday 5 September 2023
	<ul style="list-style-type: none"> <li>ABC Radio Darwin, Drive, Liz Trevaskis (5:23pm) – Commentary regarding street name and location</li> <li>ABC Radio Darwin, Drive, Liz Trevaskis (5:45pm) - Commentary regarding street name and location</li> </ul>

[illegible]

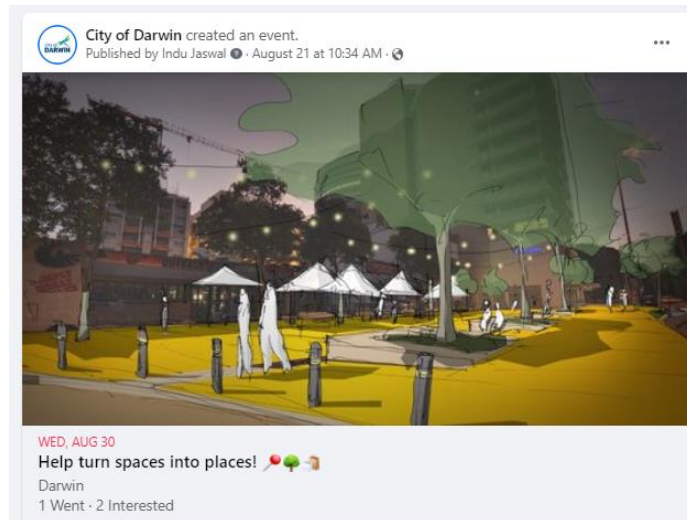
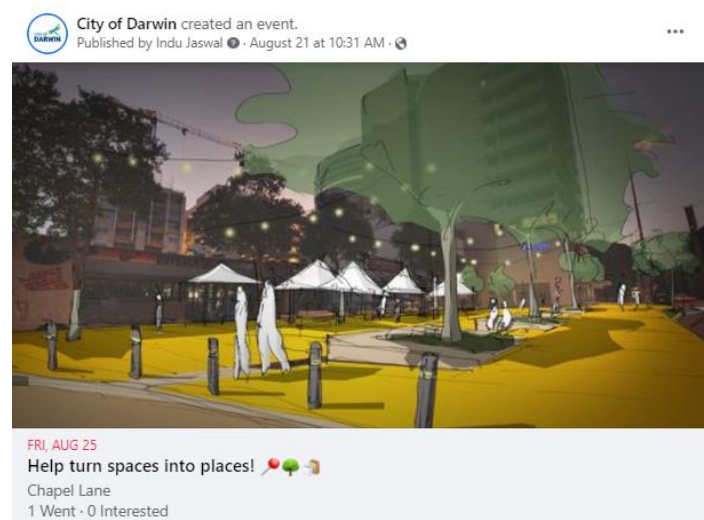
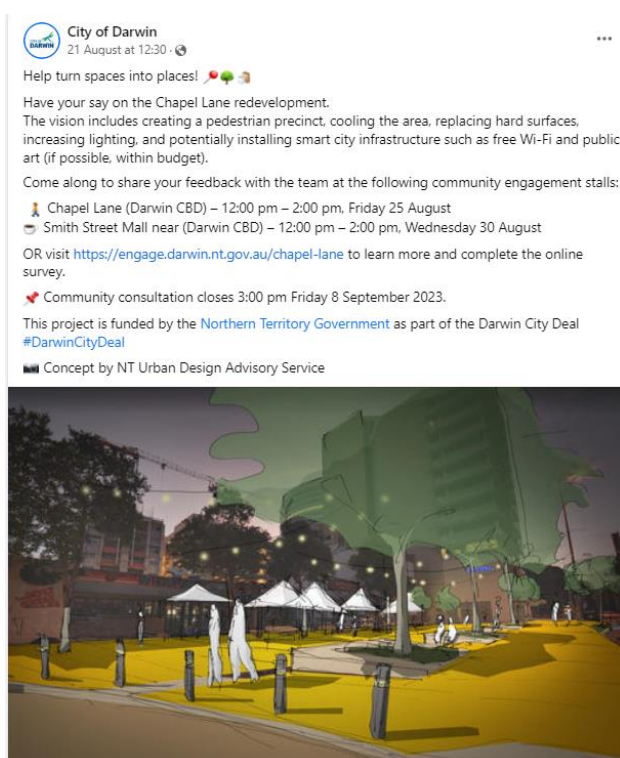
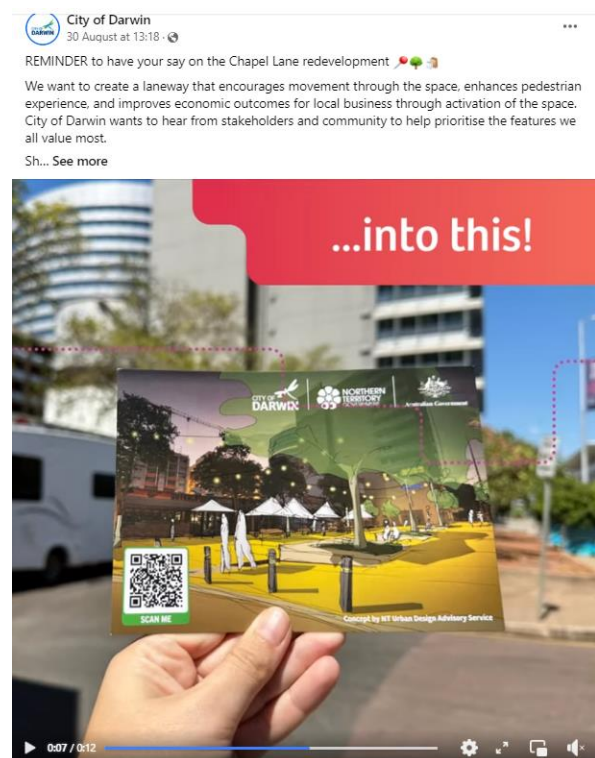
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## Social media

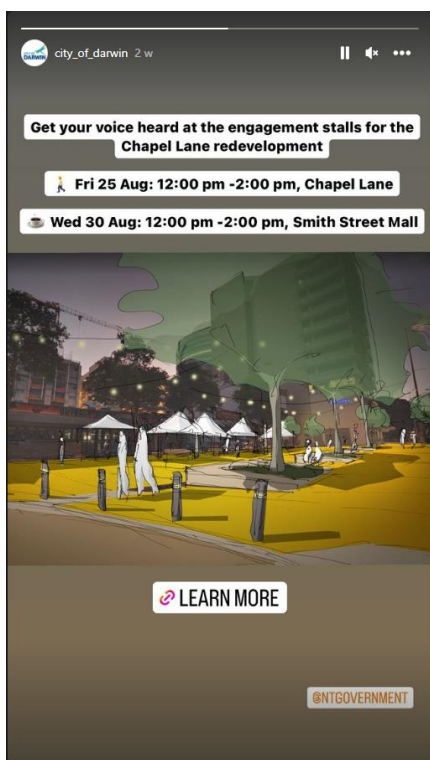
There were nine social media posts promoting the engagement process, a summary is provided below:

Date	Topic	Comments	Likes & reactions	Shares	Reach	Engagement
<b>Facebook</b>						
30/08/23	REMINDER to have your say on the Chapel Lane redevelopment	8	3	2	6,542	82
30/08/23	FB event feedback on the Chapel Lane redevelopment.	0	3	0	8	N/A
25/08/23	FB event feedback on the Chapel Lane redevelopment.	0	1	0	4	N/A
21/08/23	Help turn spaces into places! Have your say on the Chapel Lane redevelopment. Pop up information.	79	149	4	14,149	2,744
<b>Instagram</b>						
30/08/23	IG story – Pop up details Smith Street Mall	N/A	0	0	761	0
29/08/23	IG story – Reminder	N/A	0	0	565	1
25/08/23	IG story – Pop up details Chapel Lane	N/A	0	1	1,110	2
21/08/23	IG story – Engagement commenced	N/A	0	1	1,463	2
<b>LinkedIn</b>						
21/08/23	Help turn spaces into places! We invite you to contribute your insights to the redevelopment plans for Chapel Lane.	31 (clicks)	22	2	933	55

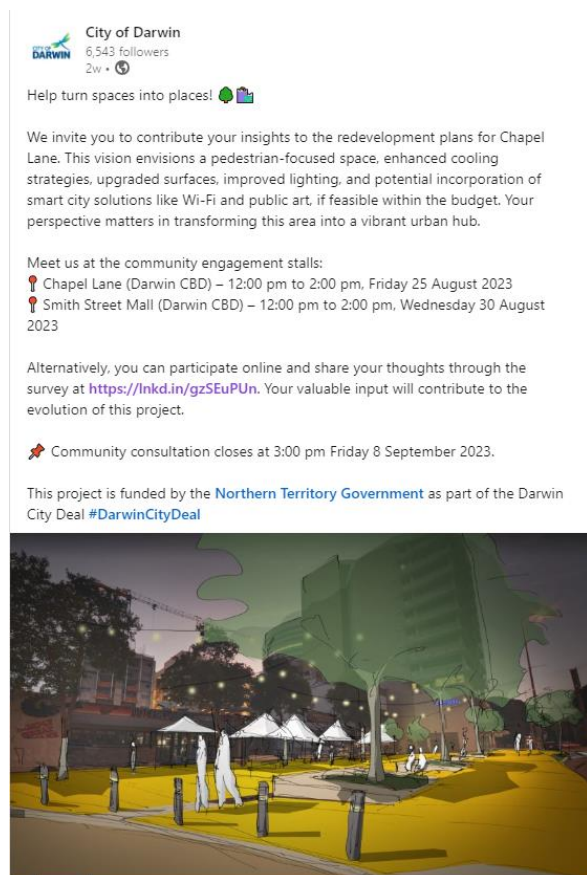
## Facebook



## Instagram



## LinkedIn



## Community pop-up stalls

During the consultation period, there were two community pop-up stalls to promote the consultation process. The details of these and the number of discussions that took place are outlined below.

What	Where	Discussions
Community pop-up stalls (staffed)	Chapel Lane – 25 August	36
	Smith Street Mall – 30 August	14

# Engagement

## Snapshot

The following is a snapshot of the way in which people engaged and provided feedback:

### Community and Stakeholder feedback

- 71 submissions to Engage Darwin
- four in person stakeholder conversations
- 50 visitors to community pop-up stalls

### 620 people visited Engage Darwin

- 561 people aware
- 134 people informed

### Social media

- Facebook - four posts that reached a total of 20,703 people
- LinkedIn - one post that reached a total of 933 people
- Instagram - four stories that reached a total of 3,899 people

## Social media engagement

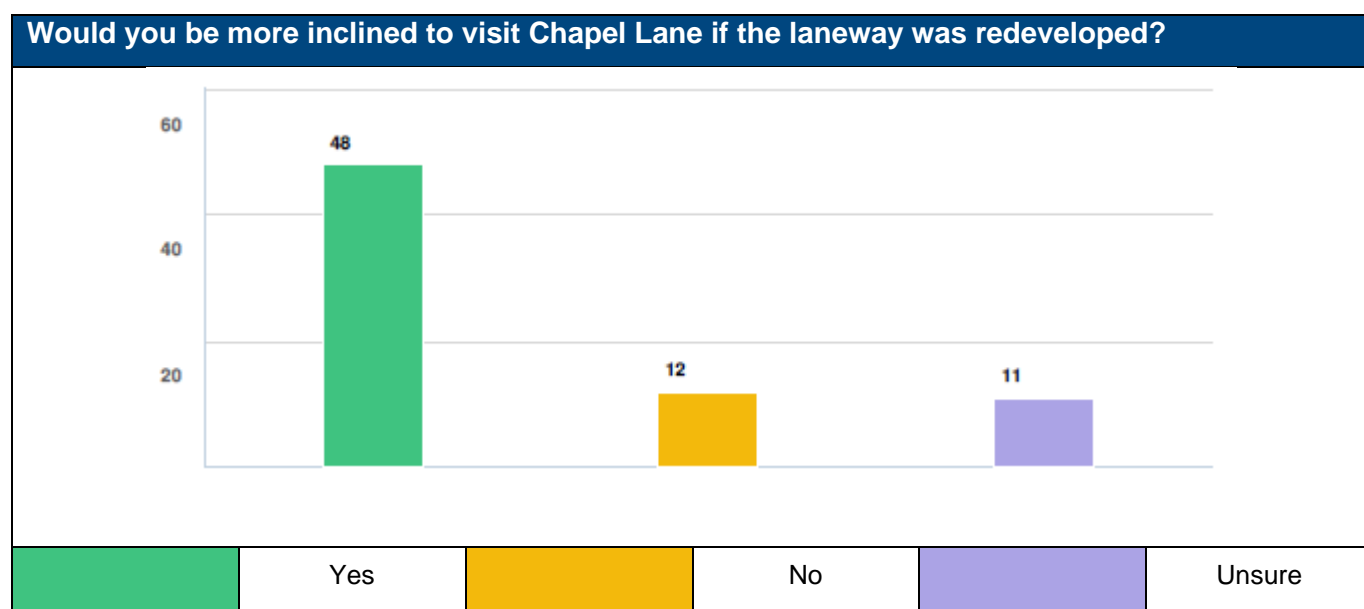
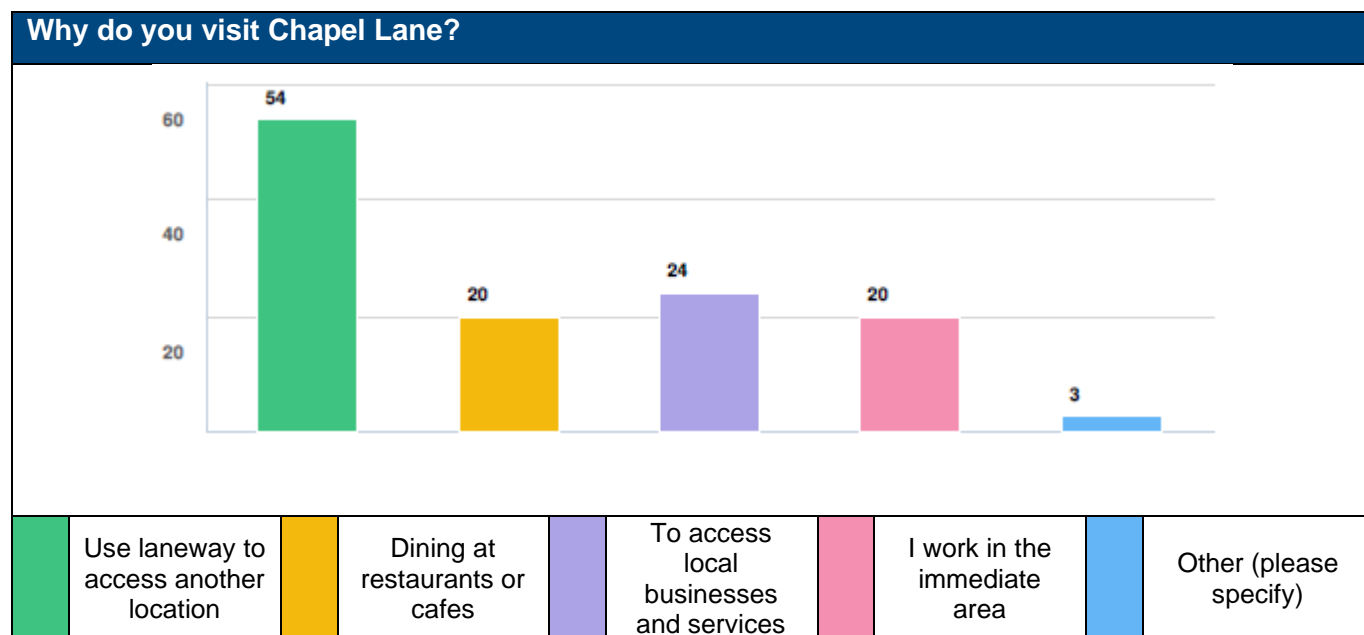
Social media activity on the Chapel Lane redevelopment engagement included nine posts shared to Facebook, LinkedIn and Instagram stories.

Additional accounts also took to Facebook to share the engagement process, including Councillor Sylvia Klonaris, Lord Mayor Kon Vatskalis, Paul Kirby: Member for Port Darwin and Kate Worden MLA: Member for Sanderson.

A review of the Facebook comments across all pages showed that majority of comments were neutral.

## Engagement feedback

The data below sets out the feedback on the Chapel Lane redevelopment proposal by stakeholders and the community during the engagement period 21 August to 8 September 2023. Refer to Appendix 1 for detailed Engage Darwin survey results.



What are your priorities for design features for the Chapel Lane redevelopment? 1 being most important, 7 least important.	
Shade and urban cooling	2.54
Enabling alfresco dining	3.69
Activating Laneway at night-time	3.92
Improved lighting	4.11
More permanent seating areas	4.35
Public art	4.49
Event space	4.90

## Feedback analysis

The sentiment from survey responses was positive for the Chapel Lane redevelopment with 67.6 percent of respondents more likely to visit after the redevelopment, 16.9 percent not likely to visit and 15.5 percent unsure.

Key feedback in support of the redevelopment centred around:

- Boost to tourism. The redevelopment would add to the vibrancy of Darwin and entice tourists to explore and spend in the city.
- Increased economic opportunities for local businesses. Activating areas of the city will increase foot traffic opportunities for businesses.
- Creates better connectivity through the city. Majority of survey respondents use Chapel Lane to access another location. Comments were made about community being more likely to utilise the space of an evening if lighting and security measures were improved.

Opposers raised concerns about:

- Financial impact to businesses surrounding Chapel Lane during redevelopment. Some respondents were concerned about the impact on business due to noise and restricted access to properties during construction.
- Overcrowding. Some respondents raised concerns about overcrowding in a small space and worried additional infrastructure to the area would limit pedestrian access between Mitchell Street and the Mall.
- Priority of funding for the project. Is redevelopment of Chapel Lane the best use of taxpayer money.

There were varied views about the following topics:

- Impact to anti-social behaviour. Majority of responders acknowledged the current issues of anti-social behaviour in the area however there were mixed responses about whether the redevelopment would enhance or reduce anti-social behaviour.
- Loss of carparks. Whilst majority of responders recognised a need to revamp and invest in the city centre, there were differing views on removal of carparks. Supporters thought the removal of

carparks would increase pedestrian safety and reduce noise in the area whereas opposers were concerned that removal of carparks would deter visitors to the area.

- Reputation of activation area. Some respondents believe this project will reinvigorate the area others don't believe there is sufficient retail offering to attract visitors even after the redevelopment.

Additional noteworthy points that were raised:

- Shade and urban cooling was the top design priority for survey responders with a preference for green options. However, given Darwin's extreme weather conditions considerations for permanent/durable alternatives to withstand the wet season would be accepted.
- Enabling alfresco dining was the second design priority. Shaded seating options for all to enjoy was consistently mentioned. A lot of employees in the area were excited about the prospect of shaded seating areas.
- Maintenance and cleaning of Chapel Lane. Regardless of respondents' position on the redevelopment the consensus was that maintenance of the area needed to be improved and more consistent.
- Lack of awareness of Chapel Lane and its location.

## Recommendations

Based on the feedback received during the engagement process, it is recommended that:

- 1 The feedback outlined in this engagement report is used to inform and guide the design priorities for the project.
- 2 City of Darwin should undertake a communication program to inform surrounding businesses, other key stakeholders and the community of the Council decision as to how feedback has been incorporated into the final design.
- 3 City of Darwin make the engagement report available to the community and stakeholders on the Engage Darwin website.

## Appendices

### Appendix 1: Engage Darwin Survey Results

# Have a say

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## **SURVEY RESPONSE REPORT**

29 January 2018 - 07 September 2023

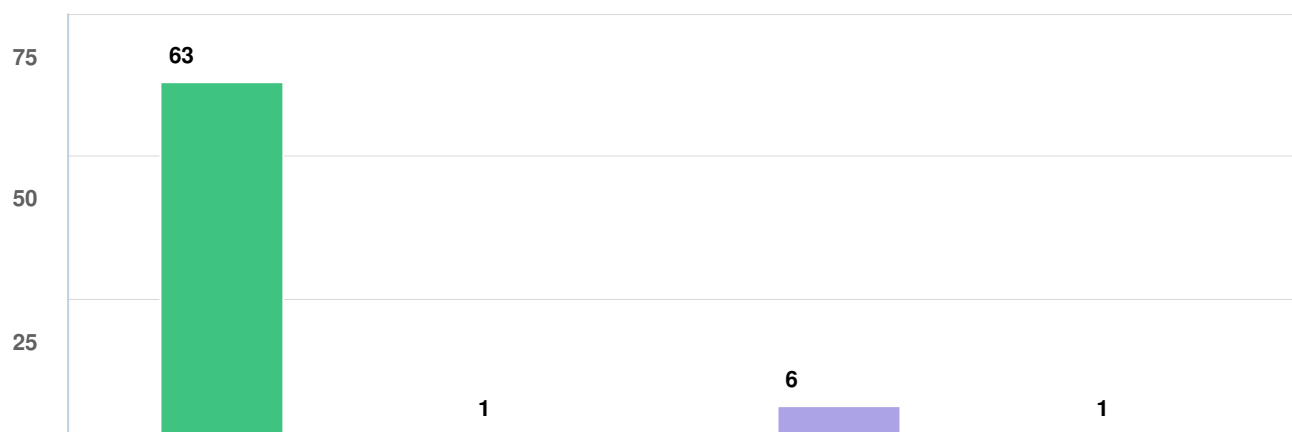
### **PROJECT NAME:**

Chapel Lane Redevelopment



# SURVEY QUESTIONS

## Q1 Are you a resident or visitor?



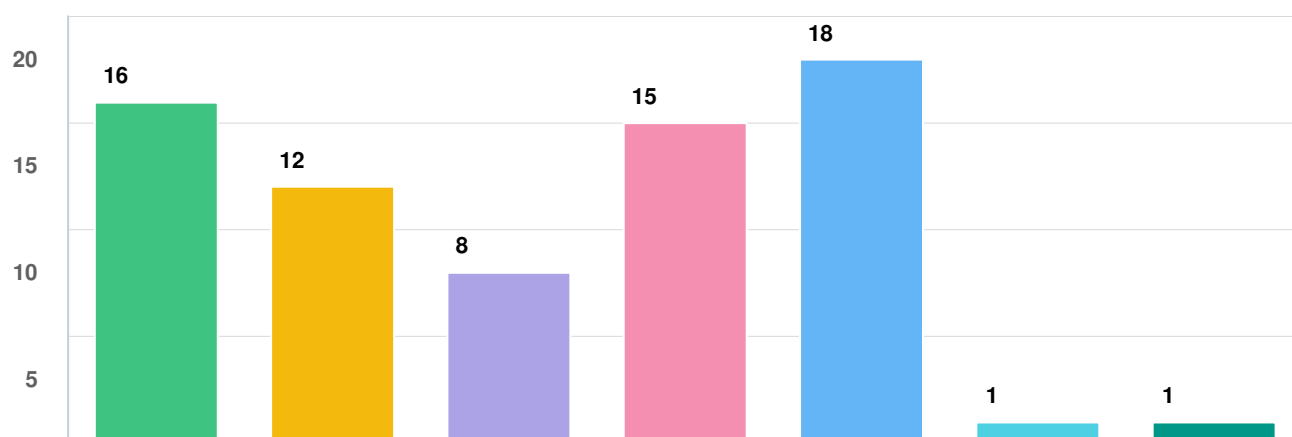
### Question options

- Darwin resident
- Visitor
- I live in another local government area in the Northern Territory but work/operate a business in Darwin
- Other (please specify)

Mandatory Question (71 response(s))

Question type: Checkbox Question

## Q2 How often do you visit Chapel Lane?



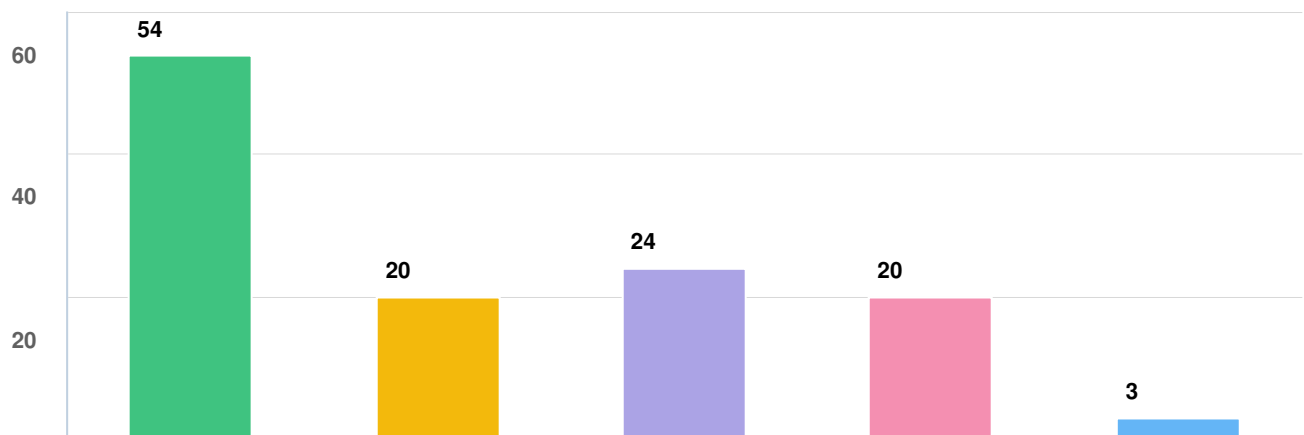
### Question options

- More than once a week
- Weekly
- Fortnightly
- Monthly
- A few times a year
- Once a year
- Never

Mandatory Question (71 response(s))

Question type: Checkbox Question

### Q3 Why do you visit Chapel Lane?



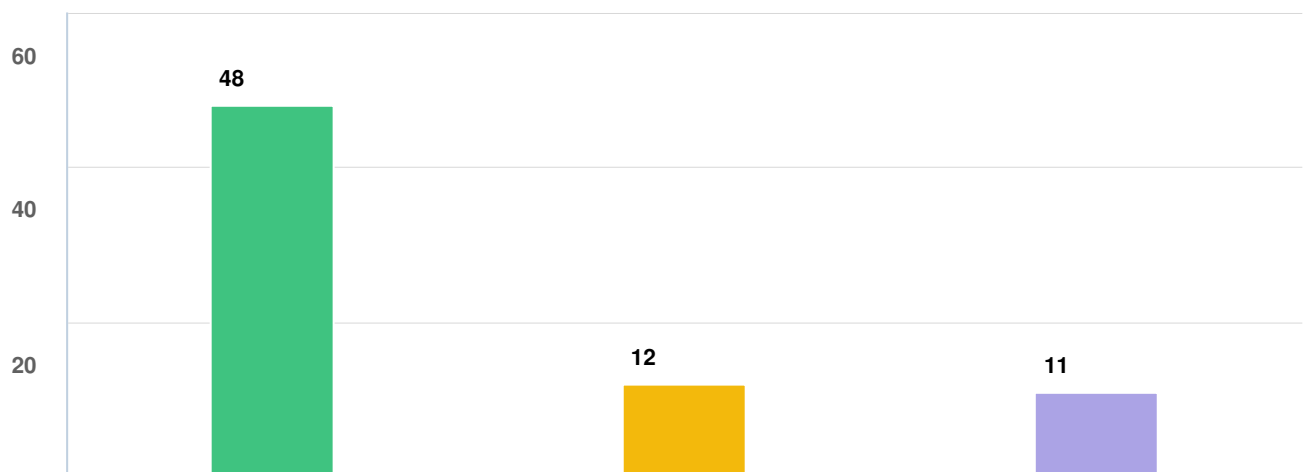
#### Question options

- Use laneway to access another location e.g., Galleria, Mall and West Lane carpark
- Dining at restaurants or cafes
- To access local businesses and services
- I work in the immediate area
- Other (please specify)

Mandatory Question (71 response(s))

Question type: Checkbox Question

### Q4 Would you be more inclined to visit Chapel Lane if the laneway was redeveloped?



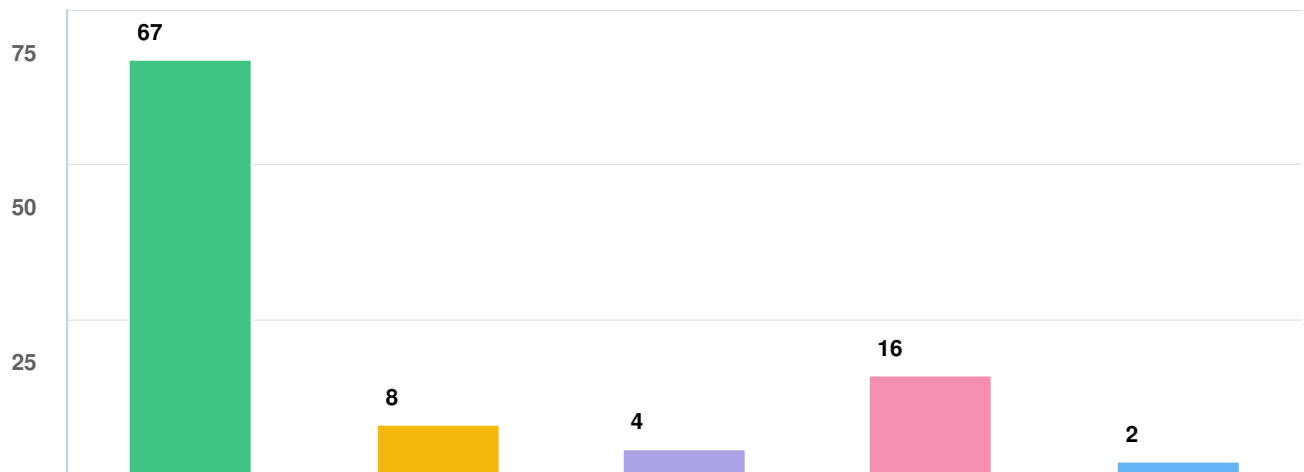
#### Question options

- Yes
- No
- Unsure

Mandatory Question (71 response(s))

Question type: Checkbox Question

## Q5 How do you or would you access Chapel Lane?



### Question options

● Walk
 ● Active transport eg scooter, bicycle
 ● Public transport
 ● Car
 ● Other (please specify)

Mandatory Question (71 response(s))

Question type: Checkbox Question










## Q6 What are your priorities for design features for the Chapel Lane redevelopment? 1 being most important, 7 least important.

OPTIONS	AVG. RANK
Shade and urban cooling	2.54
Enabling alfresco dining	3.69
Activating Laneway at night-time	3.92
Improved lighting	4.11
More permanent seating areas	4.35
Public art	4.49
Event space	4.90

Mandatory Question (71 response(s))

Question type: Ranking Question

## Q7 What are the potential challenges of the Chapel Lane redevelopment?

 8/21/2023 09:16 AM	None
 8/21/2023 10:28 AM	Parking, confined space, very loud and busy on mitchell st. Used as a thoughfare.
 8/21/2023 10:54 AM	A design that is not fit for purpose. Not engaging with with the right people who use or would use the area.
 8/21/2023 10:57 AM	keeping it accessible to the public
 8/21/2023 11:02 AM	Taking away carparking - replace lost carparks somewhere else.
 8/21/2023 11:18 AM	Its an absolute waste of money, you have northern suburbs that are SCREAMING out for attention and you keep polishing up parts of Darwin that are absolutely fine! Potential challenge is if you keep putting rent up so high no business is going to survive the city! And that's what Chapel Lane is!
 8/21/2023 11:19 AM	Anti-social behaviour.
 8/21/2023 11:56 AM	The presents of itinerate people is a DANGEROUS prospect as they wander around the town ... .. and one that NEEDS URGENT ATTENTION ... even NOW ... When the Lane is redesigned I fear it will NOT MAKE ANY DIFFERENCE TO THEIR DANGEROUS presence in the CBD
 8/21/2023 12:11 PM	City developments will never be fruitful until the rich property owners in this area curtail their rents so businesses may charge competitive prices.
 8/21/2023 12:22 PM	Anti social behaviour

[REDACTED]  
8/21/2023 12:41 PM

The main one for me is the loss of car parking.

[REDACTED]  
8/21/2023 12:47 PM

If hot space wont be used in day time. If no alfresco dining then the draw card won't be there for foot traffic

[REDACTED]  
8/21/2023 02:29 PM

I feel as though many people will be hung up about the sacrificed parking spaces, and I really hope these people don't get their way. People tend not to like change, and to be honest, most who regularly engage with council tend to be on the older side. As seen in other major cities across Australia, this demographic has halted entertainment/revitalisation projects due to increased traffic and noise.

[REDACTED]  
8/21/2023 03:07 PM

Having enough space to deliver alfresco dining with the option of being weather proof, and City of Darwin providing a safe experience free from heckling for diners.

[REDACTED]  
8/21/2023 03:18 PM

Managing anti social behaviour

[REDACTED]  
8/21/2023 03:20 PM

Impact on business owners. Even though the works taken out will be beneficial, the redevelopment will significantly impact business owners in the area. If access is cut off, there will be irreversible impacts on businesses. Ultimately customers will not want to walk past the tenancies if there are loud works happening for extended periods. There has just been a successful class action against NSW Government in Sydney for taking too long and putting a lot of business owners out of business

[REDACTED]  
8/21/2023 05:52 PM

Area being used abused by public bad behaviour - it's a thoroughfare for long grassers and being opposite a popular pub, has its share of under the influence patrons. Bound to be a bit of a issue over the loss of the car parks (which are no loss at all given the surrounding parking options). Wet season storms whistle through the lane and it becomes a wild wind tunnel.

[REDACTED]  
8/21/2023 06:05 PM

Currently a small space that has no real incentive to visit - the challenge would be making this a desirable area to visit, connecting it with other small spaces in the city and enabling access. The other challenge would be to keep it accessible in the wet season. I do not even consider using the lane when it is raining.



8/21/2023 06:18 PM

The funds should be spent greening the Cenotaph carpark as per the City Deal.



8/21/2023 06:21 PM

It's a side street with not much space.



8/21/2023 06:52 PM

Itinerants and anti social behaviour Keeping it to a high standard of cleanliness Using trees that are not established will mean long waits for them to grow



8/22/2023 09:08 AM

Getting sufficient foot traffic to use the area, needs to be supported by surrounding spaces (e.g. better shading for pedestrians, bike lanes, etc.)



8/22/2023 09:51 AM

Can't think of any



8/22/2023 10:02 AM

its a road and loading area for vehicles



8/22/2023 11:06 AM

The budget and resources not allowing for the standout priorities from consultation process. Ensuring a range of voices from the wider community and their needs are considered amid the project brief and deliverables.



8/22/2023 11:34 AM

It needs to be a nice spot to sit and eat or have a coffee, but needs to have spots to put a bicycle safely.



8/23/2023 07:25 AM

Vandalism



8/23/2023 07:46 PM

This is a bloody waste of money. just please feed people instead and build houses and train up counsellors/mental health support



8/24/2023 06:05 PM

Heat



tour buses safety

8/24/2023 09:17 PM



8/25/2023 05:34 AM

Trying to pull too much off



8/25/2023 01:02 PM

Convincing people who drive and park there to go across the road to the underground car park.



8/25/2023 01:45 PM

Not capitalising on the space.

Anonymous

8/25/2023 03:09 PM

anti social behaviour

Anonymous

8/25/2023 03:14 PM

Nil



8/25/2023 03:32 PM

maintaining short term car parking during the day planting large shade trees and solid shade keeping itinerates out of the area changing existing leased area so it doesn't turn its back on the rest of the lane - how to ensure private investment /contribution by adjacent landowners

Anonymous

8/25/2023 06:21 PM

Accessed by I am assuming intoxicated patrons from near by hotels. Most mondays there is vomit & broken glass in the Laneway, it's disgusting. Especially as next door to an upmarket hotel.

Anonymous

8/25/2023 06:31 PM

Cleanliness Sustainability of food venues People being humbugged while eating al fresco

Anonymous

8/26/2023 06:02 AM

I am assuming the costs of rent increase to the local cafes/restaurants that struggle

Anonymous

8/26/2023 06:47 PM

Itinerants in the area

Anonymous

8/27/2023 05:48 AM

Overcrowd the area

Anonymous

At times, there is substantial pedestrian traffic through the lane.

8/28/2023 11:58 AM

Whatever else is established in this space, please ensure that its main purpose as a walkway is not impeded. There needs to be an indication that the laneway is not a dead end - let people know where they will end up at each entrance to the space.

Anonymous

8/28/2023 03:29 PM

Removing 9 easily accessible quick-term parks that provide access to the Mall. Providing an appealing space when the existing surrounding bars may be noisy and attract inebriated and potentially nuisance individuals

Anonymous

8/28/2023 05:03 PM

Narrow walkway to Galleria Arcade, poor passive surveillance

Anonymous

8/28/2023 09:54 PM

Carpark for Hilton hotel use as well as nearby facilities. Local itinerants humbugging in the area.

Anonymous

8/28/2023 10:15 PM

Removing parking. Be mindful of services close by like the dentist!

Anonymous

8/29/2023 02:35 PM

Limited space.

Anonymous

8/29/2023 05:10 PM

no comment

Anonymous

8/30/2023 09:48 AM

shade with trees not man made structures, more permeable plantings, cooling, rain protection from trees

Anonymous

8/30/2023 12:20 PM

Poor attractions/retail offerings and reputation of lane. People can be deterred by lack of parking in the area. Currently unattractive during wet season

Anonymous

8/30/2023 12:40 PM

Services conflict with tree pits. Tree pit design to allow for sufficient root system and protection of underground services (future and existing), interface between bus stop and alfresco dining.

Anonymous

8/30/2023 02:40 PM

Ensuring the project is value for money for the community.

Anonymous

Humbugging and violence from locals. It's often dark and little parking

8/30/2023 04:17 PM

Anonymous

8/30/2023 06:19 PM

When you keep taking out parking spaces, you discourage people visiting. Secondly, the wet season outside with no cover makes spaces unusable

Anonymous

8/30/2023 07:22 PM

Getting people to go into the city

Anonymous

8/30/2023 10:25 PM

Lane Market

Anonymous

8/31/2023 09:30 AM

You can't access The Mall at after hours/night time.

Anonymous

8/31/2023 11:09 AM

the car spaces are handy for people accessing businesses

Anonymous

8/31/2023 01:06 PM

The businesses that front Chapel Lane remain empty or choose not to maintain their street appeal, creating a poor atmosphere. That parking within the vicinity becomes more difficult to source than it currently is and people stay away. That the Government wants this to be an event space, which is not needed - there are plenty of other spaces around the city - and it affects traffic access to the Hilton port cochere. That it becomes a heat-sink when the proposed shade provisions take too long to grow or are damaged during storms and not immediately replaced. That the itinerants wreck the furniture, lighting, artwork, signage etc., causing the space to fall into disrepair or prevents locals and visitors activating the space. That any alfresco dining in the space either makes the space look messy because nobody, including City of Darwin, wants the responsibility of maintaining it OR prevents easy foot traffic to move through the area and people choose different pathways.

Anonymous

8/31/2023 08:20 PM

Attracting anti social behaviour by making it more appealing

Anonymous

9/01/2023 08:24 AM

Unless the crime is brought under control people are staying away from the City and it does not matter what beautification is done. People will not come in to town to be harassed or fear of a beating or their car windows broken.

Anonymous

9/01/2023 07:54 PM

Wonder why areas being developed are so far apart - why not focus on a smaller area and why not bring back vic hotel

Anonymous

9/02/2023 06:31 AM

Too hot to be comfortable to be in

Anonymous

9/02/2023 04:15 PM

Traffic management from hotel

Anonymous

9/03/2023 04:30 PM

Longrassers, homeless defacating

Anonymous

9/03/2023 05:32 PM

Closing it while redevelopment

Anonymous

9/04/2023 09:03 PM

More places for the homeless to sleep and urinate

Anonymous

9/05/2023 07:11 PM

Please do not destroy the Frangipani trees the flowers are very beautiful

Anonymous

9/06/2023 08:08 PM

To build a better shade structure than the one in Cavenagh Street. It needs to be kept cool. Probably anti-social behaviour, but if plenty of people are attracted to the space the trouble-makers will be outnumbered.

Anonymous

9/06/2023 09:21 PM

Anti social behaviour, drunk people from Mitchell street. Would be great to have security on the Lane at the busiest times.

Anonymous

9/07/2023 08:04 AM

Anti social behaviour moving in on the space. Keeping clean and attractive.

**Mandatory Question** (71 response(s))

**Question type:** Essay Question

**Q8** What are the potential benefits of the Chapel Lane redevelopment?



None

8/21/2023 09:16 AM

  
8/21/2023 10:28 AM

More places to discover and sit

  
8/21/2023 10:54 AM

Improved city space for lunches and dinners, more people visiting the city and injecting life into the city.

  
8/21/2023 10:57 AM

brighten it up

  
8/21/2023 11:02 AM

More shade. Less direct sun. Places to sit during lunch time. More inviting area.

  
8/21/2023 11:18 AM

More tourists - yey for you, all you ever think about is the tourists, what about your residents that are loyal Darwin people. You know the tourist have to leave the airport somehow, and unfortunately its through the mistreated, mis-maintained suburbs that don't get any attention - HAVE YOU SEEN BAGOT LATLY! Darwin is more then just a CBD!

  
8/21/2023 11:19 AM

Increase traffic for businesses in the area.

  
8/21/2023 11:56 AM

The benefits of improving the city is that there is a focus on NEEDING TO UPGRADE and provide SAFETY within the area ... which speaks to the governments respecting their community members.

  
8/21/2023 12:11 PM

very little see above.

  
8/21/2023 12:22 PM

Removal of antisocial behaviour and that it will be maintained. Always has broken glass and stinks of urine.

  
8/21/2023 12:41 PM

Greening that part of town would be good.

  
8/21/2023 12:47 PM

Draw people to CBD

  
8/21/2023 02:29 PM


The success of Austin Lane should be all the proof needed that these revitalisation projects do work. All other capital cities in Australia have some form of this contemporary style of urban planning, and its time Darwin joins the crowd. It would no doubt boost the business of the restaurants in this lane, and will make it more aesthetically pleasing. It'll also create more activities for tourists - believe it or not but people really do go on holiday just to walk around laneways.

  
8/21/2023 03:07 PM

Increased activation of City of Darwin owned space, encourages outdoor socialisation and enables a multi use space in the business district of the CBD.

  
8/21/2023 03:18 PM

Better community amenity

  
8/21/2023 03:20 PM

Increased foot traffic, cooler space in an otherwise hot area, activated nightlife area, more security, the laneway towards West Lane can be a little seedy

  
8/21/2023 05:52 PM

Would make a huge difference by greening and shading area and providing seating and public art. It should have a share of alfresco dining seating and public seating.

  
8/21/2023 06:05 PM

Increased custom and variety. The city is better as a selection of discrete small spaces (rather than a main drag) as has been shown with Austin lane and Spain Place, and if sufficiently covered during the wet makes a great thoroughfare connecting parts of the city which are less accessible when raining.

  
8/21/2023 06:18 PM

Seating and shade.

  
8/21/2023 06:21 PM

It could connect the mall better to the park between the Esplanade and the ocean.

  
8/21/2023 06:52 PM

Anything to improve our city is beneficial to the greater community

  
8/22/2023 09:08 AM

More accessible and inviting space increase time spent in the CBD, which improves economic activity for the surrounding businesses.



8/22/2023 09:51 AM

Looks better and will attract traffic/business



8/22/2023 10:02 AM

i think it's fine as it is.



8/22/2023 11:06 AM

Potential for increase in community engagement and flow through with an upgraded safe and attractive space, provision of infrastructure and access to support and develop local professional arts and cultural sectors, commission new public artworks and provide creative community opportunities. Increase in cooling and green spaces to want to linger in - including places for local workers to eat lunch that is outside but cool and with some functional sheltering options when needed. A place to trial tropical architectural design elements that suit and complement the climates as well as look visually appealing. A space to include accessibility best practices.



8/22/2023 11:34 AM

Having a laneway to get away from the car traffic and road noise will make it a great place to relax.



8/23/2023 07:25 AM

A beautiful utilitarian green space in Darwin that encourages people to use, relax and feel safe in



8/23/2023 07:46 PM

NONE



8/24/2023 06:05 PM

Fun area, whether just passing through or specifically targeted



8/24/2023 09:17 PM

connecting spaces



8/25/2023 05:34 AM

Bring some colour and life to that part of Mitchell st Create a throughway



8/25/2023 01:02 PM

Cooling and activating the area, it's very hot and unused road ways and hot to walk through along the road



8/25/2023 01:45 PM

This laneway and others need this kind of development. Cooler, more walkable, more interesting.

Anonymous

8/25/2023 03:09 PM

activate the space, more street events, support local restaurants in the area

Anonymous

8/25/2023 03:14 PM

Open and inviting space for residents to move through, gather and enjoy in safety day and night.



8/25/2023 03:32 PM

potentially a great place to visit and enjoy with cool shade potentially still a place to incorporate some short term parking during the day. a great site for a feature artwork / sculpture or similar a great site for a water station and seating

Anonymous

8/25/2023 06:21 PM

Cleaner & more pleasing space to move through.

Anonymous

8/25/2023 06:31 PM

More people in cbd, sustainable restaurants, nice place to take visitors

Anonymous

8/26/2023 06:02 AM

It will look modern & great if done correctly

Anonymous

8/26/2023 06:47 PM

Pleasure to walk through and another event space in the city to use

Anonymous

8/27/2023 05:48 AM

Increase traffic to the shops

Anonymous

8/28/2023 11:58 AM

It has the potential to provide a place where people will sit and people-watch; increase foot traffic through the CBD and remove people from the main thoroughfares of the city area.

Anonymous

8/28/2023 03:29 PM

more activated spaces in Darwin can only be a good thing!

Anonymous

8/28/2023 05:03 PM

Improves connectivity between Mitchell Street and the Smith Street Mall (and West Lane)

Anonymous

8/28/2023 09:54 PM

Security and lighting in area.

Anonymous 8/28/2023 10:15 PM	More useful things to do and engage with. Cooler transition between connected locations.
Anonymous 8/29/2023 02:35 PM	Visual appearance
Anonymous 8/29/2023 05:10 PM	No Comment
Anonymous 8/30/2023 09:48 AM	cooling, more greenery, less concrete
Anonymous 8/30/2023 12:20 PM	Bring vibrancy to CBD area.
Anonymous 8/30/2023 12:40 PM	Further developing the street are and night culture of the Darwin city.
Anonymous 8/30/2023 02:40 PM	The city potentially being a place where people want to come and spend then time and money outside of office areas.
Anonymous 8/30/2023 04:17 PM	A relaxing place to hang out no matter what day of the week.
Anonymous 8/30/2023 06:19 PM	I don't really know, I didn't think it was an option. Will it drive more activity and use of the city? That's the aim, isn't it?
Anonymous 8/30/2023 07:22 PM	More poeple in the city
Anonymous 8/30/2023 10:25 PM	Local Businesses
Anonymous 8/31/2023 09:30 AM	Nothing as I don't like using West Lane as it feels very unsafe. West Lane has terrible foot paths and I make sure to avoid it at night.
Anonymous 8/31/2023 11:09 AM	Permanent table and chair seating in a cool space so office workers can sit and enjoy food or have a cool place to sit that offers a table

and chair

Anonymous

8/31/2023 01:06 PM

The space entices a permanent coffee cart (aka food truck serving coffee) helping to activate the space by locals and visitors. That the seating affords different configurations, is inclusive (ie for wheelchairs, elderly that need good support to seat, sit and rise, and children can be accommodated) and perhaps even multi-use. That it looks nice and welcoming, inviting people to dwell and use the space. It moves the hotel's smokers away from the laneway so I don't have to inhale their second-hand smoke as I move through the area.

Anonymous

8/31/2023 08:20 PM

Visually appealing and more shade is always welcome

Anonymous

9/01/2023 08:24 AM

None unless crime is brought under control!

Anonymous

9/01/2023 07:54 PM

Not sure

Anonymous

9/02/2023 06:31 AM

A place to show visitors. Recent visitors felt Darwin city was grotty and too hot to spend too much time in. The limited parking put them off too.

Anonymous

9/02/2023 04:15 PM

Safer, bring more people, safer access to Vic Arcade businesses particularly Ella's restaurant at night.

Anonymous

9/03/2023 04:30 PM

More people in then city Creating More money Creating More jobs

Anonymous

9/03/2023 05:32 PM

More foot traffic and easy place to walk around Darwin

Anonymous

9/04/2023 09:03 PM

Darwin residents love outdoor dining/events.

Anonymous

9/05/2023 07:11 PM

Another meeting spot in Darwin

Anonymous

9/06/2023 08:08 PM

The cars are moved away from the space. It could be a lively outdoor space. It can be reached easily by public transport with a bus stop

right there.

Anonymous

9/06/2023 09:21 PM

More places to go, reactivación of the city.

Anonymous

9/07/2023 08:04 AM

Potential benefit to businesses in the area and might encourage street activity and dining spaces to open up. Another space for the community to use and enjoy (if we'll maintained)

**Mandatory Question** (71 response(s))

**Question type:** Essay Question

### Q9 What other thoughts would you like to share about the Chapel Lane redevelopment?

[REDACTED]

8/21/2023 10:28 AM

Adding safety to the area by utilising laneway space for places for people to dine and meet

[REDACTED]

8/21/2023 10:54 AM

Keep it casual, don't try and be high-brow, this is Darwin.

[REDACTED]

8/21/2023 10:57 AM

I like to see more activation in the residential suburbs

[REDACTED]

8/21/2023 11:02 AM

Create similar area to green space above underground carpark. More plantings, grass and greenery. More shade!!!! Cool the city down.

[REDACTED]

8/21/2023 11:18 AM

Stop wasting money and fix things that need fixing.

[REDACTED]

8/21/2023 11:56 AM

SAFETY is a major concern for shop owners, tourists (especially cruise ships) and the community ... IMMEDIATE action is required so the community spirit can increase so more people will want to frequent the area

[REDACTED]

8/21/2023 12:11 PM

see above

[REDACTED]

8/21/2023 12:22 PM

In the meantime keep it clean free from broken glass rubbish and urine.

[REDACTED]  
8/21/2023 12:41 PM

I am not certain why it's called "Chapel". I can't see how this name is relevant. it should be a name which is synonymous with town.

[REDACTED]  
8/21/2023 02:29 PM

I am a young (25) property owner in Darwin City, who pays rates, and fully supports Darwin City Council in these types of laneway projects. It's fantastic that the city I live and work in is becoming more contemporary, and supporting its businesses with projects like this. I really hope this goes ahead!

[REDACTED]  
8/21/2023 03:07 PM

Has a maintenance budget been considered, taking into consideration social issues encountered in this space, for things such as i.e break-ins, damages to fairy light lighting, defacating. Has further budget been allocated to make such elements vandal proof?

[REDACTED]  
8/21/2023 03:18 PM

nil

[REDACTED]  
8/21/2023 03:20 PM

I own [REDACTED] and would like to be expressly notified of the expected timelines. I believe there will be significant impacts on our business and our neighbours businesses. Customers will either consciously or subconsciously think twice about visiting areas in the middle of a construction zone. They will associate the area as hard to access and may be the barrier for customers making a purchase decision with us. While we ultimately support the development, time is absolutely of the essence! Anytime from December through until March would be a great time to undertake these works when business is low. Not July or August.

[REDACTED]  
8/21/2023 05:52 PM

It's a terrific idea - time to update and create a space to be proud of. Currently a concrete jungle with no soul. Let's go.

[REDACTED]  
8/21/2023 06:05 PM

Please cover and fill with modern vibrant nightlife, do not discount the value of green space, eg vertical gardens, cyclone-proofed trees. I am excited by this initiative and pleased to take part in this survey.

[REDACTED]  
8/21/2023 06:18 PM

City of Darwin should keep its commitments.

[REDACTED]  
8/21/2023 06:21 PM

The money would be better spent elsewhere.

[REDACTED]  
8/21/2023 06:52 PM

Security is very important Please use established trees. Please keep the area clean - Currently the footpaths in the city are filthy. Weekly disinfecting and high pressure cleaning is essential. Thank you for investing in our city.

[REDACTED]  
8/22/2023 09:08 AM

Shade crucial, not just in chapel lane but through connecting areas.

[REDACTED]  
8/22/2023 09:51 AM

Great idea!

[REDACTED]  
8/22/2023 10:02 AM

i think it's fine as it is. no need to spend money on it

[REDACTED]  
8/22/2023 11:06 AM

As someone who engages with and sees the benefit of public arts, cultural celebration, and spaces to development these as well as being practical and accessible, some blue-sky ideas could include: - providing a performance space that could suit live music, dance and / or workshop set up options for visual arts (a stage or floor space with access to power and a lock up / tech box). -include an opportunity to utilise one / some of the wall spaces that could offer an annual partnership i.e with dsaf and CoD Launch program to pair a young/emerging artist with a professional career artist. It could either continue as a cumulative work each year and added too or repainted depending on the space available. - build in an opportunity to commission a new public artwork / installation / sculpture / digital work on screens embedded with i.e Larrakia organisations to foster local artist to add and include their lens. -Other ideas could include space for market pops up and food vendors - place to pre-promote activities in the lead up to and /or during major events and festivals that happen in Darwin in the dry season. This could tap into the tourism / hotel population in the immediate surrounds (i.e Daaf, Natsiaas, Nimas, Darwin Festival and Fringe Festivals, Greek Glenti, Harmony Day, Chinese New Year etc to showcase activities that may be happening elsewhere and cross promote/ pre- promote). -options for some innovative ways to include local native vegetation and greening ideas which may cross-purpose on shade structures.

[REDACTED]  
8/22/2023 11:34 AM

If speed limits around Chapel Lane could be reduced to 30kph that would make accessing it safer, and reduce road noise pollution in the laneway.

[REDACTED]  
8/23/2023 07:25 AM

Will the development allow for child safety and engagement (fencing/small play area) thus be a safe for families to use?

[REDACTED]  
8/23/2023 07:46 PM

waste of time.

[REDACTED]  
8/24/2023 06:05 PM

I would love to paint some interactive activities on the ground so people passing through could participate. It would be bright, colourful, NT related and entertaining for others to watch. For example a hopscotch court in the shape of a crocodile. [REDACTED]

[REDACTED]  
8/24/2023 09:17 PM

no smoking

[REDACTED]  
8/25/2023 05:34 AM

Such a good idea - looking forward to it

[REDACTED]  
8/25/2023 01:02 PM

Can't wait to see it happen!

[REDACTED]  
8/25/2023 01:45 PM

Darwin has been desperately undeveloped and incorrectly utilised for the 10+ years I've been here. You want to explore your own city with pride, finding new places but you couldn't as it was a concrete oven. The cavenagh street cooking and Austin lane gentrification shows what we can do. The whole city should have shading and art galore. Chapel lane can become a nice walk and place to socialise, connecting also to the new civic centre heart of the city. Keep up the improvements please this is where we want our money to go. Great work

Anonymous  
8/25/2023 03:14 PM

Nil

[REDACTED]  
8/25/2023 03:32 PM

Well done to your comms people to attract engagement. Chapel Lane is already a great connecting walkway with Artwork - but has a closed off leased area that adds little to the amenity. The redevelopment should be conditional on contributions from adjacent landowners - given the potential benefit it brings at public cost. loss of short term on street parking should be incorporated in any cost benefit - given the significant financial and amenity they bring at present. I would estimate the parking to have at least a capital value of \$300k . the existing frangipanis trees are pretty but of little shade value and are extremely messy and should be relocated. sounds like the bus stop

could be upgraded - but given it is a stop to get off at and not get on - don't overdo the area needed for people waiting to catch a bus.- the terminus is just around the corner! New shade should concentrate on cooling the hard surfaces including Mitchell street roadway. suggest rename your project to Chapel lane precinct -as most of the site appears to be Mitchell street.

Anonymous

8/25/2023 06:31 PM

Linking with the Hilton more,

Anonymous

8/26/2023 06:02 AM

Please get the planting and shade aspect correct

Anonymous

8/27/2023 05:48 AM

Leave it alone!

Anonymous

8/28/2023 11:58 AM

The Smith Street Mall is supposedly a no-smoking area but I have never seen this being enforced. Please make the laneway a non-smoking area and enforce this. Also, foot traffic and wheelchairs / mobility devices only - no bicycles, scooters, skateboards, etc -the area is not wide enough to ensure separation between pedestrians and more rapidly-moving wheeled transport.

Anonymous

8/28/2023 03:29 PM

interactive art would be a great drawcard. licensing to create afresco bar/dining options. Lighting is key to make the space enticing in the evening.

Anonymous

8/28/2023 05:03 PM

Austin Lane redevelopment is food, but still includes a lot of impermeable surfaces. More vegetation should be included here.

Anonymous

8/28/2023 09:54 PM

Consider opening Galleria at night time. Need to consider shade or protection from rain.

Anonymous

8/29/2023 05:10 PM

No Comment

Anonymous

8/30/2023 09:48 AM

soften area with greenery

Anonymous

8/30/2023 12:20 PM

Na

Anonymous

8/30/2023 12:40 PM

Sounds like a great idea. Removes a small number of carpark that were a high risk location for traffic incidents. Replaces it with a high value community space that has multiple benefits to the community. Win win!

Anonymous

8/30/2023 02:40 PM

The project should involve the whole city, but focus should be on the area being an inviting place to be in the city.

Anonymous

8/30/2023 10:25 PM

Local Artists

Anonymous

8/31/2023 09:30 AM

Encourage more shops in The Mall & reduce businesses. There are too many businesses in The Mall. Also reduce the crime and people loitering begging for money.

Anonymous

8/31/2023 11:09 AM

It is a good space for activating with art. the Austin Lane and Spain Place development was for an event space and that has not taken off really well. How would this space differ for the same purpose?

Anonymous

8/31/2023 01:06 PM

It's been a long time coming and will probably take as long to finalise the construction and make it a welcome, cool and activated space.

Anonymous

8/31/2023 08:20 PM

I like the idea and hope it's successful

Anonymous

9/01/2023 07:54 PM

Think focus should be closer to night life areas

Anonymous

9/02/2023 06:31 AM

Water Bottle fill station and handwash area please. Clean toilets needed- non gendered with disabled access plus change table for babe's.

Anonymous

9/03/2023 05:32 PM

I love the Idea

Anonymous

9/04/2023 09:03 PM

Make sure you have Cctv installed

Anonymous

9/05/2023 07:11 PM

Please don't destroy the frangipani

Anonymous

9/06/2023 08:08 PM

One highlight should be an attractive bus stop. Bus stops and public transport in the NT have been neglected for too long. This is your chance to turn it around. There are plenty of people alighting from the busses in the morning. It would be good to have a kiosk and a shaded area right next to where people get off the bus. A place that invites people to have a coffee and a chat before they head to their offices. They could sell cold drinks, snacks and maybe even top-up bus tickets. The structure should incorporate plants to create shade and attract birds. There are at least 10 regular bird species still utilising the space. It could also be an artsy structure as if designed by Hundertwasser. It could even incorporate a Hundertwasser toilet. Google it if you are not sure what I am talking about. And while you are at it, you could continue creating fancy bus stops for the rest of Darwin..... How about a cooling water fountain in the centre of the square, surrounded by al fresco dinning options? I better stop now.....

Anonymous

9/06/2023 09:21 PM

Another good option would be to create a day space for kids and families to go during the day, eat and play. Have a small play area for kids, alfresco dinning so parents could eat and be very close to the kids while they play (could be anything, kids don't need much to play) add shade and trees to provide a fresh area. Need more places for young families to go and enjoy together.

Anonymous

9/07/2023 08:04 AM

Some thought should be had around weather protection as it's a large space to move through along Mitchell's St when raining. Would like to see pedestrian movement considered also such as where will people cross Mitchell St safely after walking from the Galleria. Would love to see some large shady rain trees (Samanea Saman / those used at the Water Front/ Rain Tree Park) which seem to be successful trees in Darwin in creating successful and beautiful shady spaces and in many ways are an iconic tree of Darwin now.

**Optional question** (57 response(s), 14 skipped)

**Question type:** Essay Question