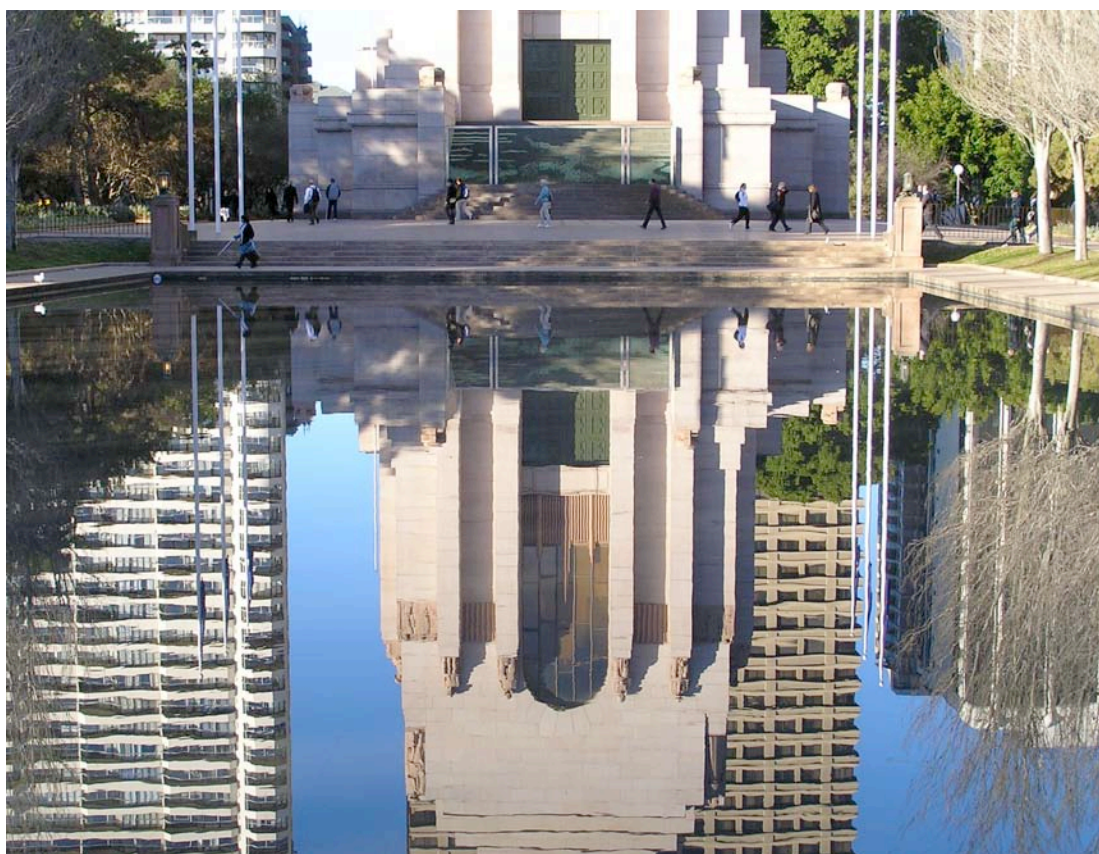


# Hyde Park Plan of Management

Round One Community Consultation

Key Institutions Survey



Prepared for  
**The City of Sydney**  
June 2006

the people  
for places  
and spaces

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# Introduction

After a public tender process, the City of Sydney Council (the City) appointed The People for Places and Spaces (PPS) to plan and implement a comprehensive public and stakeholder consultation program to inform the preparation of a new Plan of Management for Hyde Park. Round One of the consultation process commenced in January 2006.

The consultation program has targeted Hyde Park users, surrounding institutions, residential and other property owners and other key stakeholders. The City's objective for its public consultation activities is to *involve* the public and stakeholders in open and transparent consultation processes, to ensure that stakeholder issues are highlighted and to enable the City to respond appropriately to these during the development of the new Hyde Park Plan of Management.

## Key institutions survey

This report presents the findings of the survey of key institutions, which was undertaken as part of the Round One Hyde Park consultation program.

Other Round One consultation activities for Hyde Park are presented in separate reports. The titles of all reports appear below<sup>1</sup> and those seeking an in depth understanding of all the consultation outcomes are referred to these reports.

The tender brief nominated key institutions to be included in the Round One Consultation. We understand Council nominated these key institutions because of their close proximity to Hyde Park.

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<sup>1</sup> Other Round One consultation activities for Hyde Park are presented in separate reports. Reports already presented:

- Hyde Park Plan of Management Round One Stakeholder Consultation – Hyde park Intercept Survey
- Hyde Park Plan of Management Round One Stakeholder Consultation - Interviews with service and amenity providers
- Hyde Park Plan of Management Round One Stakeholder Consultation - E-mail and telephone survey of stakeholders nominated by Council
- Hyde Park Plan of Management Round One Stakeholder Consultation - An Observational User Analysis Study of Hyde Park
- Hyde Park Plan of Management Round One Stakeholder Consultation – Mail-out survey of adjacent property owners

## The institutions contacted were:

- St Mary's Cathedral
- St Mary's Cathedral College
- Department of Lands
- Cook and Phillip Aquatic Park
- David Jones
- Hyde Park Barracks Museum
- The Trustees of the ANZAC Memorial Building
- The Women's Club
- Tattersalls Club
- The Great Synagogue
- Sheraton-on-the-Park
- The Hellenic Club
- Independent Order of Oddfellows
- Returned and Services League
- Sydney Grammar School
- Australian Museum
- St James' Church
- The Queen's Club
- YWCA
- The Sydney Marriott Hotel

In addition to these organizations, the Royal Botanic Gardens was also contacted because of their close proximity to Hyde Park.

## Method – Self-completion mail out survey and interviews

After discussing the project with a number of institutions, it was decided a mail out survey was the most appropriate method to engage with key institutions during Round One of the consultation. The reason for this was that there was some indication that institutions may prefer a more personal engagement when viewing the draft Plan of Management and Master Plan during a Round Two stage of the consultation.

The survey was based on the Intercept Survey of 1000 park users – with a primary focus on qualitative (open-ended) questions, supported by a number of quantitative questions. Questions were developed by PPS in consultation with Clouston and Associates – the landscape architects appointed by the City to develop the new plan of management – following interviews with Council's internal project team on Hyde Park.

A copy of the questionnaire is found in the Appendix.

## Who responded

Of the 20 institutions contacted only 4 responded - Australian Museum, the Royal Botanic Garden, The Returned and Services League and Trustees of the ANZAC Memorial Building.

After following up a number of institutions, it was decided to conduct a face-to-face interview with management from the Australian Museum who expressed particular interest. A one-hour meeting with key staff of the Museum proved fruitful. In addition, a face-to-face interview was organised with the Director of the Royal Botanic Gardens Trust, Dr Tim Entwistle.

Although this response rate may seem low, we note that some institutions indicated that they would prefer to review the draft Plan of Management and Master Plan at a later stage of the consultation. It will therefore be important to ensure that all institutions are invited to attend the planned Round Two exhibition of the draft Plan of Management and Master Plan.

## The Findings

It is clear that the institutions who responded generally regard Hyde Park as a vital and integral part of a wider city precinct, rather than as a stand alone or separate entity. In common with members of the public in general, each institution highly values Hyde Park.

In particular, in the case of the Australian Museum and the Royal Botanic Gardens Trust, they regard the Park as a valuable neighbourhood asset to their own institution and would welcome more formalised opportunities to exchange ideas about Hyde Park, vis-à-vis their own institutions and how each organisation might increase collaboration with the City of Sydney in future, and even how each may be involved in cooperative or joint activities.

Each institution has made a number of comments that should be taken in this light – as a positive contribution from a neighbouring institution that highly values the Park. They have each mentioned a number of issues that they regard as important from their own perspective, but realise that Council may have other priorities and would not wish their comments to be seen in any sense, as criticism of either Council or of current practice in Hyde Park.

### Overview of key issues

Theme	Key Institution			
	The Australian Museum	Royal Botanic Gardens	Returned & Services League (NSW)	The Trustees of the ANZAC Memorial Building
Events in Hyde Park – specific issues	✓	✓	✓	✓
Lack of wayfinding and signage	✓		✓	
Park viewed as part of the precinct, not an independent feature	✓	✓		✓
Improve maintenance of the Park		✓	✓	✓
Vistas and sight lines	✓	✓		
Improve tree and garden landscape	✓	✓		✓
History of Hyde Park		✓		✓
Provision of shade	✓			
Enhanced communication and sharing of ideas between key institution and Council	✓	✓		
Security issues			✓	✓
Provision of more seating			✓	✓

## The Australian Museum

The views of the Australian Museum were obtained in a group interview with key Museum staff on the 13<sup>th</sup> June 2006.

Theme	No. of comments
Lack of way finding and signage	7
Park viewed as part of the precinct, not an independent feature	4
Events in Hyde Park	3
Vistas and sightlines	3
Provision of shade	2
Communication between key institution and Council	2
Improve tree and garden landscape	1
Improve lighting	1
Additional comments	7
<b>Total</b>	<b>30</b>

### **Lack of way finding and signage – 7 comments**

- Lack of way finding/signage
- Lack of information of what's in the Park (flora, fauna, features) and where to find them
- Most of the way finding/traffic is oriented North/South – do more to move East/West
- No connection between Museum Station and the Museum – not even any clues and markers; could at least be some signs but could be combined with a 'nature walk'
- Nothing generally to help you find your way
- No interpretation of what is in and around the Park
- If there is to be signage about fauna (eg) would like to collaborate in its production

### **Park viewed as part of the precinct, not an independent feature – 4 comments**

- No relationship across College Street – the "address" needs to be strengthened
- The intersection William/College – sense of "address" needs to be strengthened
- Cannot consider the Park independently of surrounding features – eg Cook and Phillip Park
- Park should be viewed as part of the precinct, not as an independent feature

#### **Events in Hyde Park – 3 comments**

- Alienation of Park during some events – some areas should have access at all times
- As a stakeholder would like to be part of planning the program of events – both having a say in the list of events and being involved in the coordination of some of the events
- Cross-promote Park and Museum events

#### **Vistas and sight lines – 3 comments**

- Consider the vistas from the park to the Museum and other historic buildings
- Consider vistas in to the Park and out from the Park
- In some case sight lines to historic buildings are obscured by trees both within the Park and on the Street eg the Synagogue is hidden by two huge plane trees

#### **Provision of shade – 2 comments**

- Lack of shade in summer – realise that there are difficulties in providing sufficient shade but should accept the fact that park users want to sit in the shade
- People need shade and shelter – accept the usage and address it

#### **Communication between key institution and Council – 2 comments**

- Would be keen to collaborate to develop an interpretative plan
- The Museum see itself as a major stakeholder in the Park and would like to see more consultation between the City and the Museum

#### **Improve tree and garden landscape – 1 comment**

- Tree planting in adjoining streets without consultation – eg the Eastern side of College Street is a heritage streetscape

#### **Improve lighting – 1 comment**

- Lighting could be strengthened in some areas

#### **Additional comments**

- See the Park used in a thematic way – geology, heritage, fauna
- Park is the Museum's evacuation area – difficulties of access across College Street
- Museum visitors are encouraged to use the Park – regular family visitors know the Park and use it
- No invitation to come in – doesn't say it's open at night
- Car parked each day at the War Memorial
- Do not want any change in the character of the Park
- Traffic management across College Street during major events



## Royal Botanic Gardens Trust

The views of the Royal Botanic Gardens were obtained in an interview with the Director on 6<sup>th</sup> April. The Director, who discussed the questionnaire with a number of senior staff, was keen to point out that his views are that of a neighbour and are given in a positive light. He noted that the role and function of Hyde Park is very different to that of the Domain and the Royal Botanic Gardens and that any comments he makes should not be taken as any criticism of Council or of Park management.

Theme	No. of comments
A greater focus on the landscape aspects of the Park	5
Events in Hyde Park – impacts and synergies	4
Park viewed as part of the precinct, not an separate feature of the city	3
History of Hyde Park	2
Improve maintenance of the Park	2
Additional comments	3
<b>Total</b>	<b>30</b>

### A greater focus on the landscape aspects of the Park – 5 comments

- Would like to see the landscape focus of the Park really lifted
- The replacement of trees and tree health needs thought – he was pleased to hear a new Tree Plan of Management has been developed by Council
- Arboreal & horticulture could be more of a focus in the Park
- Diagnostic & tree advice – this could become an area of exchange between Council and the Trust
- Path widening and placement of services should be undertaken with maximum care for the trees

### Events in Hyde Park – 4 comments

- A feeling that Hyde Park suffers from large events and noted there are very strict rules in the Domain for events – there could be a sharing of the Domain's event experience with Council
- The type of events allowed in the Park might be subject to more stringent selection criteria and the event organisers made more responsible for damage
- Greater attention to how events impact on the rest of the Park
- No real event synergies between Royal Botanic Gardens & Hyde Park – this may also be an area for future cooperation

**Park viewed as part of the precinct, not an independent feature – 3 comments**

- Hyde Park is part of the park system of the City
- Would like to see a more formalised link – Hyde Park, the Domain area Royal Botanic Gardens
- This link provides a green corridor between the centre of the City and the Harbour and could be jointly promoted.

**Improve maintenance of the Park – 2 comments**

- In response to the question of whether the standard of presentation represents Sydney's premier park, it was felt that the standard could be lifted.
- A greater focus could be given to the standard of landscaping, but understands that there are different uses and issues for Hyde Park than the Domain and Royal Botanic Gardens.

**History of Hyde Park – 2 comments**

- Interpretation of the history of the site and the Park. Could this be improved for visitors?
- Should not be too constrained by history however – but should also try to make sure they think about the current ideas and usage – ie not just about recreating the past.

**Additional comments – 3 comments**

- Can vistas be opened up?
- Grand avenue – hugely valued
- Pedestrian /cycling could be a possible synergy between Domain and Hyde Park

## Returned & Services League of Australia NSW Branch

The Returned & Services League of Australia, NSW Branch, returned a completed questionnaire.

Theme	No. of comments
Improve maintenance of the Park	2
Lack of wayfinding and signage	1
Events in Hyde Park	1
Improve lighting	1
Additional comments	5
<b>Total</b>	<b>10</b>

### Improve maintenance of the Park – 2 comments

- Improved maintenance of the gardens, water recycling
- Maintenance of gardens and pathways could be improved – also the grassed areas

### Lack of wayfinding and signage – 1 comment

- Improved signage in and around the park

### Events in Hyde Park – 1 comment

- More events conducted at the Anzac Memorial Building

### Improve lighting – 1 comment

- Lighting

### Additional comments

- A quiet and peaceful place where visitors and their families can pay homage to the men & women who sacrificed their lives
- Improved disabled access, toilet facilities and drinking wastewater
- Very satisfied with the quality of Hyde Park experience
- More seating for lunchtime visitors
- Higher profile of law enforcement officers

## The Trustees of the ANZAC Memorial Building

The Trustees of the ANZAC Memorial Building returned a completed questionnaire

Theme	No. of comments
Security issues	6
Events in Hyde Park	4
Improve trees and garden landscape	2
Lighting	1
Provision of more seating	1
Additional comments	7
<b>Total</b>	<b>21</b>

### Security issues – 6 comments

- More could be done to make the Park safe for people
- Higher visibility of law enforcement units
- Vandals and louts disrupt the Park
- Most people wish to see a safer environment
- A safer place – day and night
- As one of the resident managers in the Park we experience all safety issues

### Events in Hyde Park – 4 comments

- More events should be conducted in Hyde Park
- The ANZAC Memorial is the principal memorial for the State of NSW
- The ANZAC Memorial perpetuates the “ANZAC Legend”
- Peaceful remembrance ceremonies

### Improve trees and garden landscape – 2 comments

- Too many trees
- Plant deciduous trees

### Lighting

- Better night lighting

### Provision of more seating

- More seating

### Additional comments

- Peaceful and sombre surrounding atmosphere

- Most people like the Park as it is
- Include water features that complement the Park and public facilities
- The Park is part of the environment where families and businesses thrive
- The Park is representative of the City life and history
- We get the greatest pleasure in providing education to all
- A focus on people

## Appendix

## SURVEY FOR ORGANISATION MANAGERS

# Hyde Park Plan of Management



This questionnaire has been designed to assist in the preparation of the new Hyde Park Plan of Management. The survey aims to gauge:

- values about Hyde Park
- key stakeholder relationships with, and activities in, Hyde Park
- satisfaction with Hyde Park related to values, relationships and activities
- events in the park
- the extent of future desired change for Hyde Park.

You are invited to complete this questionnaire and return it to City of Sydney by 19 May 2006 in the reply paid envelope provided. Alternatively, you may wish to prepare your own submission to Council about any issues related to Hyde Park.

*city of villages*



## TO THE ORGANISATION MANAGER



Hyde Park holds a special place in the hearts of the people of Sydney. It is a most loved and cherished site and one to be protected and enhanced for future generations.

The status and value of the park are key reasons for the City undertaking the preparation of a Master Plan and Plan of Management.

This Master Plan and Plan of Management will act as the guiding documents for the future planning, design and management of the park.

The City has already conducted or is in the process of finalising numerous technical and professional studies, including heritage, fauna, event management and tree management.

We are also talking to as many users of the park as possible to get their views on what they like and dislike, what they feel could or should be done better to keep the park a "jewel in the crown".

This consultation process includes park-user surveys, observational surveys, stakeholder interviews and institutional and property owner questionnaires.

It is important that we get a full array of thoughts and suggestions on Hyde Park.

A public Exhibition of the Draft Plan of Management will be held in July to communicate Council's intentions to interested parties and to provide an opportunity for public comment. Should you wish to be advised of the exact dates and locations please complete the enclosed form.

It is anticipated that adoption of the final plan by Council will occur in September this year, paving the way for concept and design development. Follow-on construction is expected to start by mid- 2007.

I thank you for your participation in this survey and look forward to hearing and seeing your comments.

*Clover Moore*

**Clover Moore MP**  
Lord Mayor of Sydney



### ENGLISH

If English is not your first language and you would like to use a telephone interpreter service, please contact 131 450 and ask them to call the City of Sydney on 9265 9333.

### ARABIC

إذا لم تكن الإنجليزية لغتك الأولى وأردت الاستفادة من خدمة الترجمة الشفهية الهاتفية، فارجاء أن تتصل بالرقم 131 450 والطلب منهم الاتصال بمدينة سيدني على الرقم 9265 9333

### CHINESE

如果英語並非您的第一語言，而您欲使用電話傳譯員服務，請致電 131 450，要求他們代致電 9265 9333 聯絡悉尼市政廳。

### GREEK

Αν τα Αγγλικά δεν είναι η πρώτη σας γλώσσα και θα θέλατε να χρησιμοποιήσετε διερμηνέα στο τηλέφωνο, παρακαλούμε τηλεφωνήστε 131 450 και ζητήστε τους να σας καλέσουν την Πόλη του Σίδνεϊ στο 9265 9333.

### INDONESIAN

Jika bahasa Inggris bukan bahasa pertama Anda dan Anda ingin menggunakan jasa seorang juru bahasa, silakan menghubungi 131 450 dan minta agar diteleponkan ke City of Sydney di 9265 9333.

### ITALIAN

Se l'inglese non è la tua prima lingua e desideri avvalerti di un servizio telefonico di interpretariato, contatta il 131 450 e chiedi di chiamare la città di Sydney al numero 9265 9333.

### JAPANESE

英語が母国語でない方で、電話通訳サービスをご利用になりたい方は、131 450 におかけの上、シドニー市 9265 9333 に電話をかけるよう通訳にご依頼ください。

### KOREAN

영어가 모국어가 아니어서 전화 통역 서비스가 필요하실 경우 131 450 에 전화하셔서 City of Sydney (9265 9333) 로 연결하도록 요청하십시오.

### RUSSIAN

Если английский не является вашим родным языком и вы хотели бы воспользоваться услугами устного перевода по телефону, то, пожалуйста, позвоните по номеру 131 450 и попросите их позвонить в муниципалитет города Сидней по номеру 9265 9333.

### SPANISH

Si el inglés no es su primer idioma y desea utilizar un servicio de interpretación telefónica, póngase en contacto con el 131 450 y solicite que llamen a la Ciudad de Sydney al 9265 9333.

### VIETNAMESE

Nếu tiếng mẹ đẻ không phải là tiếng Anh và muốn sử dụng dịch vụ thông dịch qua điện thoại, xin quý vị gọi số 131 450 và yêu cầu họ gọi cho Thành Phố Sydney điện thoại số 9265 9333.

### TTY



Callers who are hearing impaired or have a speech or communication impairment may call through the NRS using modem or textTel (TTY) by dialling 133 677.



This survey has been prepared by City of Sydney in conjunction with community consultants, People for Places and Spaces, for the purpose of obtaining information from Hyde Park's nearest neighbours.

## Privacy Statement

Information collected by City of Sydney from this survey will be used by City consultants, People for Places and Spaces, for the sole purpose of compiling and reporting relevant statistical information that will only be used in the preparation of Hyde Park Plan of Management.

[illegible][illegible]

**“The look, feel, presentation and maintenance of Hyde Park is at a standard appropriate to Sydney’s premier park.”**

☐ Strongly disagree      ☐ Disagree      ☐ Neutral  
☐ Agree      ☐ Strongly agree

[illegible]



1.	
2.	
3.	

☐ Yes (If yes, please continue to 4b) ☐ No (If no, please go to question 5)

[illegible]

☐ Very unsatisfied      ☐ Unsatisfied      ☐ Neutral  
☐ Satisfied      ☐ Very satisfied

[illegible]



**5a ARE YOU AWARE OF ANY ISSUES OF SAFETY ISSUES RELATED TO USING HYDE PARK BOTH DURING THE DAY AND AT NIGHT?**

☐ Yes ☐ No

**5b PLEASE GIVE REASONS FOR YOUR RESPONSE**


**6 PLEASE ADVISE OF ANY EVENTS YOUR ORGANISATION HAS HELD IN HYDE PARK IN THE PAST 12 MONTHS.**

<b>1</b>	Name of event:
	Do you think Hyde Park is the most appropriate place to hold this event (please circle)    Yes    No
	Why?
	If 'No', where else could it be held?
<b>2</b>	Name of event:
	Do you think Hyde Park is the most appropriate place to hold this event (please circle)    Yes    No
	Why?
	If 'No', where else could it be held?
<b>3</b>	Name of event:
	Do you think Hyde Park is the most appropriate place to hold this event (please circle)    Yes    No
	Why?
	If 'No', where else could it be held?

**7a IN RELATION TO ORGANISED EVENTS IN HYDE PARK, DO YOU THINK THERE SHOULD BE: (PLEASE ✓ ONE ONLY)**

☐ More events                      ☐ About the same number of events  
☐ Fewer events                      ☐ Events should not be held in the park

**7b PLEASE GIVE REASONS FOR YOUR RESPONSE**


**8 CONSIDERING YOUR RESPONSES TO THE PREVIOUS QUESTIONS, WHAT IS YOUR VISION FOR FUTURE CHANGE IN HYDE PARK?**


**9 WOULD YOU LIKE TO RAISE ANY OTHER ISSUES RELATED TO HYDE PARK?**


**DO YOU HAVE ANY OTHER COMMENTS OR SUGGESTIONS THAT YOU WISH TO MAKE?**


## PUBLIC EXHIBITION OF DRAFT PLAN OF MANAGEMENT IN 2006

The City of Sydney will hold a public exhibition in mid-2006 where the Draft Plan of Management for Hyde Park will be presented.

**WOULD YOU LIKE UPDATES ON THE HYDE PARK DRAFT PLAN OF MANAGEMENT EXHIBITION?**

☐ Yes ☐ No

**IF YES PLEASE COMPLETE CONTACT DETAILS BELOW, SO WE MAY INFORM YOU:**

Name	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/>
Email	<input type="text"/>
Postal Address	<input type="text"/>
Suburb	<input type="text"/>
Postcode	<input type="text"/>

Thank you for completing this survey.

Please return to City of Sydney using the reply-paid envelope provided or post to  
**City of Sydney, Hyde Park Plan of Management, PO Box 1591, Sydney 2001**

For further information please contact

**Jeff Kerr, Project Manager**

Phone 9246 7550

Fax 9265 9116

[jkerr@cityofsydney.nsw.gov.au](mailto:jkerr@cityofsydney.nsw.gov.au)