

Kingswood-Werrington Place Plan

Engagement Outcomes Report

May 2026

Acknowledgment of Country

We acknowledge and pay respect to the Darug and Gundungarra people who are the traditional owners in which Penrith Local Government Area is situated.

We also pay our respect to elders past, present and emerging, and to the First Nations people living in our community today.

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Introduction

Background

Penrith is a city defined by transformation and resilience. As its key centres continue to evolve into dynamic urban places, Kingswood and Werrington present unique opportunities for change.

These 2 centres play a vital role in the city's growth, supporting the health, education, research and innovation sectors anchored by The Quarter and a growing cluster of complementary services.

While opportunity is strong, both centres also face key challenges. Kingswood and Werrington experience higher-than-average socio-economic disadvantage and elevated crime rates – particularly around Kingswood Station and nearby public spaces. Addressing both the real and perceived safety issues is essential to building community confidence, equity, and a sense of belonging while also attracting visitation, investment, and local pride.

To help prepare for the future, Penrith City Council is currently developing the *Kingswood-Werrington Place Plan* (hereby referred to as the Place Plan) and a supporting Safety Audit which will focus on the immediate needs of Kingswood and Werrington to shape them to be safer, more welcoming and vibrant centres for everyone.

The Place Plan will:

- identify place-based priorities grounded in community needs and insight to guide change and investment.
- establish a shared place vision and practical actions for the 2 centres over the next 5 years to improve streets, public spaces, safety, local business activity, events and community life.
- align with and complement the long-term place vision and outcomes proposed by the *East-West Corridor: Kingswood-Werrington Structure Plan.*
- integrate findings from the Safety Audit to ensure safety is embedded across all planning and design recommendations.

This report summarises feedback collected throughout recent engagement activities conducted in early 2026 to inform the Place Plan.

Purpose of Engagement

Council engaged with the community of Kingswood and Werrington over October and November 2025 to seek early inputs into developing the *East-West Corridor: Kingswood-Werrington Structure Plan*. This engagement sought to understand in broad terms what the community values, what needs improvement and what people want for the future of the corridor.

To understand more in relation to the everyday place experience of Kingswood and Werrington centres, targeted engagement was conducted with the community and stakeholders in late 2025 and early 2026 to inform the development of the Place Plan. The purpose of this targeted engagement was to:

- understand the community's vision, priorities and aspirations for Kingswood and Werrington centres.
- capture local sentiment and lived experience in relation to the challenges, strengths and improvements needed to help both centres thrive.
- engage a range of demographic groups to ensure diverse voices are heard in shaping the Place Plan.
- identify opportunities for collaboration across council teams, institutions, businesses and community groups to support coordinated delivery of Place Plan actions.

Engagement program

The engagement program was conducted from December 2025 to March 2026. It was designed to reach a diverse cross-section of the community through a range of channels. See Table 1 for details.

In total, approximately **197 people** were engaged across various activities. Figure 1 shows an overview of all engagement activities and participants.

Figure 1 - Engagement program infographic

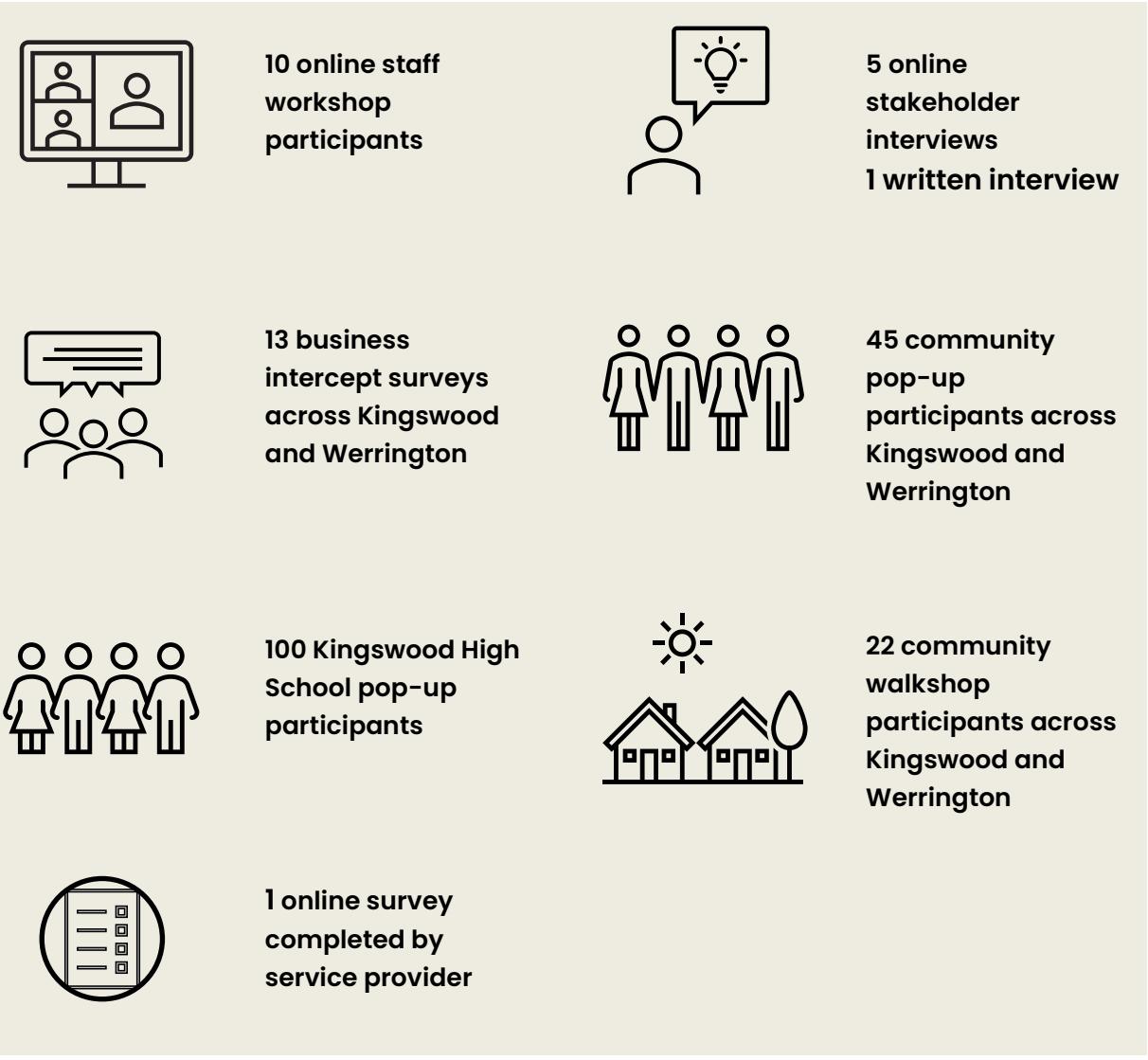


Table 1 - Engagement program details

Activity	Cohort	Date and time	Location	No. of participants
Online Council staff workshop	Internal Council staff	Wednesday 26 November 2025 11am – 12:30pm	Online via Microsoft Teams	10
Stakeholder interviews	Western Sydney University Penrith (Kingswood campus)	Wednesday 28 January 2026, 2pm – 2:30pm	Online via Microsoft Teams	1
	Thorndale Foundation – Werrington	Wednesday 4 February, 10-10:30am	Online via Microsoft Teams	1
	TAFE NSW - Kingswood	Monday 16 February 2026 1pm – 1:30pm	Online via Microsoft Teams	1
	Penrith Valley Chamber of Commerce	Tuesday 3 March 2026 – 12-12:30pm	Online via Microsoft Teams	1
	Nepean Hospital	Monday 9 March 2026, 10:30-11am	Online via Microsoft Teams	1
Police interview	Upcoming - Nepean Police Command	TBC	Written interview	TBC
Business door-knocking	Local businesses	Tuesday 10 February 2026, 9:30am – 11:30am	Victoria Street shops Gibson Avenue shops	6

		Thursday 12 February 2026, 11:30am – 12:30pm; 3pm – 4:30pm	Bringelly Road shops Second Avenue shops	7
Community walkshop	Local community members	Tuesday 10 February 2026 6pm – 8pm	Werrington	11
		Thursday 12 February 2026 6pm – 8pm	Kingswood	11
Pop-ups	People who live, visit or work in Kingswood and Werrington	Tuesday 10 February 2026 1:05pm – 1:35pm	Kingswood High School	100
		Tuesday 10 February 2026 3pm - 5pm	Werrington Local Centre	20
		Thursday 12 February 2026 9:30am – 11:30am	Village Cafe – Kingswood Neighbourhood Centre	25
Online Survey for Service Providers	Service providers part of the Sector Connect network	Thursday 22 January 2026	Sent via Sector Connect EDM	1
			Total participants	197

Communications summary

Engagement activities were promoted through multiple channels to ensure broad awareness and reach as many interested community members and stakeholders as possible. Table 2 provides an overview of reach and engagement from Council-led communication.

Table 2 - Communications reach and engagement (Source: Penrith City Council)

Channel	Reach	Engagement
Penrith City Council Facebook page	7,310 impressions	• 13 engagements • 16 link clicks • 0.18% engagement rate • 3.15% interaction rate
Penrith City Council Instagram page	1,430 impressions	• 14 engagements • 0.98% engagement rate • 0.98% interaction rate
Penrith City Council's Neighbourhood Renewal Facebook page	84 impressions	• 6 engagements • 133 views
Direct email to stakeholders directing to Your Say Penrith page	63 emails sent	
Penrith City Council Your Say Penrith newsletter	377 visits	• 270 visitors • 29 downloads on the page of the previous 2020 Think Bold Kingswood Place Plan
Our Place e-newsletter	645 recipients	• 16 clicks (11 unique) • 25.45% overall clicks
Sector Connect e-newsletter	714 subscribers	• 7 link clicks
Penrith City Council internal staff bulletin directing to Your Say Penrith page	1,726 recipients	

Summary of engagement findings

The following tables provide an overview of the key challenges and opportunities heard across all engagement in both Kingswood and Werrington undertaken for the Kingswood-Werrington Place Plan.

Kingswood

Challenges	Opportunities
Safety	
Safety was consistently identified as a key challenge for Kingswood. Concerns included: • anti-social behaviour (particularly around social housing blocks). • alcohol and drug use and unpredictable people. • lack of lighting. • lack of clear sight lines. • theft (car, home break-ins and shop lifting).	• Improve lighting (e.g. more street lamps, fairy lights in trees, creative lighting) to brighten dark spaces. • Maintenance and landscaping such as trimming trees and bushes to ensure clear sightlines. • More CCTV surveillance in areas with limited passive surveillance. • More active policing to discourage drug use and anti-social behaviour.
Public transport connectivity and navigation	
While many people expressed appreciation for Kingswood's access to public transport, several challenges were identified including: • reliability and frequency of buses. • lack of shaded bus shelters along key routes. • limited connections between Western Sydney University (WSU) Penrith (Kingswood campus), TAFE NSW and broader area. • confusing sense of arrival at Kingswood train station and Kingswood Commuter Car Park (north of the train station). • women often disproportionately disadvantaged due to lack of public	• Partnerships with WSU and TAFE to deliver shared bus services. • Wayfinding signage across public transport precincts to reduce confusion. • Advocate to the NSW Government for more rapid bus services and climate resilient bus shelters.

transport, impacting their sense of independence.	
Activities and events	
Participants identified limited reasons to stay in Kingswood's public spaces due to lack of activities, events and feeling concerned about safety. Community walkshop participants noted often being unaware of activities on offer at the Kingswood Neighbourhood Centre with newer residents noting no knowledge of its existence. Council staff workshop participants identified the lack of night-time activation across the precinct and in open spaces.	• Upgrade playspaces in Wainwright Park. • Convert Rodgers Street Car Park into a green and activated public plaza. • Leverage open and public spaces to hold community events and activations (e.g. exercise classes, markets etc.). • Better promotion of community events to improve awareness. • A high visibility noticeboard at Kingswood Neighbourhood Centre. • Outdoor dining to encourage people to spend time in Kingswood. • Opportunity to bring the local business community together.
Active transport links	
Participants identified limited active transport links around Kingswood, particularly between educational institutions, shopping clusters and open spaces.	• Improve active transport connections by upgrading or extending cycleway networks and walkways. • Improve quality of footpaths and kerb ramps to ensure they meet accessibility standards.
Maintenance and amenities	
Participants indicated lack of cleanliness and poorly maintained landscaping and streets as factors impacting their sense of welcome and safety. Participants also identified the lack of seating limiting the community's ability to stay and spend time in Kingswood's public spaces.	• Regular maintenance of overgrown grass. • Street beautification and public art (e.g. First Nations art, floor murals, creative hoarding). • More shaded seating and shelters in areas where people eat outdoors

	(e.g. Red Cross Anniversary Park, Bringelly Road shops).
Late-night activation	
Walkshop and Council workshop participants noted the lack of night-time amenities to support workers in Kingswood despite the health precinct having a 24-hour workforce.	• Encourage more night-time activation / late night trading at Bringelly Road and Great Western Highway shops. • Marketing and promotion to support local businesses.

Werrington

Challenges	Opportunities
Safety	
Participants stated the lack of safety as a key challenge in Werrington, with concerns including: • anti-social behaviour. • alcohol and drug use and unpredictable people. • illegal dumping. • smoking and vaping around bus stops. • unkept landscaping and bushes obstructing sightlines. • lack of lighting. • limited footpaths and crossings.	• More lighting in open spaces (e.g. Rance Oval, Werrington Lakes) and along key movement corridors. • More CCTV surveillance in places that lack passive surveillance and feel unsafe (e.g. Rance Oval). • More active policing to discourage anti-social behaviour.
Community-connecting events and facilities	
Participants mentioned the lack of family-friendly events and facilities in Werrington to encourage people to spend time in the area. Walkshop participants noted often being unaware of activities on offer at Arthur Neave Memorial Hall and expressed the desire for better promotion and communications.	• Leverage open spaces to hold more community and family friendly events. • Install a high visibility community noticeboard at Arthur Neave Memorial Hall to share information about local events.

	• Provide more youth-focused infrastructure (e.g. skate park, bike trails, outdoor exercise equipment).
Place experience and sense of arrival	
Participants consistently identified that the place experience and sense of arrival around Werrington Station and Kazanis Court was poor. Key issues included: • conflict between buses, car drop-offs and pedestrians. • confusion about rights of way and turning circles. • lack of maintenance and uncut grass. • lack of seating at Victoria Street bus stop.	• Redesign Kazanis Court to prioritise pedestrians, add clear signage and road markings. • Ensure all paths and ramps leading to and from the station meet accessibility standards. • Street beautification around Victoria Street shops to create a sense of place (e.g. lighting, planter boxes, outdoor seating and public art).
Active transport infrastructure	
Participants noted limited active transport infrastructure presence around Werrington, particularly walking loops and bike trails. High school students expressed a desire for safer cycling routes.	• Establish better and connected walking paths in Rance Oval. • Establish bike trails, supported by wayfinding signage connecting the station to open spaces and schools.
Public transport	
Several participants expressed concerns about the lack of shaded bus shelters along key public transport routes, especially on routes to school. High school and community pop-up participants shared frustrations about unreliable and infrequent bus schedules, especially at night and on weekends.	• Advocate the NSW Government for more rapid bus services and climate resilient bus shelters.
Place-based support services	

Participants noted limited access to local social services, with many services located in Penrith CBD. This was identified as a barrier for people unable to access public transport. They also noted limited awareness about social services available in Werrington.	• Establish a community noticeboard to share information about services available. • Explore on-demand public transport to connect the community to services.



Photo 1 - Kingswood High School pop-up participants (Source: CRED Consulting)

Engagement findings by method

Pop ups

About the pop-ups

Three pop-ups were held across Kingswood and Werrington during the engagement period. The purpose of the pop-ups was to understand the strengths of Kingswood and Werrington and what improvements people would like to see in the everyday experience of the two areas.

The pop-ups were designed to reach a diverse group of community members who live, visit, study or work in each area. It enabled them to provide early input into the development of the Place Plan in an easy, convenient way.

In total, approximately 145 participants who live, work, study or visit Kingswood and Werrington attended the pop-up stalls. The details of the pop-ups are outlined in Table 3.

Table 3 - Pop-up details

Date	Time	Location	Approx. number of participants
Tuesday 10 February 2026	1:05pm – 1:35pm	Kingswood High School	100
Tuesday 10 February 2026	3pm – 5pm	Werrington Town Centre	20
Thursday 12 February 2026	9:30am – 11:30am	Village Cafe - Kingswood Neighbourhood Centre	25

Conversations with participants at the pop-ups were guided by 2 interactive activity boards for each area that included the below questions:

- What do you love about Kingswood/Werrington?
- What would you change?
- What do you want more of in Kingswood/Werrington?

Kingswood High School students were given the opportunity to provide feedback for both Kingswood and Werrington.

Kingswood High School pop-up

Strengths

Participants were asked about what they loved about Kingswood and Werrington. The following themes emerged from conversations with pop-up participants.

Kingswood	
Value for open spaces and parks	• Participants expressed appreciation for quality open spaces and recreational spaces, including Peppermint Reserve.
Friendly community	• Participants highlighted friendly people as a core strength of Kingswood.
Convenient access to shops, community facilities and public transport	• Some participants said they valued access to good shops, schools, bus stops and the train station. • One participant noted they love the street library at Wainwright Park.

"Fun and nice people."
- Kingswood High School pop-up participant

"You can access pretty much everything e.g. shops, parks, street library, hospital."
- Kingswood High School pop-up participant

Werrington	
Access to green spaces and waterways	• Participants consistently highlighted access to quality green spaces and waterways, specifically Rance Oval, Werrington Lakes and Gipps Street Recreation Precinct, as a key strength. • Participants stated that they valued the variety of activities at the Gipps Street Recreation Precinct. • Werrington Lakes was consistently highlighted as a loved place to stay cool on hot days and ride bicycles.
Public transport access to neighbouring suburbs	• Participants highlighted that they valued transport connections between Werrington and nearby Jordan Springs and Penrith CBD.

"Great access to local parks, shops and train station."
- Kingswood High School pop-up participant

"I love the community in Werrington."
- Kingswood High School pop-up participant

"We love riding our bikes around Werrington Lakes."
- Kingswood High School pop-up participant

Challenges

Participants were asked what they would like to change about Kingswood and Werrington. While this activity was intended to understand opportunities, conversations also revealed some key challenges.

Kingswood

- Lack of seating in open spaces.
- Lack of street cleanliness.
- Unreliable bus schedules.

Werrington

- Lack of lighting around Werrington Lakes.

Opportunities

Pop-up participants were asked to identify what they would like to change about Kingswood and Werrington. They were provided with a list of 9 initiatives that could improve the place experience of Kingswood and Werrington and asked to vote for their top 3 using dot stickers (dotmocracy – see Table 4 and Table 5). Participants were encouraged to provide their reasoning and suggest other opportunities that were not on the list.

The below section is divided into key themes that combine both quantitative data (dotmocracy votes) and qualitative data (reasoning and ideas) from the pop-ups, separated by each location.

Kingswood	
Theme	**Ideas**
Improved sense of safety	• Lighting received the most number of votes (14 votes), closely tied to students' desire for increased feelings of safety.

More community events	• Community events received the second most votes (12 votes).
	• Ideas:
	  ○ Ensure events are for all religions and celebrate key religious events like Ramadan and Christmas.
	  ○ More programs about cultural storytelling and more food events to attract young people.

Enhanced open spaces and parks, with more things to do	• 'More things to do in parks' and 'shade and planting' both received the third most votes (11 votes).
	• Places to play received 10 votes from students.
	• Ideas:
	  ○ Need for more seating areas in parks and more varied play equipment for all ages. Examples included swings, flying fox and tube slides.
	  ○ Some suggestions included outdoor gyms, indoor sports recreation centres for badminton and tennis and free sports clubs for all ages.

Enhanced public and active transport	• Ideas:
	  ○ Students emphasised the need for reliable and frequent public transport. They expressed a desire for more frequent buses, more bus stops with seating and shade to protect them from rain and sun.
	  ○ Establish more bike trails, supported by signage.

More First Nations art	• Students wanted to see more First Nations art to bring colour to Kingswood.
Other ideas	• More rubbish bins and better cleanliness. • More local shops. • More public pools. • Making Kingswood more accessible.

Table 4 - What do you want more of in Kingswood?

Idea	Votes
Lighting	**14**
Community events	12
Shade and planting	11
More things to do in parks	11
Places to play	10
Signage and wayfinding	7
Colour and art	6
Seating and places to eat outdoors	6
More visibility of local stories and history	4

Werrington	
Theme	Ideas

More greenery and things to do in parks	• Planting and greenery received the most votes (6 votes), alongside more things to do in parks.
	• Desire for more places to play and lighting received 4 votes each.
	• Ideas:
	  ○ Enhance Werrington Lakes with better lighting, more bike trails and an upgraded outdoor gym.
	  ○ Play equipment for all ages - Gipps Street Recreation Precinct in Claremont Meadows was highlighted as a well-loved example.

Enlivening Werrington with art, local stories and history	• Colour and art received 4 votes. • Desire for more visibility of local stories and history also received 4 votes. • Ideas:

	○ Participants spoke about the opportunity to have more First Nations and nature-themed murals and art. ○ Young people highlighted their enjoyment for reading the signage with local stories and history in parks.
More community events, seating and places to eat outdoors	• Ideas: ○ Desire for more community events at Rance Oval. ○ Students would like to see a bike or walking trail around Werrington, particularly on the north side (Railway Street) of the station.

Table 5 - What do you want more of in Werrington?

Idea	Votes
Planting and greenery	**6**
More things to do in parks	**6**
Colour and art	4
Lighting	4
Places to play	4
More visibility of local stories and history	4
Community events	3
Seating and places to eat outdoors	3
Signage and wayfinding	1

"More swings – something like Gipps Street Recreation Reserve in Werrington."
- Kingswood High School pop-up participant

Village Cafe pop-up

Strengths

Participants were asked about what they loved about Kingswood. The following themes emerged from conversations with pop-up participants.

Kingswood	
Value for open spaces and parks	• Participants said that they highly valued Kingswood's open spaces and recreational spaces, such as Wainwright Park.
Friendly community	• Participants highlighted the supportive nature of the Kingswood community. • A participant noted they like the general quiet atmosphere of Kingswood.
Convenient access to shops, community facilities and public transport	• Appreciation for convenient access to Kingswood Station and bus services was a recurring theme. • The Kingswood Neighbourhood Centre is a valued community asset. Kingswood Anglican Church was identified as a much-loved place by a participant. • One participant stated that they loved the street library at Wainwright Park.
Community events	• The monthly Village Cafe event was raised as a beloved event for the community to connect with different people, access services and pick up a free coffee and food.
Ease of walkability	• Participants noted the ease of walking around Kingswood but also highlighted that the pedestrian experience could be better in some places.
Access to schools	• Some participants noted that access to quality schools is a strength of the area.

"I've lived in Kingswood for 30 years ... I love the community here where I can mingle and chat with anyone."
- Village Cafe pop-up participant

"The community looks after one another."
- Village Cafe pop-up participant

Challenges

Participants were asked what they would like to change about Kingswood. While this activity was intended to understand opportunities, conversations also revealed some key challenges.

- Parking challenges, especially around new developments.
- Safety issues around boarding houses and Kingswood Station.
- Young people smoking and vaping in public spaces (i.e. buses) and local shops selling vapes and tobacco to young people.
- Inadequate lighting on streets.

"Better cleanliness in streets, there's garbage on the street."
- Kingswood High School pop-up participant

"Inadequate parking. Ensure new development provides enough parking."
- Village Cafe pop-up participant

"Safety and drug use around the Kingswood station."
- Village Cafe pop-up participant

Opportunities

Pop-up participants were asked to identify opportunities to enhance Kingswood. They were provided with a list of 9 initiatives that could improve the place experience of Kingswood and asked to vote for their top 3 using dot stickers (dotmocracy – see Table 6). Participants were encouraged to provide their reasoning and suggest other opportunities that were not on the list.

The below section is divided into key themes that combine both quantitative data (dotmocracy votes) and qualitative data (reasoning and ideas) from the pop-ups.

Village Cafe pop-up participants	
Theme	Ideas
More community events	• Community events received the most votes (8 votes). • Ideas:

	○ Better promotion of Council-run events, like Village Cafe. ○ Desire for more community-connecting events like Village Cafe.
Better maintained open and public spaces, with more shelter and shade	• Alongside community events, shade and planting received the most votes (8 votes). • Ideas: ○ More shade in parks and sporting fields, greater tree canopy cover, better grass and gutter maintenance, particularly in flood zones. ○ More landscaping and maintenance such as lawn mowing. ○ Manage illegal dumping. ○ Need for more bus shelters, specifically along Bringelly Road and Jamison Road. ○ Emphasis on a well-maintained place to discourage people from littering.
Increased safety measures	• Lighting received the second most votes (4 votes), • Ideas: ○ More policing around Kingswood Station and on buses to discourage anti-social behaviour, such as drug use, smoking and vape use. ○ Strong desire for more lighting and surveillance cameras in Wainwright Park and near Kingswood Station.
More things to do in parks and opportunities to learn local stories and history	• Both 'more things to do in parks' and 'more visibility of local stories and histories' received the third most votes (3 votes each).
More amenities and greater cleanliness	• Ideas: ○ More public toilets. ○ More dog bins in parks as well as a large bin near Bringelly Road shops, particularly near Hallani's. Participants noted the removal of a compact bin.
Other ideas	• More parking around Kingswood Station. • More community activities at Council-owned facilities and parks (e.g. art classes at Kingswood Neighbourhood Centre).

Table 6 - What do you want more of in Kingswood?

What do you want more of in Kingswood?	
Idea	**Votes**
Community events	**8**
Shade and planting	**8**
Lighting	4
More things to do in parks	3
More visibility of local stories and history	3
Colour and art	2
Seating and places to eat outdoors	2
Places to play	1
Signage and wayfinding	0

"More activities and utilising the park on the other side of the station."
- Village Cafe pop-up participant

"More bus shelters – you're either standing in the rain or facing the heat."
- Village Cafe pop-up participant

"If an area looks beautiful, it's less likely to be dirtied and trashed."
- Village Cafe pop-up participant

"Lighting around the station and central movement spaces."
- Village Cafe pop-up participant

Werrington Local Centre pop-up

Strengths

Participants were asked what they loved about Werrington. The following themes emerged from conversations with pop-up participants.

Werrington Local Centre pop-up participants	
Access to open spaces and playspaces	• Participants consistently highlighted access to Werrington Lakes and local parks as a key strength. • Young participants specifically identified Rance Oval playground as a place they loved.
Strong sense of community, alongside cultural diversity	• Some participants highlighted the strong sense of community in Werrington. • The suburb's cultural diversity was seen as a strength.

"Great parks – Werrington Lakes, very cooling on a hot day."
- Werrington Local Centre pop-up participant

"There's lots of cultural diversity, which is nice to see. Where I grew up in New Zealand, it wasn't as culturally diverse."
- Werrington Local Centre pop-up participant

Challenges

Participants were asked what they would like to change about Werrington. While this activity was intended to understand opportunities, conversations also revealed some key challenges.

- Safety issues due to real and perceived crime and anti-social behaviour (e.g. people loitering, shouting, drug and alcohol affected people being unpredictable, property break-ins, fighting).
- Feelings of unsafety near Rance Oval, particularly for women and children.
- Lack of seating around Werrington.
- Presence of smokers around the bus stop near Werrington train station.
- Pedestrian safety when crossing the road, especially at the entrance to Werrington train station.
- Illegal dumping near Werrington Creek.

"Doesn't feel safe, I wouldn't walk through the park late at night."
- Werrington Local Centre pop-up participant

"We have nowhere to sit when I'm out with the boys."
- Werrington Local Centre pop-up participant

Opportunities

Pop-up participants were asked to identify opportunities to enhance Werrington. They were provided with a list of 9 example initiatives that could enhance Werrington and asked to vote for their top 3 using dot stickers (dotmocracy – see Table 7). Participants were encouraged to provide their reasoning and suggest other opportunities that were not on the list.

The below section is divided into key themes that combine both quantitative data (dotmocracy votes) and qualitative data (reasoning and ideas) from the pop-up.

Werrington Local Centre pop-up participants	
Theme	Ideas

Enhanced open spaces and parks, with more things to do	• More things to do in parks (3 votes).
	• More opportunities to learn about the area's local stories and history (3 votes).
	• Better play spaces and play equipment (2 votes), such as climbing nets, monkey bars, zip lines, swings and slides.
	• Art and sculpture to enhance play spaces (2 votes).
	• Ideas:
	  ○ Desire for active play areas such as a skate park, water park and more walking and bike trails.
	  ○ Several participants wanted to see a play space at the southern corner of Rance Oval near the amenities block.
	  ○ Many community members wanted dedicated BBQ areas and bike parking spaces.

Increased safety measures	• More lighting (3 votes) and surveillance cameras in Rance Oval and around Werrington Lakes to improve feelings of safety. • Ideas: ○ Improve pedestrian safety through better crossings.

	○ Desire for more Police presence around Werrington to discourage anti-social behaviour. ○ Address alcohol and drug-related issues.
More seating	• Need for more seating for young people to spend time with friends (1 vote). • Ideas: ○ More benches at Werrington Station bus stop, with many participants commenting they frequently see people sitting on the ground due to limited seating.
Improved amenities and cleanliness	• Ideas: ○ Better maintenance of Rance Oval such as regular lawn mowing. ○ More amenities such as bubblers and rubbish bins around Werrington Town Centre. ○ Better cleanliness and regular cleaning of public toilets.
More frequent public transport	• Idea: ○ Desire for more frequent bus services – participants noted that currently buses arrive every 30 minutes on a weekday and every hour on the weekend.
Retail diversity	• Limited access to supermarkets e.g. Woolworths.

Table 7 - What do you want more of in Werrington?

Idea	Votes
More things to do in parks	**3**
Lighting	**3**
More visibility of local stories and history	**3**
Colour and art	2
Places to play	2
Seating and places to eat outdoors	1
Community events	0
Planting and greenery	0
Signage and wayfinding	0



Photo 2 - Werrington Town Centre pop-up participant with CRED Consulting staff (Source: CRED Consulting)

Community walkshops

About the community walkshops

CRED Consulting facilitated walkshops in Kingswood and Werrington as part of the targeted engagement for the Kingswood-Werrington Place Plan. These walkshops involved a guided group walk with participants around the 2 centres, with conversations prompted at specific stopping points. The Kingswood walkshop was conducted on Thursday 12 February 2026 from 6pm to 8pm, while the Werrington walkshop was held on Tuesday 10 February 2026 from 6pm to 8pm.

The purpose of the community walkshops was to gather insights into what makes Kingswood and Werrington special, and what people love or want to change or improve in those centres.

The walkshops commenced with an overview of the project background and participant introductions. Participants were provided with an activity booklet to capture their perceptions and ideas to improve Kingswood's and Werrington's sense of safety, vibrancy, welcome and activation. Visual prompts were provided to help guide discussion and inspire creative thinking about changes they would like to see within the 2 centres.

Walkshop routes

Kingswood community walkshop

As shown in Figure 2, the walkshop route consisted of 7 stops, starting at Kingswood train station and finishing at Chapman Gardens:

1. Kingswood Station
2. Kingswood Commuter Car Park North
3. Red Cross Anniversary Park
4. Rodgers Street Car Park
5. Kingswood Neighbourhood Centre/Wainwright Park
6. Bringelly Road shops
7. Chapman Gardens.

Figure 2 - Kingswood community walkshop route



Werrington community walkshop

As shown in Figure 3, the walkshop route consisted of 6 stops, starting at Werrington train station and finishing at the corner of Victoria Street and Gibson Avenue:

1. Werrington Station
2. Victoria Lane/Car Park
3. Victoria Street shops
4. Rance Oval
5. Arthur Neave Memorial Hall
6. Shops at corner of Victoria Street and Gibson Avenue.

Figure 3 - Werrington Community Walkshop route



Participant profile

Kingswood walkshop

A total of 11 participants attended the walkshop. Below is a snapshot of top demographics:

- 8 female participants (73%), 3 male participants (27%).
- Top 3 age brackets: 30-34 years (19%), 55-59 years (18%) and 40-44 years (18%).

The majority of participants said they moved through Kingswood regularly, with many visiting Kingswood usually in the morning, afternoon and early evening.

Participants said they mainly visited Kingswood alone or with other people and usually got to Kingswood via their own car (82%). The main reasons for visiting Kingswood were to use public transport (28%), followed by visiting the hospital (16%), visiting the

neighbourhood centre (12%), walking or cycling through the area (12%) and visiting a cafe, restaurant or bar (12%).

Werrington walkshop

A total of 11 participants attended the walkshop. Below is a snapshot of top demographics:

- 6 male participants (55%), 5 female participants (45%).
- Top 3 age brackets: 35-39 years (37%), 65-69 years (18%) and 40-44 years (18%).

The majority of participants said they regularly visited Werrington (33% 'a few times a week', 22% 'daily'), with many visiting Werrington in the early afternoon and early evening (56% '12-3pm', 56% '5-7pm'). Majority of the participants (56%) said they mainly visited Werrington by themselves, with others either visiting with another person (44%) or in a group (22%).

Participants said that they travelled to and from Werrington mainly by car (75%) followed by walking (25%) and train (25%). When visiting Werrington, participants stated they visit the local park (38%), visit the shops (31%) or use sporting courts/facilities (19%).



Photo 3 - Kingswood Train Station (Source: Nangle Landscape Architecture)

What we heard - Kingswood

Stop 1: Kingswood Station

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Kingswood Station during the day and night.

Table 8 - Rate your agreement to the following statements about Kingswood Station:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe at Kingswood Station.						
During the day	0%	36%	**55%**	9%	0%	0%
During the night	0%	0%	17%	25%	**50%**	8%
I feel welcome at Kingswood Station.						
During the day	0%	**45%**	27%	18%	0%	9%
During the night	0%	0%	9%	27%	**45%**	18%
Kingswood Station feels activated and vibrant.						
During the day	0%	18%	**36%**	0%	**36%**	9%
During the night	0%	0%	8%	25%	**50%**	17%

As shown in Table 8, the following insights emerged:

- 55% were neutral about their sense of safety at Kingswood Station during the day, however, the majority felt unsafe during the night (75% rated 'disagree' or 'strongly disagree').
- 45% of participants agreed that they felt welcome, however this declined at night with the majority feeling unwelcome (72% rated 'disagree' or 'strongly disagree').
- 36% of participants strongly disagreed or were neutral that Kingswood Station felt activated and vibrant during the day. This was even higher when asked how it felt at

night (75% rated 'disagree' or 'strongly disagree').

During the walkshop, participants gave the following reasons for their ratings:

- confusing entrances to the station.
- people cutting across bushes at the southern entrance, which is used as an unofficial pathway / desire line.
- fear of potential pickpocketing, assault and anti-social behaviour.
- lack of sightlines and visibility around corners.
- people ignoring traffic signals and running across the Great Western Highway.

"The area doesn't feel inviting or safe after dark. It feels safer during the morning and afternoon, with more frequent trains and commuters."

- Kingswood Walkshop participant

"Entry to the station is confusing, people walk in front of the bushes to the station."

- Kingswood Walkshop participant

Use of Kingswood Station

55% of participants said they use Kingswood station, with half driving and parking at the station (50%) and others walking (33%) or taking the bus (17%).

For the 45% of participants who indicated that they did not use Kingswood Station, their reasons included proximity to Penrith Station as an alternative, infrequent train services, anti-social behaviours around Kingswood Station and poor signage.

Ideas to make Kingswood Station feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Kingswood Station could evolve. They were asked to identify which ideas would most improve the space.

Table 9 - Which of these ideas would make Kingswood Station feel more safe, welcoming and vibrant?

Ideas	Responses (%)
Wayfinding signage	80%

Safer pedestrian crossings	70%
Creative lighting	60%
Lighting on furniture	50%
More shade	50%
Colourful planting and art	50%

NB: As participants were able to select more than one choice, the percentages of responses do not add up to 100%.

As shown in Table 9, the top ideas were wayfinding signage (80%), safer pedestrian crossings (70%) and creative lighting (60%).

Many participants spoke about the need to make Kingswood feel more inviting with lighting and colour. A few participants indicated a safety hazard with people ignoring pedestrian lights across the Great Western Highway and running across the busy road.

Participants also identified additional opportunities to make Kingswood Station safer, more welcoming and more vibrant. These included:

- more shops or activity on the concourse.
- more security cameras and signage.
- increase lighting in and near the station.
- encouraging the Kingswood Hotel opposite the station to create a beer garden at the front to create activity and passive surveillance.
- strengthening edges around the car park through fencing (Kingswood Station South Commuter Car Park).



Photo 4 - Kingswood walkshop participants at Kingswood Station (Source: CRED Consulting)

Stop 2: Kingswood Commuter Car Park North

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Kingswood Commuter Car Park North during the day and night.

Table 10 - Rate your agreement to the following statements about Kingswood Commuter Car Park North

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe at Kingswood Commuter Car Park North.						
During the day	0%	**58%**	17%	17%	8%	0%
During the night	0%	0%	0%	33%	**58%**	8%
I feel welcome at Kingswood Commuter Car Park North.						
During the day	0%	**50%**	25%	25%	0%	0%
During the night	0%	0%	8%	25%	**58%**	8%
Kingswood Commuter Car Park North feels activated and vibrant.						
During the day	0%	17%	42%	**17%**	**25%**	0%
During the night	0%	0%	8%	33%	**50%**	8%

As shown in Table 10, the following insights emerged:

- 58% agreed that they felt safe at Kingswood Commuter Car Park North during the day. Most participants felt unsafe at this location at night (91% rated 'disagree' or 'strongly disagree').
- 50% of participants agreed that they felt welcome during the day, however this declined at night with the majority feeling unwelcome (83% rated 'disagree' or 'strongly disagree').
- 43% of participants disagreed that Kingswood Commuter Car Park North felt activated and vibrant during the day (43% 'strongly disagree' or 'disagree'). This

significantly increased at night (83% rated 'disagree' or 'strongly disagree').

During the walkshop, participants highlighted the following reasons for their ratings:

- concealed areas where trees reduce visibility.
- perceptions of unsafety linked to the presence of nearby social housing and individuals affected by alcohol, drugs or mental health challenges.
- incidents of anti-social behaviours.
- people speeding on e-bikes.
- the kiss-and-drop point feeling enclosed and isolated.
- confusing pedestrian routes and lack of clearly marked safe crossings.

"The cul-de-sac feels scary, especially the kiss-and-drop is in a vulnerable place - you'll be approached."

- Kingswood Walkshop participant

"We have to walk on the road, it doesn't feel safe."

- Kingswood Walkshop participant

Use of Kingswood Commuter Car Park North

82% of participants said that they did not use Kingswood Commuter Car Park North for the following reasons:

- feelings of unsafety.
- tendency to park on the Great Western Highway side due to clearer sightlines.
- choose to use Penrith Station rather than Kingswood Station.

Ideas to make Kingswood Commuter Car Park North feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Kingswood Commuter Car Park North could evolve. They were asked to identify which ideas would most improve the space.

Table 11 - Which of these ideas would make Kingswood Car Park North feel more safe, welcoming and activated?

Ideas	Responses (%)

Better maintenance	64%
Street lighting	55%
Wayfinding signage	55%
Floor mural	55%
More places to stay	45%
Activities and events	45%

NB: As participants were able to select more than one choice, the percentages of responses do not add up to 100%.

As shown in Table 11, the top ideas were better maintenance (64%), street lighting (55%), wayfinding signage (55%) and a floor mural (55%). Participants spoke about the need to improve safety around this location and access from the south side of Kingswood Station.

Participants also provided additional ideas to improve the space. Suggestions included:

- enhancing safety and security measures, such as more lighting, fencing or private security monitoring.
- improving visibility from the platform to the car park.
- more greenery and plants to soften the edges of the car park.
- better interface with industrial lots to the east of the car park.
- relocating the kiss-and-drop point.
- developing a multi-level car park to accommodate future growth in Kingswood, ideally incorporating active frontages such as shopfronts or a kiosk.



Photo 5 - Kingswood walkshop participants at Kingswood Commuter Car Park North

Stop 3: Red Cross Anniversary Park

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Red Cross Anniversary Park during the day and night.

Table 12 - Rate your agreement to the following statements about Red Cross Anniversary Park.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe at Red Cross Anniversary Park.						
During the day	0%	33%	**42%**	17%	0%	8%
During the night	0%	0%	0%	**42%**	**42%**	17%
I feel welcome at Red Cross Anniversary Park.						
During the day	0%	27%	**36%**	27%	9%	0%
During the night	0%	9%	0%	36%	**55%**	0%
Red Cross Anniversary Park feels activated and vibrant.						
During the day	0%	8%	17%	25%	**42%**	8%
During the night	0%	8%	8%	17%	**58%**	8%

As shown in Table 12, the following insights emerged:

- 42% of participants were neutral about their sense of safety at Red Cross Anniversary Park during the day. At night, the majority of participants felt unsafe at this location (84% rated 'disagree' or 'strongly disagree').
- 36% of participants were neutral about feeling welcome at Red Cross Anniversary Park during the day. When asked about their feelings of welcome at night, 91% disagreed or strongly disagreed that they feel safe at the park.
- 67% of participants disagreed or strongly disagreed that Red Cross Anniversary Park felt activated and vibrant during the day. This increased at night (75% of participants disagreed or strongly disagreed).

Participants gave the following reasons for their ratings:

- Red Cross Anniversary Park feels neglected and run-down.
- graffiti and lack of maintenance impacts sense of welcome and vibrancy.
- lack of adequate seating and rubbish bins.
- appreciation for trees, lighting and wide footpath.

"Haven't walked through the park before but it feels welcoming today with the lighting and paths and trees."

- Kingswood Walkshop participant

"This place doesn't have any grass left. It is a nice area, but needs a bit of landscaping."

- Kingswood Walkshop participant

Use of Red Cross Anniversary Park

82% of participants said they did not use Red Cross Anniversary Park for the following reasons:

- lack of cleanliness and seating which makes the park uninviting.
- feelings of unsafety.
- the park is a thoroughfare rather than a place to stay and enjoy.

Route between Kingswood Station and Nepean Hospital

Participants were asked regarding the route they usually take between Kingswood Station and Nepean Hospital. The majority of participants said they walked along the Great Western Highway (67%).

Ideas to make Red Cross Anniversary Park feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Red Cross Anniversary Park could evolve. They were asked to identify which ideas would most improve the space.

Table 13 - Which of these ideas would make Red Cross Anniversary Park feel more safe, welcoming and activated?

Ideas	Responses (%)
Seating	91%
Tree lighting	82%
Picnic tables	55%
Public art	55%
Shaded areas	45%
Better lighting and pathways	45%
Water feature	27%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 13, the top ideas were seating (91%), followed by tree lighting (82%), picnic tables (55%) and public art (55%).

Participants emphasised that these interventions would significantly improve the appeal, vibrancy and perceived safety of Red Cross Anniversary Park. They highlighted the need for improved maintenance, landscaping and lighting, alongside more formal seating, to reposition the park as a comfortable and welcoming place for local residents and hospital staff to relax.

Participants observed that construction workers currently sit on the brick wall outside nearby residential units, underscoring the lack of adequate formal seating within the park itself. This was seen as a clear opportunity to enhance amenity and encourage more intentional use of the space.

Participants also suggested additional opportunities to improve Red Cross Anniversary Park. These included:

- enhancing landscaping to create greater separation between the road and park.
- creative hoarding or a mural to deter vandalism and add colour and identity.
- additional bins to reduce littering and improve cleanliness.
- informal play and game infrastructure for hospital staff and residents to use such as table tennis tables and giant chess.

Stop 4: Rodgers Street Car Park

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Rodgers Street Car Park during the day and night.

Table 14 - Rate your agreement to the following statements about Rodgers Street Car Park.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe at Rodgers Street Car Park.						
During the day	25%	**50%**	25%	0%	0%	0%
During the night	8%	17%	**33%**	8%	25%	8%
I feel welcome at Rodgers Street Car Park.						
During the day	17%	25%	**50%**	8%	0%	0%
During the night	8%	8%	**42%**	17%	17%	8%
Rodgers Street Car Park feels activated and vibrant.						
During the day	0%	18%	**64%**	0%	18%	0%
During the night	0%	9%	**55%**	18%	18%	0%

As shown in Table 13, the following insights emerged:

- The majority of participants stated that they felt safe at Rodgers Street Car Park (75% rated 'strongly agree' or 'agree). 33% felt neutral about their sense of safety at this location at night.
- Half (50%) of the participants were neutral about feeling welcome at Rodgers Street Car Park during the day. Similarly, 42% were neutral about their feelings of welcome at night.
- 67% of participants were neutral about Rodgers Street Car Park's activation and vibrancy during the day. This decreased at night (75% of participants disagreed or

strongly disagreed).

Participants gave the following reasons for their ratings:

- Rodgers Street Car Park feels functional and safer due to its proximity to the hospital, where there is constant activity.
- people who felt unsafe at night noted the lack of lighting.

"Lots of hospital activity at all hours. No lighting in the car park itself."

- Kingswood Walkshop participant

"Feels pretty safe around the hospital - people are here for a purpose, there's activity not like the station."

- Kingswood Walkshop participant

Use of Rodgers Street Car Park

82% of participants said that they did not use Rodgers Car Park, with a couple of participants unaware of its availability to the public. Other participants said that they used street parking.

Ideas to make Rodgers Street Car Park feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Rodgers Street Car Park could evolve. They were asked to identify which ideas would most improve the space.

Table 15 - Which of these ideas would make Rodgers Street Car Park feel more safe, welcoming and vibrant?

Ideas	Responses (%)
Shaded areas	82%
Lighting	82%
Seating	73%
Public art	73%

Picnic tables	64%
Activations/events	45%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 15, the top ideas were shaded areas (82%), lighting (82%), seating (73%), public art (73%) and picnic tables (64%). Participants highlighted these ideas would make the car park more lively and welcoming.

Participants also identified additional opportunities to make Rodgers Street Car Park more safe, welcoming and vibrant. These included:

- transforming the car park into a public plaza and green space with diverse features such as seating, a food kiosk, a small playground and landscaping.
- developing a basketball court to support informal recreation.
- improving signage and adding a more legible entrance.
- more parking spots.

Given the proximity to the Nepean Hospital, almost all participants emphasised the potential to reposition the site into an activated and accessible space serving residents, hospital workers and visitors. They saw an opportunity to create a multifunctional place that could support rest, recreation and social connection.

Case study examples

Participants referenced several open spaces they valued for their diversity of uses and activation, suggesting these as inspiration for a future plaza:

- Regatta Park in Emu Plains, Penrith.
- Memory Park, Penrith.
- Gore Hill Park next to Royal North Shore Hospital, Willoughby.



Photo 6 - Kingswood Walkshop participants at Rodgers Street Car Park (Source: CRED Consulting)

Stop 5: Kingswood Neighbourhood Centre/Wainwright Park

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Kingswood Neighbourhood Centre/Wainwright Park during the day and night.

Table 16 - Rate your agreement to the following statements about Kingswood Neighbourhood Centre/Wainwright Park.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe at Kingswood Neighbourhood Centre/Wainwright Park.						
During the day	17%	**58%**	17%	0%	0%	8%
During the night	0%	**25%**	**25%**	17%	**25%**	8%
I feel welcome at Kingswood Neighbourhood Centre/Wainwright Park.						
During the day	17%	**50%**	33%	0%	0%	0%
During the night	0%	**25%**	**25%**	17%	**25%**	8%
Kingswood Neighbourhood Centre/Wainwright Park feels activated and vibrant.						
During the day	17%	**50%**	33%	0%	0%	0%
During the night	0%	17%	**33%**	8%	**33%**	8%

As shown in Table 16, the following insights emerged:

- The majority of participants said they felt safe during the day at Kingswood Neighbourhood Centre/Wainwright Park (73% 'strongly agree' or 'agree'). There were mixed levels of agreement around their sense of safety during the night, with 25% agreeing and 25% strongly disagreeing.
- 50% of participants said they felt welcome during the day at this location. There was a mixed response when asked about their feelings of welcome at night, with 25% of participants agreeing and 25% strongly disagreeing.

- The majority of participants agreed that Kingswood Neighbourhood Centre/Wainwright Park felt activated and vibrant during the day (67% 'strongly agree' or 'agree'). This declined at night, with 41% disagreeing with the statement (41% 'strongly disagree' or 'disagree').

Participants gave the following reasons as to why they provided these answers:

- Kingswood Neighbourhood Centre/Wainwright Park feels safe due to bustling activity, the area's community feel and vibrancy and new improvements, such as seating and benches.
- Participants who felt unsafe noted the lack of lighting around trees, people loitering around seating and a general sense of feeling unsafe in Kingswood at night.

"It's got a community feel with the food pantry and street library."
- Kingswood Walkshop participant

"There have been really positive changes recently. New benches and seating."
- Kingswood Walkshop participant

Use of Kingswood Neighbourhood Centre/Wainwright Park

40% of participants said they used Kingswood Neighbourhood Centre/Wainwright Park, while 60% said that they did not visit these locations because they did not live nearby or were not aware of the neighbourhood centre.

Ideas to make Kingswood Neighbourhood Centre/Wainwright Park feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Kingswood Neighbourhood Centre/Wainwright Park could evolve. They were asked to identify which ideas would most improve the space.

Table 17 - Which of these ideas would make Kingswood Neighbourhood Centre/Wainwright Park feel more safe, welcoming and vibrant?

Ideas	Responses (%)
Community events	82%
More visibility between the park and inside the	64%

building	
Community workshops	55%
Places to play	55%
Community gardens	55%
Games for children to play	36%
Public art	36%
More indoor-outdoor connection	36%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 17, the top ideas were community events (82%), more visibility between the park and inside the building (64%), community workshops (55%), places to play (55%) and community gardens (55%).

Participants consistently prioritised initiatives that would strengthen connection, activation and shared ownership of the space. They emphasised that regular activities for all ages, and visible interaction between the Neighbourhood Centre and the park would create a stronger community feel and uplift the overall appearance of the area.

Participants also identified additional opportunities to make Kingswood Neighbourhood Centre and Wainwright Park safer, more welcoming and more vibrant. These included:

- more community activities for adults - particularly on weekends – such as free yoga or tai-chi classes.
- more family-friendly events.
- food focused events that celebrate local multiculturalism, including opportunities to partner with nearby businesses such as the Indian supermarket and Indian dessert restaurant on Bringelly Road.
- clearer signage and stronger promotion of activities at Kingswood Neighbourhood Centre including a high visibility community noticeboard and improved use of social media.
- improving physical accessibility to ensure the centre is welcoming and inclusive for all users.
- more consistent maintenance around the centre and the park - including regular lawn mowing of landscaping.

- more colourful seating, increased shade and enhanced lighting in the park (e.g. decorative tree lighting).

Together, these suggestions reflect a desire for stronger programming and cultural celebration - positioning the centre and park as active, inclusive spaces bringing diverse parts of the community together.

"Having events here would make use of the open space and bring people together from the surrounding units."
- Kingswood Walkshop participant



Photo 7 - Kingswood Walkshop participants at Kingswood Neighbourhood Centre. (Source: CRED Consulting)

Stop 6: Bringelly Road shops

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy along Bringelly Road shops during the day and night.

Table 18 - Rate your agreement to the following statements about Bringelly Road shops.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe along Bringelly Road shops.						
During the day	25%	**67%**	8%	0%	0%	0%
During the night	8%	**58%**	0%	25%	0%	8%
I feel welcome along Bringelly Road shops.						
During the day	33%	**58%**	8%	0%	0%	0%
During the night	25%	**33%**	17%	17%	0%	8%
Bringelly Road shops feels activated and vibrant.						
During the day	33%	**50%**	8%	8%	0%	0%
During the night	27%	**36%**	18%	0%	0%	18%

As shown in Table 18, the following insights emerged:

- The majority of participants agreed that they felt safe along Bringelly Road shops during the day (92%). This slightly declined at night (66% rated 'strongly agree' or 'agree').
- The majority of participants said that they felt welcome along Bringelly Road shops (91% rated 'strongly agree' or 'agree') during the day. This slightly declined at night, with 58% of participants strongly agreeing or agreeing.
- 83% of participants agreed that the area along Bringelly Road shops felt activated and vibrant during the day (82% rated 'strongly agree' or 'agree'). This declined at

night to 63% of participants who strongly agreed or agreed with the statement.

During the walkshop, participants gave the following reasons for their ratings:

- The Bringelly Road shopping strip feels inviting and safe with open, clean shopfronts, different shopping options and crowds at night.
- upgraded seating and umbrellas make the space feel well maintained.

Despite the high ratings for this stop, participants still raised safety concerns in Kingswood at night and would like to see more businesses trading later to make the street feel more activated and increase passive surveillance.

"The area and shops around feel nice, clean and feels safe to walk around."
- Kingswood Walkshop participant

"Again after dark, these places feel very scary."
- Kingswood Walkshop participant

"Food places are popular and attract a crowd in the evening."
- Kingswod Walkshop participant

Use of Bringelly Road shops

40% of participants said they did not use Bringelly Road shops, noting there was poor place identity which resulted in low levels of awareness.

Ideas to make Bringelly Road shops feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Bringelly shops could evolve. They were asked to identify which ideas would most improve the space.

Table 19 - Which of these ideas would make Bringelly Road shops feel more safe, welcoming and vibrant?

Ideas	Responses (%)

Street unification	90%
Outdoor seating	70%
Parklet	60%
Public art	50%
Wider and even footpaths	40%
Street lighting	40%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 19, the top ideas were street unification - which was shown as overhead festoon lighting in the image - (90%), outdoor seating (70%) and parklets (60%). Participants emphasised that these interventions would make the Bringelly Road shops feel more cohesive, welcoming and vibrant. They saw streetscape improvements and informal gathering spaces as key to strengthening the local identity, supporting small businesses and enhancing the everyday community feel of the precinct.

Participants also shared other ideas to make Bringelly Road shops more safe, welcoming and vibrant, including:

- a greater diversity of food and dining options — particularly a cafe or dedicated place to get coffee.
- increasing outdoor seating to encourage more dwell time.
- more night-time activation.
- decorative tree lighting (similar to Burwood) to enhance atmosphere and visibility.
- improving awnings to provide weather protection.
- supporting the establishment of a local business chamber or traders' group to drive coordination and activation.



Photo 8 - Kingswood Walkshop participants at Bringelly Road shops (Source: CRED Consulting)

Stop 7: Chapman Gardens

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Chapman Gardens during the day and night.

Table 20 - Rate your agreement to the following statements about Chapman Gardens.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe in Chapman Gardens.						
During the day	33%	**50%**	8%	0%	0%	8%
During the night	17%	17%	8%	**42%**	8%	8%
I feel welcome in Chapman Gardens.						
During the day	25%	**42%**	33%	0%	0%	0%
During the night	18%	18%	**36%**	27%	0%	0%
Chapman Gardens feels activated and vibrant.						
During the day	25%	17%	**58%**	0%	0%	0%
During the night	18%	**27%**	9%	**27%**	18%	0%

As shown in Table 20, the following insights emerged:

- The majority of participants said they felt safe in Chapman Gardens during the day (83% rated 'strongly agree' or 'agree'). This declined at night, with half of participants feeling unsafe (50% rated 'disagree' or 'strongly disagree').
- The majority of participants said they felt welcome in Chapman Gardens during the day (67% rated 'strongly agree' or 'agree'). 36% felt neutral about their sense of welcome at night.
- 58% of participants were neutral about Chapman Garden's activation and vibrancy during the day. There was mixed agreement during the night, with a split between

agreement and disagreement (45% 'strongly agree' or 'agree'; 45% 'strongly disagree' or 'disagree').

Many residents reported using Chapman Gardens for exercise or as a key walking route across the suburb. During the walkshop, participants attributed their positive ratings to several factors:

- the open layout, which supports visibility and a sense of safety.
- regular community sport activity, which creates vibrancy and passive surveillance.
- strong lighting at the sportsfields.
- well-used facilities, including the playground and outdoor exercise equipment.

However, despite these overall positive perceptions, some participants identified safety concerns around Santley Crescent. They described this edge of the park as feeling less predictable, with nearby social housing contributing to discomfort for some users.

> "With the sport field lights on and people around, it feels safe and vibrant/welcome."
> - Kingswood Walkshop participant

Use of Chapman Gardens

67% of participants said they used Chapman Gardens, with 33% not using Chapman Gardens noting Its distance from where they lived and lack of Information on its activity offering.

Ideas to make Chapman Gardens feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Chapman Gardens could evolve. They were asked to identify which ideas would most improve the space.

Table 21 - Which of these ideas would make Chapman Gardens feel more safe, welcoming and vibrant?

Ideas	Responses (%)
Family picnic areas	100%
Things for people to do (skate park)	82%

Outdoor play	73%
Tree lighting	73%
Lighting	64%
Playspaces	55%
Wayfinding signage	45%
Public art (sculpture)	45%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 21, the top ideas were family picnic areas (100%), things for people to do (skate park) (82%), outdoor play (73%) and tree lighting (73%).

Participants consistently emphasised the need for elements that would activate Chapman Gardens and provide clear reasons to visit and stay. They described the park as feeling expansive but under-programmed, with its large open areas often perceived as empty and inactive. Introducing spaces for play, gathering and informal recreation was seen as critical to increasing everyday use, supporting families and creating a stronger sense of vibrancy and safety.

Participants also shared other ideas to make Chapman Gardens more safe, welcoming and vibrant, including:

- a loop walking track around the park.
- more recreational sport and playspaces (e.g. basketball courts, tennis courts, pickleball courts, outdoor playground).
- more seating and footpaths around sporting fields.
- better shade along footpaths.
- more planting, especially flowers to add colour.
- more family-friendly community events (e.g. farmer's markets, music festivals, Christmas shows, kite flying events).
- better pedestrian connection between Chapman Gardens and Bringelly Road shops.



Photo 9 - Kingswood Walkshop participants at Chapman Gardens (Source: CRED Consulting)

Overall precinct

Participants were asked to rate their level of agreement with a series of statements about the overall Kingswood precinct.

Place sentiments

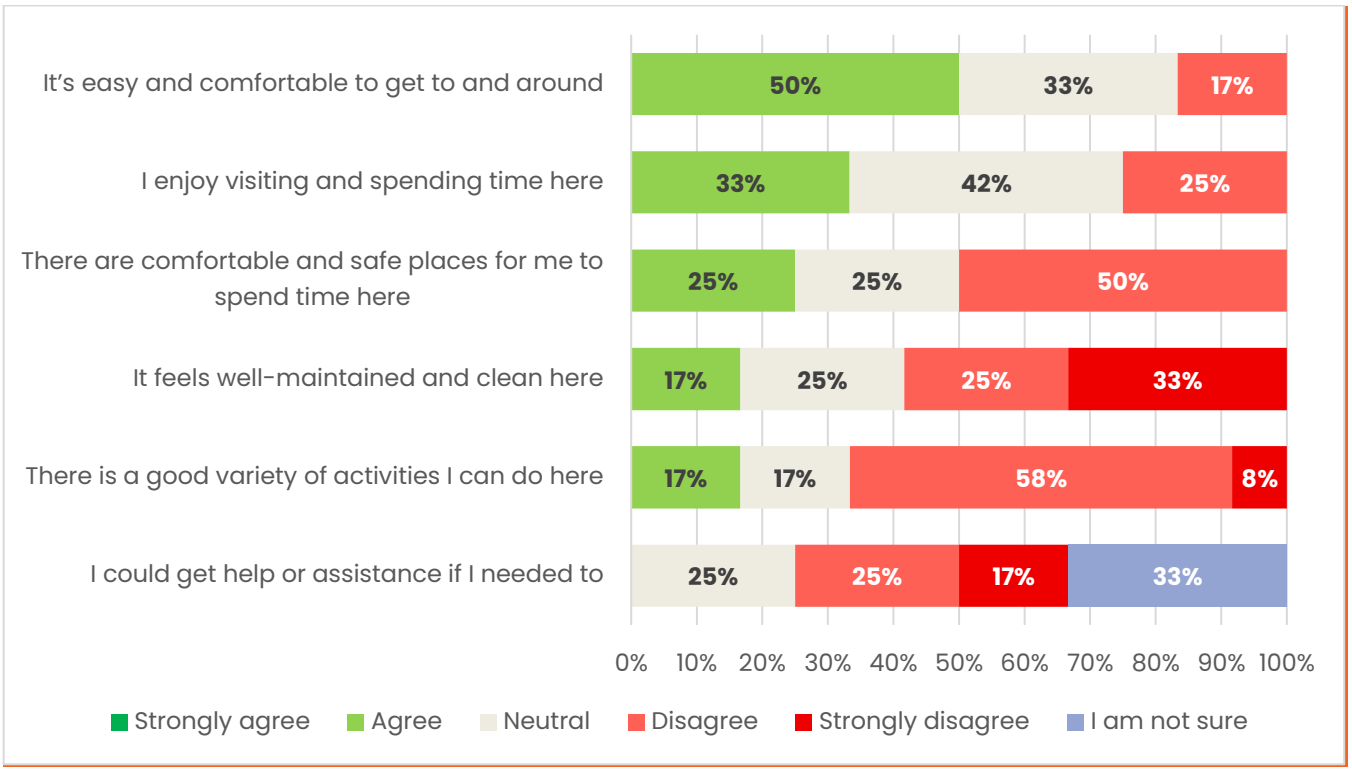
As shown in Figure 3, participants expressed dissatisfaction across several core place experience measures.

- There is a good variety of activities I can do here (66% 'strongly disagree' or 'disagree').
- It feels well-maintained and clean here (58% 'strongly disagree' or 'disagree).
- There are comfortable and safe places for me to spend time here (50% 'disagree').

There was mixed agreement across the following statements:

- I enjoy visiting and spending time here where 33% agreed and 25% disagreed.
- I could get help or assistance if I need to where 42% strongly disagree or agree and 33% are not sure.
- It's easy and comfortable to get to and around (50% agree).

Figure 4 - Rate your agreement to the following statements about Kingswood (Place sentiments).

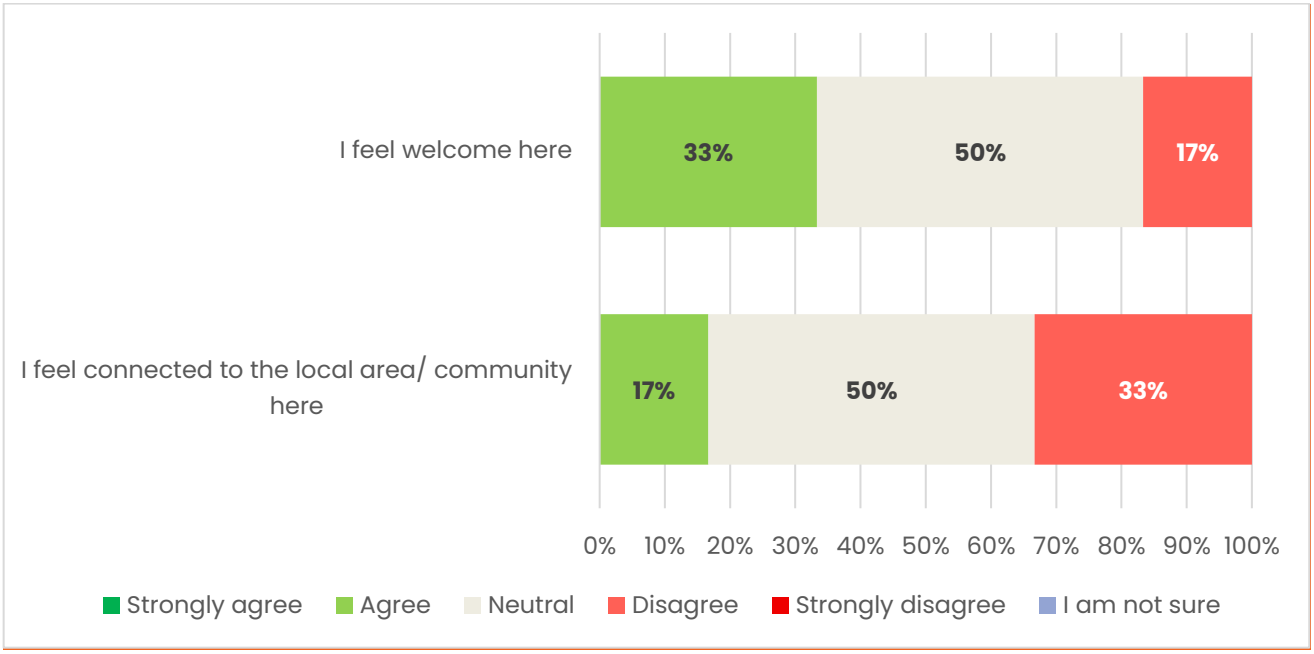


Sense of belonging

As shown in Figure 5, the majority of participants were neutral with the following statements:

- I feel welcome here (33% agree).
- I feel connected to the local area/community here (33% disagree).

Figure 5 - Rate your agreement to the following statements about Kingswood (Sense of belonging)

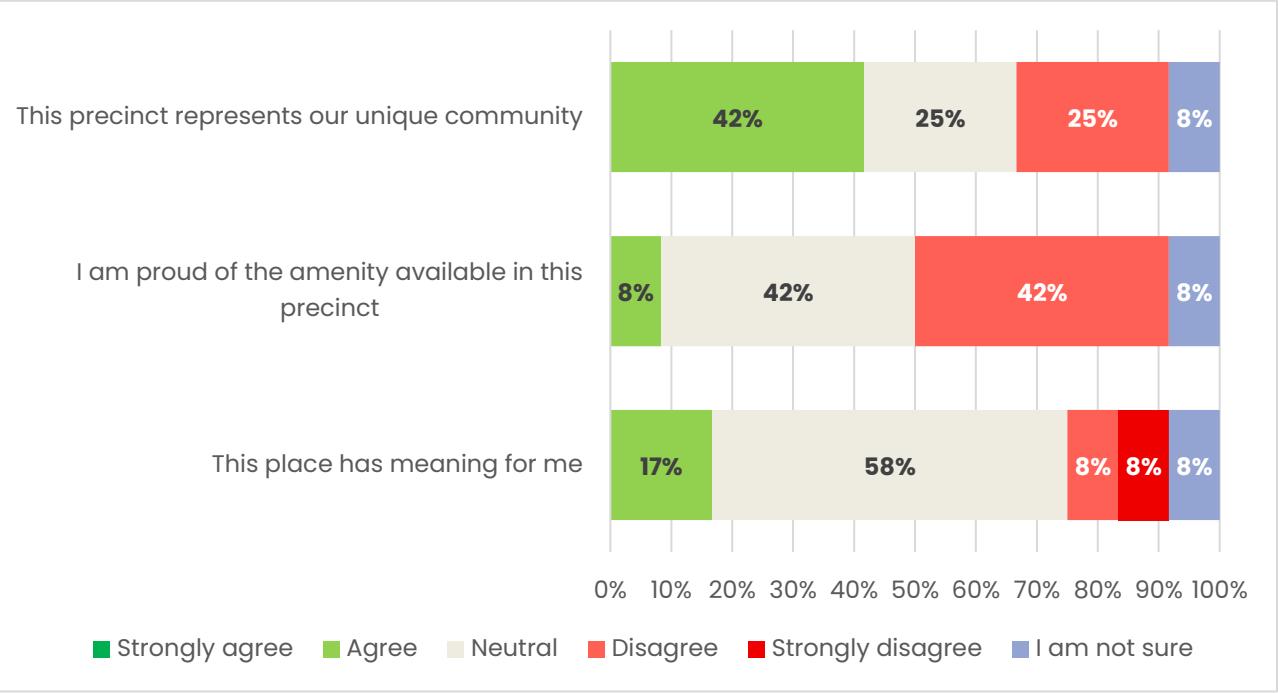


Community pride

As shown in Figure 6, perceptions of pride were mixed in relation to the following statements:

- This precinct represents our unique community, where 42% agreed and 25% disagreed.
- I am proud of the amenity available in this precinct, where 8% agreed and 42% disagreed (higher level of disagreement).
- This place has meaning for me, where 17% agreed and 16% strongly disagreed or disagreed.

Figure 6 - Rate your agreement to the following statements about Kingswood (Community pride)



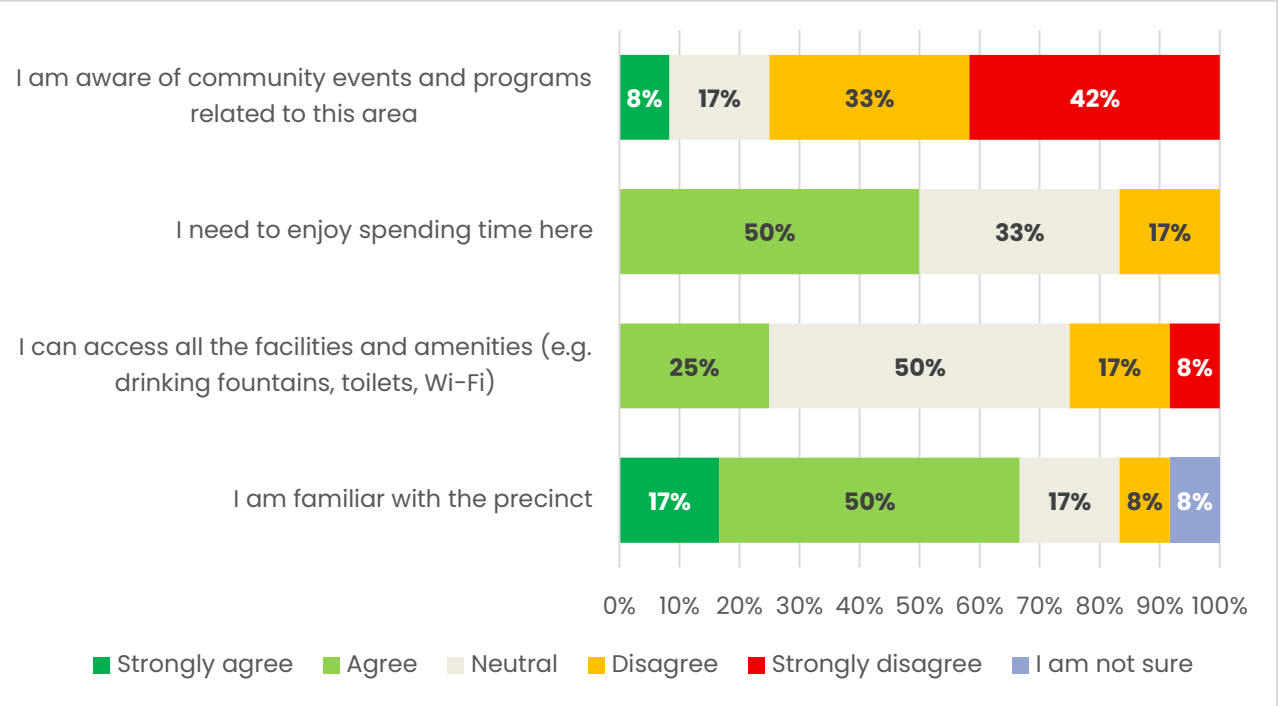
Place awareness

As shown in Figure 7, most participants agreed with the following statements:

- I am familiar with the precinct (67% 'strongly agree' or 'agree').
- I need to enjoy spending time here (50% agree).

There was higher disagreement for the statement 'I am aware of community events and programs related to this area' (75% 'strongly disagree' or 'disagree'). There was mixed level of agreement for the statement 'I can access all the facilities and amenities', where 25% agreed and 23% strongly disagreed or disagreed.

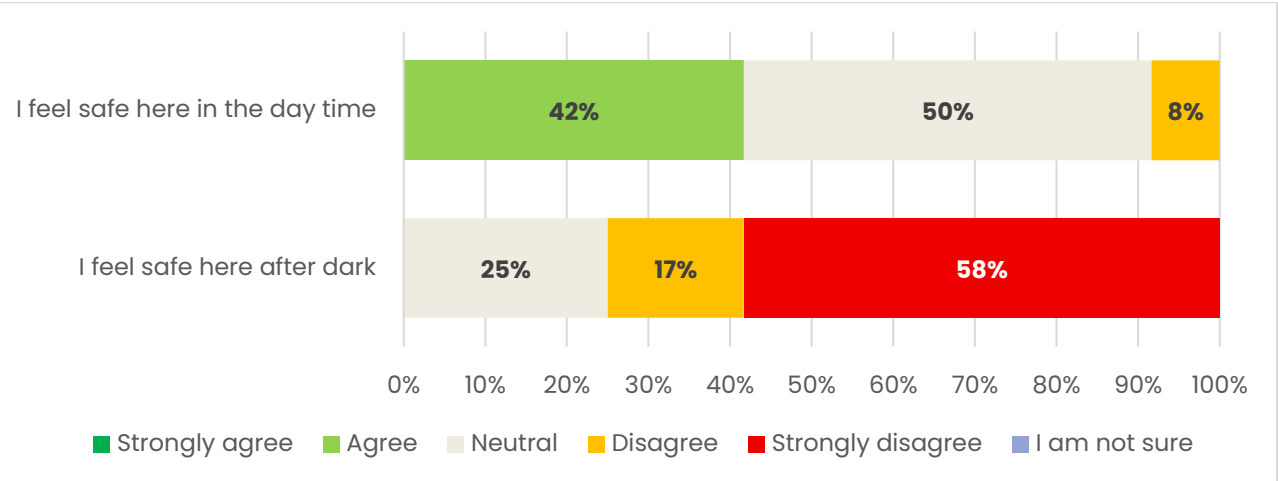
Figure 7 - Rate your agreement to the following statements about Kingswood (Place awareness)



Perceptions of safety and security

As shown in Figure 7, the majority of participants strongly disagreed with the statement 'I feel safe here after dark' (65% 'strongly disagree' or 'disagree). There were mixed levels of agreement for the statement 'I feel safe here in the day time', where 42% of participants agreed, 50% were neutral and 8% disagreed.

Figure 8 - Rate your agreement to the following statements about Kingswood (Perceptions of safety and security)



What would make the biggest difference?

Participants were asked for their top idea to make Kingswood feel more safe, welcoming and activated. Ideas included:

- increasing activity and activation to make Kingswood feel livelier and more vibrant.
- improving cleanliness and maintenance.
- addressing anti-social behaviours and increasing safety measures.
- upgrading local parks and expanding shared paths for active transport.
- enhancing community spaces with better lighting, colour, seating and shade.

Overall, participants expressed relatively low attachment to place. Many described Kingswood as feeling run down or overlooked, particularly in comparison to nearby centres such as Penrith and St Marys perceived to receive greater investment.

Despite this, the engagement reflected strong appetite for change. The community wants Kingswood to feel safer, better cared for and more vibrant - not only through infrastructure upgrades, but through visible activity and pride.

Walkshop participants were optimistic about Kingswood's future, pointing to its significant health and education assets, ongoing development and changing demographics. When asked to imagine the future, many described Kingswood evolving into a recognised health hub, anchored by the Nepean Hospital precinct and surrounding private health services supporting workers, students and the wider community.

"The potential of the area is that we started the hub there, so go back to the vision with Kingswood as a health hub. This is a place where it feels safe for healthcare workers. Think of something that will help to grow the whole community."
- Kingswood Walkshop participant



Photo 10 - Kingswood Walkshop participants walking down ramp at Kingswood Station (Source: CRED Consulting)

What we heard - Werrington

Stop 1: Werrington Station

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Werrington Station during the day and night.

Table 22 - Rate your agreement to the following statements about Werrington Station.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe at Werrington Station.						
During the day	10%	30%	**50%**	10%	0%	0%
During the night	0%	0%	10%	40%	**50%**	0%
I feel welcome at Werrington Station.						
During the day	10%	20%	**50%**	10%	0%	10%
During the night	0%	0%	30%	**40%**	20%	10%
Werrington Station feels activated and vibrant.						
During the day	0%	10%	20%	20%	**40%**	10%
During the night	0%	0%	11%	11%	**67%**	11%

As shown in Table 22, the following insights emerged:

- Half of the participants (50%) were neutral about their sense of safety during the day at Werrington Station. At night, participants felt more unsafe, with 90% strongly disagreeing or disagreeing with the statement.
- Half of the participants (50%) were neutral about their feelings of sense of welcome during the day at Werrington Station. This number increased at night, with 60% of participants feeling unwelcome (60% 'strongly disagree' or 'disagree').

- 60% of participants felt that Werrington Station is not activated or vibrant during the day (60% 'strongly disagree' or 'disagree'). This increased to 78% at night.

During the walkshop, participants gave the following reasons for their ratings:

- It feels unsafe due to anti-social behaviours and people loitering. Participants felt safer during peak commute times due to increased activity.
- It doesn't feel welcoming, activated or vibrant due to the lack of cleanliness and maintenance, outdated facilities and the lack of things to do nearby.

"If it's a busy time, I feel safe. Otherwise not so much, especially at times when there are people who are displaying less pro-social behaviour."
- Werrington Walkshop participant

"Werrington has all the bones of a great place to live and to be. However, maintenance is neglected and facilities are dated."
- Werrington Walkshop participant

Use of Werrington Station

50% of participants said they used Werrington Station, with the majority walking to the station (60%) followed by driving and parking (40%).

For the other 50% of participants who indicated that they did not use Werrington Station, their reasons included the lack of adequate lighting, signage and security, lack of express trains and the use of private car for travel rather than public transport.

"Too sketchy, I use it very occasionally, no express trains."
- Werrington Walkshop participant

"There's no one around to help if someone has an accident. It looks like an abandoned and dirty place."
- Werrington Walkshop participant

Ideas to make Werrington Station feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Werrington Station could evolve. They were asked to identify which ideas would most improve the space.

Table 23 - Which of these ideas would make Werrington Station feel more safe, welcoming and vibrant?

Ideas	Responses (%)
Lighting	75%
Wayfinding signage	75%
Shaded areas	63%
More shops and restaurants	63%
Creative lighting	63%
Safer pedestrian crossings	50%
Murals	38%
Traffic calming measures	25%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 23, the top ideas were lighting (75%), wayfinding signage (75%), shaded areas (63%), more shops and restaurants (63%), creative lighting (63%) and safer pedestrian crossings (50%).

Participants prioritised improvements that would increase movement, visibility and activation throughout the precinct. They emphasised the importance of drawing people into the area, supporting commuters and families, and discouraging anti-social behaviours and loitering through better design and passive surveillance.

Participants provided other ideas to make Werrington Station more safe, welcoming and vibrant. These include:

- improving maintenance/landscaping of grass near bus stops.
- installing new road markings and signage (e.g. arrows) to indicate entry and exit points and right of way for vehicles, buses and pedestrians.

- more seating at the Victoria Street shops bus stop.
- introducing a kiss-and-drop point.
- ensuring all paths and ramps are accessible.

"How do you balance parked cars, traffic, pedestrians? it doesn't seem to work well together."
- Werrington Walkshop participant



Photo 11 - Werrington Walkshop participants at Werrington Station (Source: CRED Consulting)

Stop 2: Victoria Lane/Car Park

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety, welcome and sense of activation and vibrancy around Victoria Lane/Car Park during the day and night.

Table 24 - Rate your agreement to the following statements about Victoria Lane/Car Park.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe on Victoria Lane/Car Park.						
During the day	11%	22%	**44%**	11%	11%	0%
During the night	0%	0%	11%	**44%**	33%	11%
I feel welcome on Victoria Lane/Car Park.						
During the day	0%	22%	22%	**33%**	22%	0%
During the night	0%	0%	11%	33%	**56%**	0%
Victoria Lane/Car Park feels activated and vibrant.						
During the day	0%	0%	25%	13%	**63%**	0%
During the night	0%	0%	0%	11%	**89%**	0%

As shown in Table 24, the following insights emerged:

- 44% of participants were neutral about their sense of safety at Victoria Lane/Car Park during the day. The majority of participants said they felt unsafe at night at this location (77% 'strongly disagree' or 'disagree').
- Most participants felt unwelcome at Victoria Lane/Car Park during the day (55% 'strongly disagree' or 'disagree'). This number significantly increased at night (89% 'strongly disagree' or 'disagree').
- The majority of participants felt that Victoria Lane/Car Park did not feel activated and vibrant during the day (76% 'strongly disagree' or 'disagree'). All participants

strongly disagreed or disagreed that the area felt activated and vibrant at night.

Participants gave the following reasons for their ratings:

- It feels unkept, neglected and not pedestrian friendly.
- Sense of safety is low around the area, particularly at night despite proximity to the station and car park.
- People engaging in anti-social behaviours around the car park, particularly on the bench at the rear side of the car park backing onto a fence with poor visibility.
- The footpaths leading from the car park into the station are not accessible (e.g. uneven surfaces, obstructions such as poles). Participants identified having observed people in wheelchairs using the road noting the poor accessibility of pathways.

"Two chairs at the back- there's drunk people, it becomes a dump zone and drunk zone."
- Werrington Walkshop participant

"The lane is not meant to be thoroughfare, it raises pedestrian safety concerns."
- Werrington Walkshop participant

Use of Victoria Lane/Car Park

56% of participants said they did not use Victoria Lane/Car Park due to safety concerns and reported to rather use other nearby stations such as Penrith or St Marys. 44% of participants indicated that they used the car park.

Ideas to make Victoria Lane/Car Park feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Victoria Lane/Car Park could evolve. They were asked to identify which ideas would most improve the space.

Table 25 - Which of these ideas would make Victoria Street shops feel more safe, welcoming and activated?

Ideas	Responses (%)
Lighting	89%

Laneway lighting	67%
Public art	67%
Activation events	67%
Trees and planting	56%
More shops and restaurants	44%
Creative lighting	33%
Local stories and histories	11%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 25, the top ideas were lighting (89%), laneway lighting (67%), public (67%), activation events (67%) and trees and planting (56%).

Participants chose these ideas due to the need for better lighting to improve the lane/car park's sense of safety, vibrancy and atmosphere. They also noted the ideas would contribute to the community's sense of pride and enhance the place's appeal to local residents.

Participants also suggested other ideas to improve Victoria Lane/Car Park to make it feel more safe, welcoming and vibrant. These included:

- providing more regular maintenance to increase cleanliness.
- repainting the zebra crossing.
- more rubbish bins.
- more seating near the bus stop.
- addressing anti-social behaviours.



Photo 12 - Werrington Walkshop participants at Victoria Lane/Car Park (Source: CRED Consulting)

Stop 3: Victoria Street shops

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety, welcome and sense of activation and vibrancy along Victoria Street shops during the day and night.

Table 26 - Rate your agreement to the following statements about Victoria Street shops.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe along Victoria Street shops.						
During the day	10%	**50%**	30%	10%	0%	0%
During the night	0%	10%	20%	**30%**	20%	20%
I feel welcome along Victoria Street shops.						
During the day	0%	30%	**40%**	30%	0%	0%
During the night	0%	10%	20%	20%	**40%**	10%
Victoria Street shops feels activated and vibrant.						
During the day	0%	10%	**60%**	0%	20%	10%
During the night	0%	0%	30%	20%	**40%**	10%

As shown in Table 26, the following insights emerged:

- The majority of participants stated to feel safe along Victoria Street shops during the day (60% 'strongly agree' or 'agree'). This declined at night with half of the participants feeling unsafe (50% 'strongly disagree' or 'disagree').
- 40% were neutral about their sense of welcome during the day. 60% of participants felt unwelcome at night (60% 'strongly disagree' or 'disagree').
- 60% were neutral about the area's activation and vibrancy during the day, with the same proportion feeling that the area did not feel activated or vibrant at night (60% 'strongly disagree' or 'disagree').

Participants appreciated the recent maintenance of the Werrington Town Centre building, rubbish bins and the limited presence of vandalism and graffiti. However, many felt that Werrington Town Centre would benefit from a visual uplift and more diverse shops. Although participants acknowledged to the benefit of having CCTV surveillance, the presence of the 'CCTV in operation' signage made some people feel more on guard.

Use of Victoria Street shops

Half (50%) of the participants stated to not use Victoria Street shops due to feelings of unsafety, however they expressed a desire to support local businesses. One participant noted the lack of colour and the dull appeal of the centre. Another participant noted their preference for the shopping strip in Werrington County for day-to-day needs.

Ideas to make Victoria Street shops feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Victoria Street shops could evolve. They were asked to identify which ideas would most improve the space.

Table 27 - Which of these ideas would make Victoria Street shops feel more safe, welcoming and activated?

Ideas	Responses (%)
Improved shopfronts	90%
More shops and restaurants	70%
More outdoor dining	70%
Wider and even footpaths	60%
Public art	50%
Outdoor seating	40%
Creative lighting	40%
Art and colour	40%

NB: As participants were able to select more than one choice, percentages of

responses do not add up to 100%.

As shown in Table 27, the top ideas were improved shopfronts (90%), more shops and restaurants (70%), more outdoor dining (70%) and wider and even footpaths (60%).

Participants who chose these ideas suggested they would improve the visual appearance of the street, encourage visitation and help shift the local centre from a thoroughfare to a destination.

"Cohesive appearance of shops would improve the appearance. Street dining would encourage a good coffee shop or cafe to open in the centre."

- Werrington Walkshop participant

"It would help the zone feel like a destination in and of itself, not a thoroughfare/ afterthought."
- Werrington Walkshop participant

Participants also shared other ideas to improve the sense of safety, welcome and vibrancy along Victoria Street shops. These include:

- better wayfinding and signage to indicate public toilets at Rance Oval.
- colourful outdoor dining tables and seating.
- more rubbish bins.
- installing a barrier between the footpath and parked cars.
- painting parking spaces for cars.
- adding a cafe to provide a reason to visit and stay.

"Colourful quirky tables and seats would be nice."
- Werrington Walkshop participant

Stop 4: Rance Oval

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Rance Oval during the day and night.

Table 28 - Rate your agreement to the following statements about Rance Oval.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe on Rance Oval.						
During the day	10%	**50%**	20%	0%	10%	10%
During the night	0%	10%	10%	30%	**40%**	10%
I feel welcome on Rance Oval.						
During the day	11%	22%	**44%**	11%	0%	11%
During the night	0%	13%	**38%**	**25%**	**13%**	13%
Rance Oval feels activated and vibrant.						
During the day	0%	**44%**	22%	11%	11%	11%
During the night	0%	0%	33%	**33%**	**22%**	11%

As shown in Table 28, the following insights emerged:

- The majority of participants stated to feel safe on Rance Oval during the day (60% 'strongly agree' or 'agree'). However, 70% of participants said they felt unsafe at night (70% 'strongly disagree' or 'disagree').
- 44% of participants were neutral about feeling welcome on Rance Oval during the day. 38% of participants felt unwelcome on Rance Oval at night (38% 'strongly disagree' or 'disagree'), with 38% were neutral.
- 44% of participants agreed that Rance Oval felt activated and vibrant during the day. Like most other stops, this increased at night, with 55% of participants strongly

disagreeing or disagreeing with the statement

Participants gathered at the southern corner of Rance Oval, near the amenities block, to reflect on this location. Despite being the corner closest to the station and local shops, they described it as being underused and feeling disconnected - lacking cohesion with the Oval's other activity zones and with Victoria Street.

Participants raised concerns about poor lighting, limited footpaths and inconsistent maintenance. They reported the challenges with moving through long grass and the impact it had on accessibility and comfort. They also noted the absence of facilities to support families and everyday community use, limiting the space's potential as a welcoming and functional part of the broader recreational precinct.

Use of Rance Oval

88% of participants stated to not use Rance Oval due to not having a specific need to visit or due to the space feeling uninviting for activities other than sports.

Ideas to make Rance Oval feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how Rance Oval could evolve. They were asked to identify which ideas would most improve the space.

Table 29 - Which of these ideas make Rance Oval feel more safe, welcoming and activated?

Ideas	Responses (%)
Picnic shelters and BBQs	80%
More footpaths	80%
Seating	60%
Playground for children	60%
Community events	50%
Things for young people to do	40%
Food trucks or pop-up food kiosk	40%
Wayfinding signage	20%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 29, the top ideas were picnic shelters and BBQs (80%), more footpaths (80%), seating (60%), playground for children (60%) and community events (50%).

Participants consistently prioritised improvements that would make the Oval safer, more accessible and more functional for everyday use. They emphasised the need for infrastructure to support families, encourage longer dwell times and activate the space beyond sport. One participant reflected that the space also needed a stronger identity - something the community can recognise, connect with and feel proud of.

Participants shared other ideas to make Rance Oval feel more safe, welcoming and vibrant, including:

- better connectivity to the local centre and station (supported by signage).
- installing an outdoor gym, drinking fountains and more seating.
- more footpaths, particularly near the basketball courts.
- free music performance.
- public art led by local artists to brighten up Rance Oval.
- better tree maintenance.
- opening up the end of Albert Street to expand the park or use for parking.
- holding street parties at the end of Albert Street.

"If you engaged local community artists, make some murals and sculptures along the amenity and brighten up and take pride in the neighbourhood."
- Werrington Walkshop participant



Photo 13 - Werrington Walkshop participants at Rance Oval (Source: CRED Consulting)

Stop 5: Arthur Neave Memorial Hall

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at Arthur Neave Memorial Hall during the day and night.

Table 30 - Rate your agreement to the following statements about Arthur Neave Memorial Hall.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe around Arthur Neave Memorial Hall.						
During the day	0%	**33%**	33%	11%	11%	11%
During the night	0%	11%	22%	22%	**33%**	11%
I feel welcome around Arthur Neave Memorial Hall.						
During the day	0%	**33%**	11%	22%	22%	11%
During the night	0%	11%	11%	**33%**	**33%**	11%
Arthur Neave Memorial Hall feels activated and vibrant.						
During the day	0%	11%	22%	**33%**	22%	11%
During the night	0%	0%	33%	11%	**44%**	11%

As shown in Table 30, the following insights emerged:

- 33% of participants agreed that they felt safe around Arthur Neave Memorial Hall during the day. The majority of participants felt unsafe at night (55% 'strongly disagree' or 'disagree').
- 33% of participants agreed that they felt welcome around Arthur Neave Memorial Hall during the day. This declined at night, with 66% of participants feeling unwelcome around this location.
- The majority of participants felt that Arthur Neave Memorial Hall did not feel activated and vibrant (55% 'strongly disagree' or 'disagree'). The same proportion of

participants felt the same way at night.

During the walkshop, participants explained their ratings by highlighting the following factors:

- Arthur Neave Memorial Hall was perceived as well-maintained; however, there were mixed feelings about the fencing. Some participants felt it contributed to a sense of safety while others felt that the fence created enclosure and reduced visibility, leading to feelings of discomfort.
- Pedestrian safety was identified as a concern, particularly at the end of Albert Street, where participants identified challenges with crossings and vehicle movements die to people walking.

"It's so closed in, gates/fencing make it feel so isolated and not really part of the community. Not inviting and gives the sense that being outside the fence is unsafe."
- Werrington Walkshop participant

"It being gated feels safe."
- Werrington Walkshop participant

Use of Arthur Neave Memorial Hall

75% of participants reported that they did not use Arthur Neave Memorial Hall. The primary reasons cited were that the facility did not feel welcoming, or that participants did not have a clear reason or need to visit. Several participants were also unaware of the hall's amenities, programs and events - indicating a gap in visibility and promotion.

Ideas to make Arthur Neave Memorial Hall feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt discussion about how the hall and its surrounding space could evolve. They were asked to identify which ideas would most improve the location.

Table 31 - Which of these ideas make Arthur Neave Memorial Hall feel more safe, welcoming and activated?

Ideas	Responses (%)
Community noticeboards	78%
Picnic shelters	67%
Playground for children	67%
Things for young people to do	67%
Seating	56%
Ping pong tables	33%

As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 31, the top ideas were community noticeboards (78%), picnic shelters (67%), playground for children (67%), things for young people to do (67%) and seating (56%).

Participants consistently highlighted the need for clearer purpose and activation. They saw strong value in a highly visible community noticeboard to promote events, activities and hire information, helping to build awareness and encourage use. Supporting infrastructure, such as play spaces and seating, was viewed as critical to increasing everyday activity.

Participants were also given the opportunity to share other ideas. Some suggestions included the following:

- improving landscaping around the hall.
- additional footpaths and upgraded paving to improve accessibility.
- Installing a digital communication board to promote activities and events at the hall - potentially near the station or Victoria Street shops.
- street activations along Albert Street such as community street parties.
- increasing planting and shade.
- removing the fencing around the hall to improve visibility and openness.

"A noticeboard would work effectively if it was closer to the station and near the shops."
- Werrington Walkshop participant



Photo 14 - Werrington Walkshop participants at Arthur Neave Memorial Hall (Source: CRED Consulting)

Stop 6: Corner of Victoria Street and Gibson Avenue

Sense of safety, welcome and activation

Walkshop participants were provided with 3 statements to rate their feelings of safety and welcome and sense of activation and vibrancy at the corner of Victoria Street and Gibson Avenue during the day and night.

Table 32 - Rate your agreement to the following statements about the corner of Victoria Street and Gibson Avenue.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I am not sure
I feel safe on the corner of Victoria Street and Gibson Avenue.						
During the day	0%	33%	**56%**	11%	0%	0%
During the night	0%	0%	**44%**	**11%**	**33%**	11%
I feel welcome on the corner of Victoria Street and Gibson Avenue.						
During the day	0%	22%	**33%**	22%	22%	0%
During the night	0%	0%	33%	11%	**44%**	11%
Corner of Victoria Street and Gibson Avenue feels activated and vibrant.						
During the day	0%	0%	25%	**50%**	25%	0%
During the night	0%	0%	13%	38%	**50%**	0%

As shown in Table 32, the following insights emerged:

- 56% of participants were neutral about their sense of safety during the day at the corner of Victoria Street and Gibson Avenue. 44% of participants felt unsafe at night (44% 'strongly disagree' or 'disagree').
- 44% of participants felt unwelcome during the day at this location (44% 'strongly disagree' or 'disagree'). This number increased at night, with 55% of participants strongly disagreeing or disagreeing.
- 75% of participants felt that this location did not feel activated and vibrant during

the day (75% 'strongly disagree' or 'disagree'). This proportion increased at night to 88%.

Participants explained their ratings by highlighting the following factors:

- the shops feel disjointed and physically disconnected from other parts of the neighbourhood.
- perceptions that the shops feel dull and run down.
- feelings of unsafety linked to recent business break-ins (which was reinforced by surveys with business owners).

"These are my local shops. They have recently been reinvigorated. Best charcoal chicken and hamburger store. New barber and new owners of the corner store."
- Werrington Walkshop participant

"That's the place where so many break-ins happen. I feel so unsafe."
- Werrington Walkshop participant

Use of the corner of Victoria Street and Gibson Avenue

83% of participants reported they did not use the corner of Victoria Street and Gibson Avenue due to its distance from their homes and the centre of Werrington, as well as the lack of features to encourage people to stop and spend time in that location.

Ideas to make the corner of Victoria Street and Gibson Avenue feel more safe, welcoming and activated

Participants were shown images of intervention ideas to prompt thinking about how the corner of Victoria Street and Gibson Avenue could evolve. They were asked to identify which ideas would most improve the space.

Table 33 - Which of these ideas would make the corner of Victoria Street and Gibson Avenue feel more safe, activated and vibrant?

Ideas	Responses (%)

Lighting	63%
Art on the roundabout	63%
Wayfinding signage	50%
Wide and even footpath	50%
More shade and greenery	50%
Painting on the floor	25%
Outdoor seating	25%
Murals	25%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 33, the top ideas were lighting (63%) and art on the roundabout (63%). This was followed by wayfinding signage (50%), wide and even footpath (50%) and more shade and greenery (50%).

Participants emphasised that lighting, upgraded footpaths and public art would collectively enhance perceptions of safety, improve pedestrian safety and increase the overall appeal of the area. Several participants also highlighted the importance of low planting - such as grasses on refuge islands and planter boxes along footpaths to protect pedestrians and support traffic calming.

Participants also identified additional opportunities to make the corner of Victoria Street and Gibson Avenue more safe, welcoming and vibrant. These included:

- fencing along the footpath and signage indicating presence of children to strengthen pedestrian safety.
- signage indicating “more shops” from Werrington Town Centre to connect the two retail strips.
- widening footpaths to better accommodate cyclists and pedestrians.
- more seating to support accessibility.
- introducing a unified colour palette to create a stronger sense of identity.
- installing CCTV cameras to improve perceptions of safety.

Overall precinct

Participants were asked to rate their level of agreement with a series of statements about the overall Werrington precinct.

Place sentiments

As shown in Figure 9, participants expressed strong dissatisfaction across several core place experience measures.

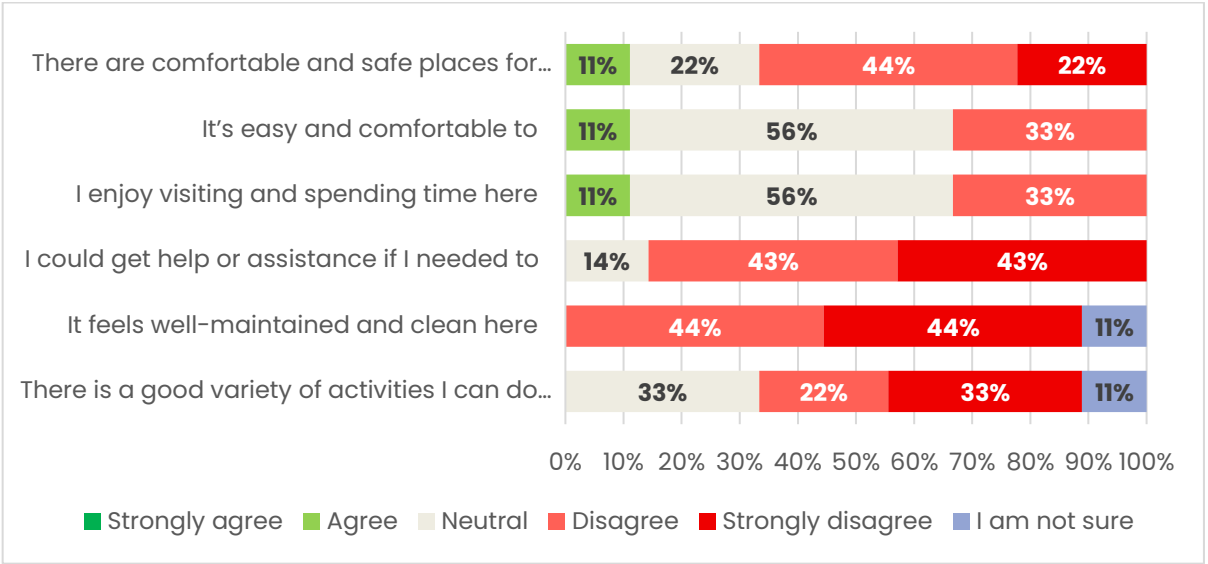
The majority of participants disagreed with the following statements:

- It feels well-maintained and clean here (88% 'strongly disagree' or 'disagree').
- I could get help or assistance if I needed to (86% 'strongly disagree' or 'disagree').
- There are comfortable and safe places for me to spend time here (66% 'strongly disagree' or 'disagree').
- There is a good variety of activities I can do here (55% 'strongly disagree' or 'disagree').

Participants were largely neutral about the following statements:

- It's easy to get to and around (56%).
- I enjoy visiting or spending time here (56%).

Figure 9 - Rate your agreement to the following statements about Werrington (Place sentiments).



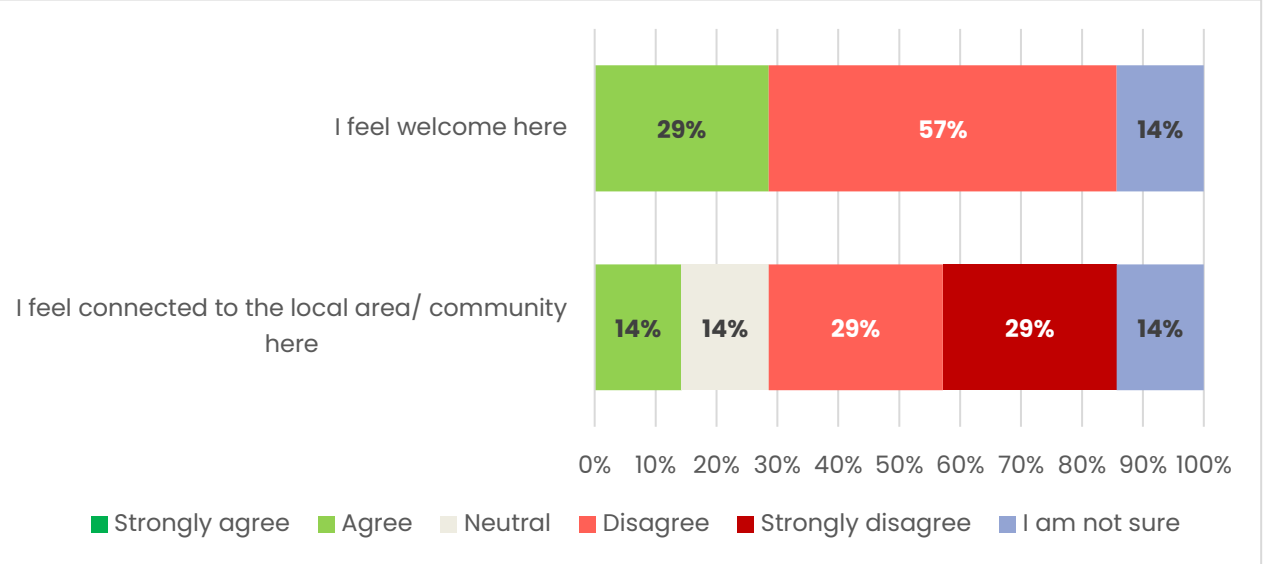
These responses suggest Werrington is not yet perceived as a destination. While functional familiarity exists, amenity, comfort and activation are lacking.

Sense of belonging

As shown in Figure 10, participants reported limited connection to place.

- 58% disagreed or strongly disagreed that they feel connected to the local area or community.
- 57% disagreed or strongly disagreed that they feel welcome.

Figure 10 - Rate your agreement to the following statements about Werrington (Sense of belonging)

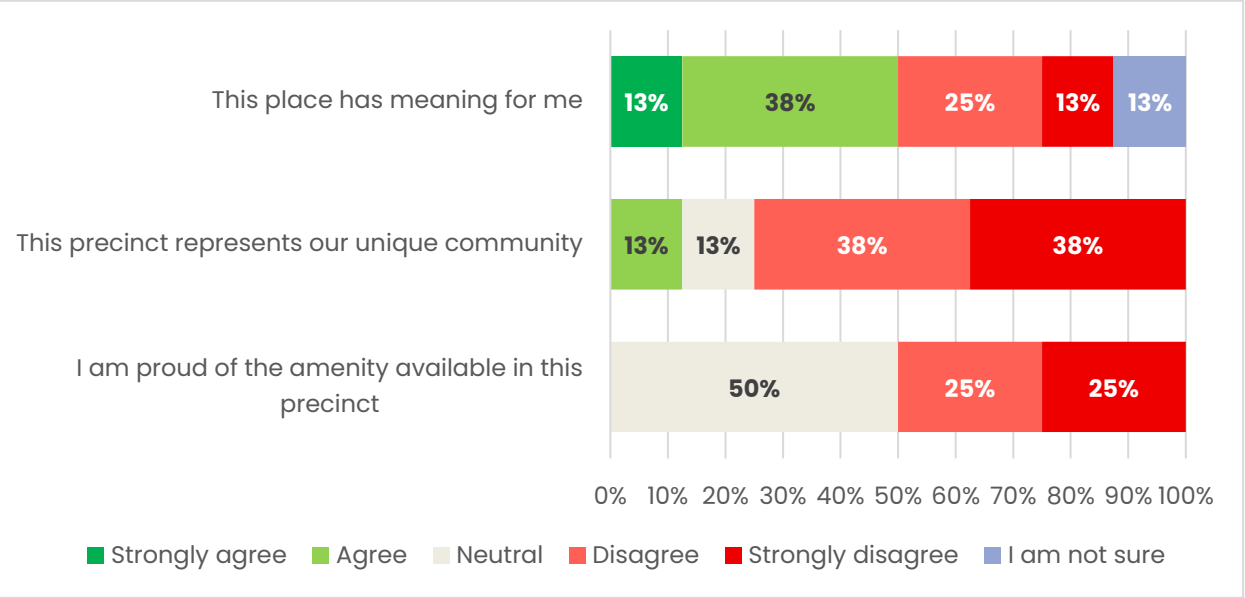


Community pride

As shown in Figure 11, perceptions of pride were mixed in relation to the following statements:

- 51% agreed or strongly agreed that the place has meaning for them.
- 76% disagreed or strongly disagreed that the precinct represents their unique community.
- 50% were neutral about being proud of the amenity available in the precinct, while the remaining 50% strongly disagreed or disagreed.

Figure 11 - Rate your agreement to the following statements about Werrington (Community pride)



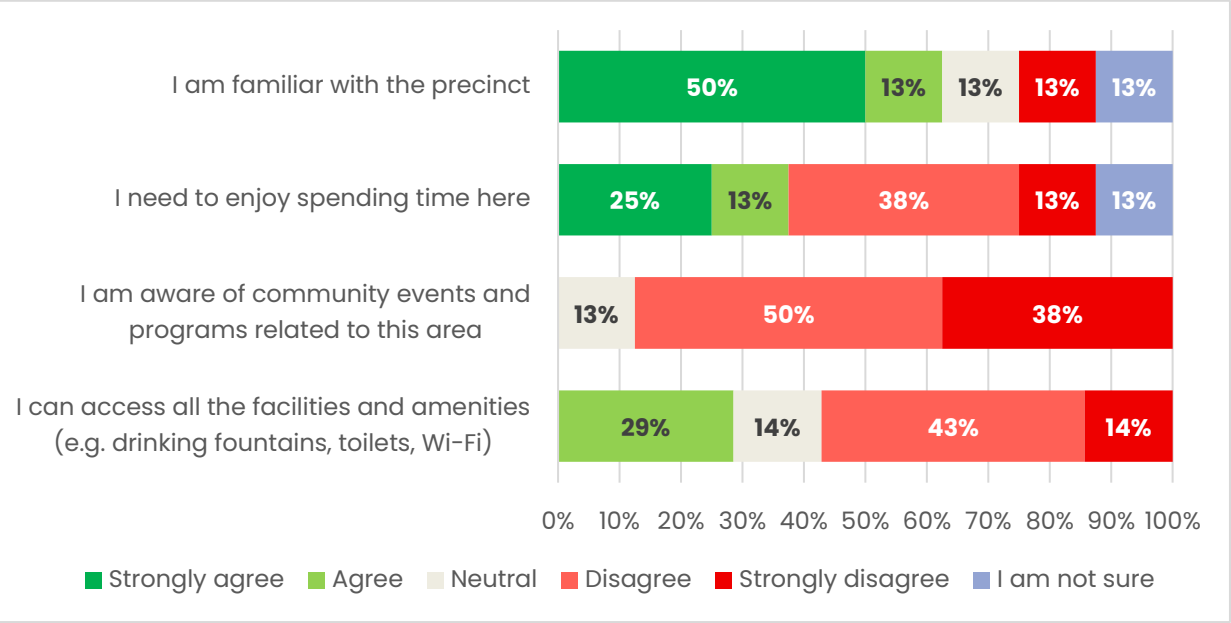
Place awareness

As shown in Figure 12, the majority of participants disagreed with the following statements:

- I am aware of the community events and programs related to this area (88% 'strongly disagree' or 'disagree').
- I can access all the facilities and amenities (e.g. drinking fountains, toilets, Wi-Fi) (57% 'strongly disagree' or 'disagree').
- I need to enjoy spending time here (51% 'strongly disagree' or 'disagree').

The majority of participants agreed with the statement 'I am familiar with the precinct' (63% 'strongly agree' or 'agree).

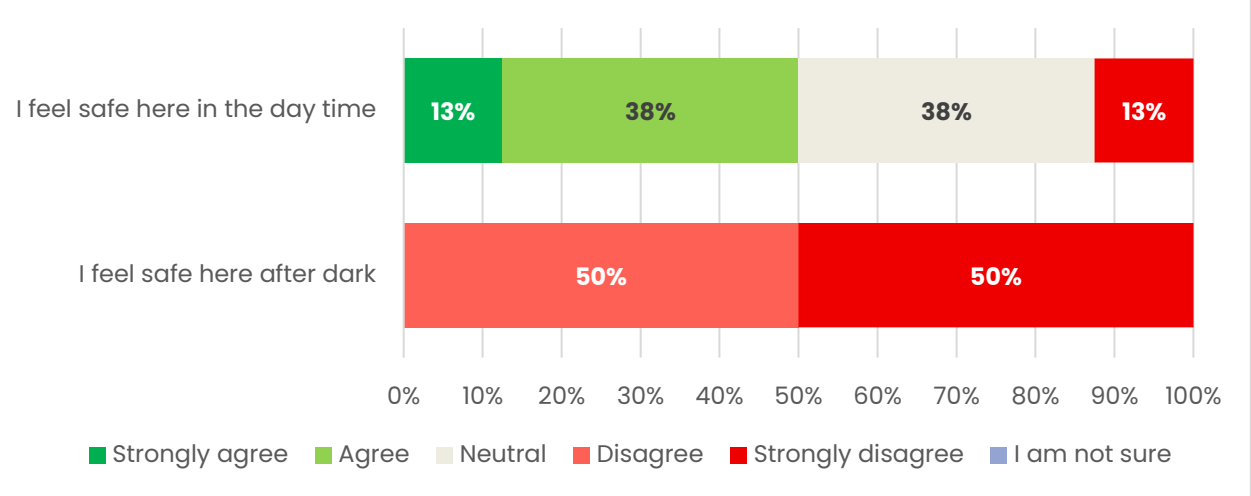
Figure 12 - Rate your agreement to the following statements about Werrington (Place awareness)



Perceptions of safety and security

As shown in Figure 13, while 51% of participants felt safe during the day, this significantly declined at night, with 100% of participants feeling unsafe.

Figure 13 - Rate your agreement to the following statements about Werrington (Perceptions of safety and security).



What would make the biggest difference?

Participants were asked for their top ideas to make Werrington more safe, welcoming and activated. Ideas included:

- improved maintenance.
- more greenery.
- more cohesive and intentional planning and design.
- better footpaths.
- mixed use development along Victoria Street.
- more community facilities.
- stronger signage and wayfinding.
- enhanced safety measures at Werrington station.

Across responses, one theme was consistent: Werrington needs to feel connected and more cohesive.

Participants described fragmented spaces - the station, local centre, Rance Oval and surrounding shops - that do not yet function as a cohesive network. They want a neighbourhood hub uplifted by activation, maintenance and safety improvements that will improve everyday experience.

Kingswood business intercept survey

About the Kingswood business intercept survey

On Thursday 12 February 2026, CRED Consulting undertook business intercept surveys at Bringelly Road shops and the shops at the corner of Second Avenue and Manning Street to identify key strengths, challenges and opportunities for Kingswood, as well as the business community's vision for the area. In total, 10 businesses were visited as part of this engagement, with 6 businesses completing intercept surveys and others declining to participate.

Participant profile

The 6 businesses who completed the intercept survey ranged across a range of industries, including food and beverage, retail and groceries.

Most participating businesses stated to have operated in Kingswood for 10 years or more, servicing mainly local residents, students and visitors from surrounding suburbs.

What we heard

Strengths

Participants were asked what they liked about Kingswood today. Businesses consistently identified:

- a loyal customer base (a relational economy).
- strong community trust and familiarity.
- increasing number of young families and hope for the next generation.
- proximity to the health precinct (Nepean hospital and other health services).
- hospital staff supporting local food outlets.
- proximity to schools benefiting convenience stores (especially Second Avenue shops).

> "The community feel is a pro – they congregate and see each other often, they have a community vibe."
> - Kingswood business intercept survey respondent

Challenges

Participants were asked about things not working so well in Kingswood. Key challenges included:

- theft, drug use and perceived safety concerns.
- unpredictable people that can impact feelings of staff safety.
- hospital overflow parking impacting local trade along Bringelly Road.
- competition between convenience stores.
- occasional flooding and slippery tiles following recent upgrades.

> "We have people who are under the influence or experience alcohol abuse or substance abuse come into our shop. We make sure there are two people on the floor at all times."
> - Kingswood business intercept survey respondent

Recent improvements to Kingswood

Participants were asked if they were aware of any recent public domain improvements around Kingswood. Bringelly Road business participants noted the upgraded benches, pavements and new umbrellas outside the shopfronts and improvements to Wainwright Park as a positive improvement.

One participant raised issues with occasional flooding due the new pavement tiling being the same level as the shopfront. They also noted the slipperiness of tiles when wet, posing a hazard for pedestrians.

Vision for Kingswood

Participants were asked to share words to describe the future of Kingswood in 5 years' time. Businesses envision Kingswood as:

- busier due to surrounding growth.
- more vibrant.
- better activated at night.
- supported by the investment of young people.

Ideas to benefit business and attract more visitors

Participants were provided with a list of initiatives to help support local businesses and attract more visitors. They were asked to identify their top 3 initiatives and could also provide other ideas.

Table 34 - Which three initiatives would most benefit your business or attract more visitors?

Ideas	Responses (%)

Outdoor dining / alfresco seating	50%
Regular markets and street events	50%
Creative activations (music, art, performance)	50%
Extend trading hours / night-time activation	25%
Streetscape upgrades and beautification	0%
Encourage pop-ups in vacant shops	0%
Marketing and promotion of existing businesses	0%
Campaign to attract new businesses / investment	0%
Signage and wayfinding improvements	0%
Business training and networking	0%

NB: As participants were able to select more than one choice, percentages of responses do not add up to 100%.

As shown in Table 34, the top ideas were:

- outdoor dining (50%).
- regular markets and street events (50%).
- creative activations (50%).

Businesses stated that they wanted more foot traffic. They expressed a desire for more activation and events to bring people together such as day and night markets.

Bringelly Road businesses would like to see more local and diverse shopping options and a bigger compact bin located near the outdoor seating to reduce littering.

Second Avenue businesses noted signage and improvement to landscaping as being beneficial to their businesses.

Werrington business intercept survey

About the Werrington business intercept survey

On Tuesday 10 February 2026, CRED Consulting undertook business intercept surveys at the shops along Victoria Street and Gibson Avenue to identify key strengths, challenges and opportunities for Werrington, as well as the business community's vision for the area. 11 businesses were visited as part of this engagement, with 7 completing intercept surveys and others declining to participate.

Participant profile

7 businesses who completed the intercept survey ranged across various industries, including food and beverage, retail and groceries.

The majority of businesses stated to have been operating in Werrington for 10 or more years, while other businesses stated to have been in the area from 1 to 3 years, servicing mainly local residents.

What we heard

Strengths

Participants were asked what they liked about Werrington today. Businesses consistently identified:

- friendly regular customers.
- camaraderie between local businesses.
- access to green space - with Rance Oval seen as a key community asset.
- Werrington Lakes as a regional attraction drawing in visitors.
- benefits of activation of Rance Oval with cricket during the summer for local businesses.
- new development bringing in new residents, more families and helping shift the perceptions of Werrington.

Two young entrepreneur business owners (bakery and barber) engaged during this process said to have chosen Werrington over other areas due to competitive rents and consistent foot traffic. There could be an opportunity to leverage their experience and promote the area to other small business owners.

"The lakes are the best part of Werrington. There's not a lot of events but the weekends are rather busy with cricket."
- Werrington business intercept survey respondent

Challenges

Participants were asked about things not working so well in Werrington. Key challenges include:

- safety issues.
- break-ins and shoplifting.
- anti-social behaviours such as people loitering, shouting and fighting in the street
- limited wayfinding and signage (especially connecting Victoria Street and Gibson Avenue shops).
- limited local support services for vulnerable community members.
- lack of evening activity ("dead after 6pm").
- limited family-friendly spaces and activities.

Recent improvements to Werrington

Participants were asked whether they were aware of any recent improvements to Werrington Local Centre. Businesses along Victoria Street acknowledged several positive upgrades delivered by the new building owner of Werrington Shopping Centre, including new awnings, upgraded lighting, CCTV cameras, and repainting of facades and shutters. These changes were seen as contributing to improved presentation and security.

Some participants also recognised the newness of the public toilet block at Rance Oval. However, they noted the importance of more consistent maintenance to ensure it remains clean, functional and welcoming for users.

Vision for Werrington

Participants were asked to share words to describe the future of Werrington in 5 years' time. Businesses envision Werrington as:

- inviting.
- safer.
- more connected to the community.
- busier.
- vibrant.

> "A hub, more developed, more inviting and less scary for people to come down here."
> - Werrington business intercept survey respondent

Ideas to benefit business and attract more visitors

Participants were provided with a list of initiatives that could benefit businesses and attract more visitors. They were asked to select their top 3 initiatives and could also provide other ideas.

Table 35 - Which three initiatives would most benefit your business or attract more visitors?

Ideas	Responses (%)
Streetscape upgrades and beautification	57%
Marketing and promotion of existing businesses	57%
Outdoor dining / alfresco seating	43%
Creative activations (music, art, performance)	43%
Campaign to attract new businesses / investment	29%
Signage and wayfinding improvements	29%
Encourage pop-ups in vacant shops	14%
Extend trading hours / night-time activation	14%
Regular markets and street events	14%
Business training and networking	0%

As shown in Table 35, the top ideas were:

- streetscape upgrades and beautification (57%).
- marketing and promotion of existing businesses (57%).
- outdoor dining/alfresco seating (43%).

Participants expressed a strong desire for further streetscape beautification, including upgraded and larger bins, as well as additional planting along the Victoria Street shops to improve presentation and amenity.

They also identified the need for clearer directional signage from Werrington Road and the Great Western Highway to increase visibility and reinforce the centre's role as a community hub.

Participants highlighted an opportunity to introduce a playground at the southern corner of Rance Oval, near the amenities block, to attract families and increase foot traffic to nearby businesses. One participant noted that better leveraging existing assets - such as the sports ground and public toilets - would encourage families to stay longer and spend more time (and money) in the area.

> "Better bins, Recycle friendly bins, more greening and planting. Directional signage letting know that there's a community hub here."
> - Werrington business intercept survey respondent



Photo 15 - Werrington Town Centre at night (Source: Nangle Landscape Architecture)

Stakeholder interviews

About the stakeholder interviews

From January to March 2026, CRED Consulting facilitated 5 online stakeholder interviews with institutional and community partners across Kingswood and Werrington.

The purpose of the stakeholder interviews was to understand the needs, priorities and experiences of key precinct partners, and to identify opportunities for collaboration, activation and shared investment in the future of both centres.

As part of the place planning process, CRED will also engage with the Nepean Police Area Command through a written interview. The purpose of this interview is to identify local safety priorities, hotspots and emerging issues; as well as patterns of use at different times of day.

Participant profile

Table 36 outlines the stakeholders who have been engaged as part of this project.

Table 36 - Stakeholder interview details

Stakeholder	Date and time	Location	No. of participants
Western Sydney University Penrith (Kingswood campus)	Wednesday 28 January 2026, 2pm – 2:30pm	Online via Microsoft Teams	1
Thorndale Foundation – Werrington	Wednesday 4 February, 10am-10:30am	Online via Microsoft Teams	1
TAFE Kingswood	Monday 16 February 2026 1pm – 1:30pm	Online via Microsoft Teams	1
Nepean Hospital	Monday 9 March 2026, 10:30-11am	Online via Microsoft Teams	1
Penrith Valley Chamber of Commerce	Tuesday 3 March 2026, 12pm – 12:30pm	Online via Microsoft Teams	1

Upcoming - Nepean Police Command	TBC	Written interview	TBC

What we heard

Strengths

Western Sydney University (WSU) Penrith (Kingswood campus) highlighted the strength of being part of an education cluster alongside Kingswood Public School, Kingswood High School and TAFE NSW. This cluster creates lifelong educational pathways and positions Kingswood as a significant learning precinct.

WSU Penrith also identified its role as an anchor institution within The Quarter, strengthened by its connection to Nepean Hospital. Growth in arts-related courses presents an opportunity to align with Council's ambition to support creative industries.

The partnership between WSU Penrith and TAFE - particularly in aviation and airport operations training - positions the precinct to respond to labour and skills demand associated with Western Sydney International Airport.

The Penrith Valley Business Chamber wants Kingswood and Werrington to become a more valued place for local businesses and to grow its visitor economy. They see strong potential for Kingswood to evolve into a more vibrant, 24-hour centre.

Thorndale Foundation identified proximity to Werrington Station as a key strength for clients who are mobile. Access to open spaces and parks supports day programs, and the organisation has observed growth in younger families moving into the area.

Nepean Hospital identified the breadth of health services delivered at the Kingswood site, its large local workforce, and the University of Sydney-led clinical school as key strengths of the health precinct.

Challenges

Across interviews, stakeholders consistently raised challenges related to transport connectivity and accessibility, accessibility in public spaces and limited active transport links.

WSU noted declining campus visitation and the need to attract more students and staff to campus. Limited public transport connections along Second Avenue - a key link between WSU Penrith, TAFE and the hospital - constrain movement. While there is a focus on encouraging walking and cycling, concerns were raised regarding safety and

limited shade along active transport routes.

TAFE similarly identified key challenges with limited public transport access, with many students and staff relying on private vehicles or using WSU's shuttle bus (intended for their students).

Thorndale Foundation highlighted limited retail diversity in local shops, parking constraints and accessibility particularly for vehicles transporting wheelchair users. They mentioned their day programs for adults and school leavers – aimed at developing leisure, living and life skills – were at capacity, with a need to expand facilities to increase reach. As owners of significant land holdings, they indicated opportunities to grow their local footprint.

The Penrith Valley Business Chamber also identified inadequate lighting, inconsistent maintenance and ongoing safety concerns as key challenges affecting the centres.

Nepean Hospital identified key access challenges, including road congestion and traffic issues, as well as safety concerns for shift workers travelling to and from their cars after hours.

Opportunities

As shown in Table 37, stakeholders identified a range of opportunities to address key challenges. These are grouped under key themes.

Table 37 - Opportunities identified to tackle challenges facing Kingswood and Werrington

Theme	Summary	Locations identified
Industry partnerships	• Showcase the partnership between TAFE and WSU through the physical environment. • Strengthen partnerships between local disability service providers to offer wider programs. • Explore partnerships between Thorndale Foundation, Nepean Hospital and WSU to connect staff and community outreach efforts. • Explore opportunities for Council and the Business Chamber to co-host business networking events.	Across Kingswood and Werrington

Public transport	• Improve public transport links connecting students to WSU and Nepean Hospital. • Improve access from Kingswood Station to Nepean Hospital. • Develop shared transport options (e.g. a shuttle bus) for students and staff as the WSU-TAFE partnership grows. • Upgrade transport precincts to improve accessibility for vulnerable community members – elderly, disabled etc.	Second Avenue Werrington Station Kingswood Station
Pedestrian experience	• Strengthen integration between WSU and TAFE through safer, more legible walking and cycling links. • Improve wayfinding and signage to guide pedestrian movement along key spines of the innovation cluster. • Upgrade footpaths to create more even, accessible routes.	Second Avenue Werrington Station to Thorndale Foundation (Rance Road)
Activating streets	• Introduce shelter, activation points and placemaking along key movement spines to provide opportunities to pause and stay.	Second Avenue
Upgrades to open and public spaces	• Improve accessibility and amenity with well-maintained toilets, BBQ areas, seating and shaded areas. • Install comfortable seating for Nepean Hospital staff and visitors. • Improve safety of nearby green spaces.	Rance Oval Nepean Hospital
Upgrade shopping precincts	• Develop a stronger community hub/local centre with more diverse offerings. • Improve the amenity of shopping precincts with better maintenance, lighting and colour.	Werrington Local Centre
Economic development and skills development	• Share labour market data and forecasting with educational institutions to strengthen local employment pathways. • Promote education and skills opportunities for disadvantaged cohorts who may not pursue tertiary education.	

Kingswood and Werrington are anchored by major institutions that shape daily life and economic activity. Western Sydney University, TAFE, Nepean Hospital and key community service providers are critical partners in delivering long-term change.

As The Quarter's governance model matures, there is an opportunity to strengthen intent - aligning public domain upgrades, advocating collectively for transport improvements and co-creating activation initiatives.

By aligning place planning objectives with institutional growth, Council can leverage shared investment, strengthen education-to-employment pathways and deliver coordinated, lasting impact.

Sector Connect Survey

About the Sector Connect survey

CRED Consulting designed the Sector Connect survey to gather insights from service providers operating in Kingswood and Werrington who are part of Council's interagency network. The survey was distributed via Council's Sector Connect email list on Thursday 22 January 2026.

One service provider completed the survey.

Participant profile

- The Benevolent Society (Seniors Services provider) operating in both Kingswood and Werrington.

What we heard

The response reinforces broader engagement findings, particularly around access safety and stigma. The respondent didn't provide any strengths.

Key challenges identified include:

- access and transport barriers for clients.
- stigma and negative community perceptions attached to Kingswood and Werrington can be a key barrier for people accessing services.
- coordination with other services.
- safety concerns in public spaces.

Place-related issues affecting clients include:

- feeling unsafe or anxious in public spaces.
- not participating in services or programs as they cannot access them due to transport or distance.
- challenges moving through the area (e.g. uneven pavements, crossings, prams or mobility aids).
- reduced ability to engage in community activities or events.

Vulnerable cohorts identified include:

- older people.
- people from culturally and linguistically diverse backgrounds, particularly in Werrington.

The respondent identified the following **opportunities**, to better support vulnerable people over the next five years:

- The creation of a shared, place-based service hub model where people can access services, information and connect with other people. This was especially needed in Werrington.
- More community events to strengthen belonging and reduce isolation.

.

"The stigma that the areas of Kingswood and Werrington have is a hinderance in people accessing services."

- Survey respondent

"There is also a large CALD community in Werrington that is needing support. There is some disconnect between accessing services and often waiting for the situation to get bad before calling an ambulance instead of taking preventative measures."

- Survey respondent

Internal staff workshop

About the workshop

On Wednesday 26 November 2025 CRED Consulting facilitated a 90-minute online internal staff workshop. In total, 10 participants attended the workshop.

The workshop aimed to:

- build a shared understanding of key issues, opportunities and aspirations.
- draw on institutional knowledge and previous engagement.
- inform the Place Plan and integrated Safety Audit.
- begin shaping the five-year vision and priorities.

Participants engaged in interactive discussions via Mentimeter, responding to questions about challenges, opportunities, immediate priorities and future aspirations for both centres.

Participant profile

The following departments were represented at the workshop:

- City Strategy.
- Economy and Marketing.
- City Activation, Community and Place.

What we heard

Challenges

Participants were asked to identify key challenges facing both Kingswood and Werrington. Table 38 shows the main challenges participants raised for Kingswood and Werrington.

Table 38 - Challenges facing Kingswood and Werrington

Area	Challenges identified
Kingswood	• **Poor shop interface with the Great Western Highway and pedestrian safety concerns:** Participants stated crossing the highway is hard and pedestrian experience is challenging with narrow footpaths and loud noises. • **Lack of a 24/7 precinct**: Bringelly Road shops lack amenity, comfort and evening activity. Shops are dispersed, with no clear town centre identity. • **Real and perceived safety concerns**: Safety issues and lack of confidence reduce dwell time and businesses visitation. • **Limited activation:** Few activities or events happen in the evenings or in open spaces. • **Inaccessible and unreliable transport:** Issues with direct connections, frequency, reliability and accessibility of public transport. • **Gender-specific connectivity barriers**: Women are disproportionately disadvantaged, with staff noting women residing in women's housing find their independence impacted due to lack of public transport access. • **Poor place experience around the north side of Kingswood Station:** this largely industrial area contributes little to the area's identity. • **Overflowing parking** around the Nepean Hospital precinct. • **Cost of living and food insecurity** impacting households not previously needing support. • **Limited access to place-based services,** compounded by public transport and connectivity issues. • **Lack of affordable housing** • **Lack of physical connectivity** between Bringelly Road shops, Western Sydney University and TAFE.
Werrington	• **High youth disengagement:** According to Council data, youth disengagement is 20% in Werrington.

	• **Amenity at Werrington train station**: Railway line is a barrier between the north and south sides of Werrington. • **Limited access to social services:** A participant noted there are limited place-based social services with most located in the Penrith CBD. • **Traffic congestion and road safety.** • **Lack of a defined civic space** for the neighbourhood. • **Safety concerns around station car park.** • **Limited tree canopy and shade.** • **Lack of active transport infrastructure** • **Poor connectivity to city-wide destinations.** • **Infrequent bus services.** • **Limited outdoor dining and evening activation.** • **Limited access to fresh food and supermarket options.**

Opportunities

Workshop participants were asked to identify the biggest opportunities for positive change in Kingswood. Table 39 highlights opportunities to improve Kingswood.

Table 39 - Opportunities for positive change in Kingswood

Kingswood	
Opportunity	**Description**
Street beautification aligned with Caring for Country	• Enhance streets with public art, storytelling and interpretative elements. • Embed Caring for Country principles in placemaking (e.g. heritage and interpretation, designs and motifs).
Upgrading and leveraging existing open spaces	• Chapman Gardens and Wainwright Park were identified as key spaces for activation. • Enhance the quality of existing open spaces to improve amenity for residents.
Establish Bringelly Road as the main spine	• Position Bringelly Road shops as Kingswood's primary main street, as opposed to Great Western Highway shops. • Improve east-west connections between Nepean Hospital and Bringelly Road through tree planting, upgraded footpaths and creative lighting.

Strengthen the health and education precinct	• Leverage The Quarter health and education precinct as a major attractor for investment. • Support the innovation ecosystem through enabling infrastructure and coordinated planning.
Increase place activations, events and programs	• Activate Kingswood with more programming, events, entertainment and dining options to promote community connections and encourage people to stay and spend time locally.
Improved active transport connections and infrastructure	• Strengthen pedestrian and cycling infrastructure, supported by lighting and placemaking elements (e.g. street libraries). • Upgrade footpaths and kerb ramps to ensure high-quality, accessible active transport routes.
Deliver more diverse housing	• Delivery of diverse housing options that supports different life stages and household types.

Participants were also asked to identify one or two initiatives that would make the most immediate difference to Kingswood's liveability and appeal. Key priorities included:

- **Street beautification and public domain upgrades** including creative lighting, tree planting and footpaths along streets such as Rodgers Street and Orth Street.
- **Improved public transport connectivity and safety around transport precincts** including more frequent bus scheduling and focused safety measures around Kingswood station.
- **Wayfinding signage improvements** particularly connections from Kingswood Station to Bringelly Road and between Wainwright Park to other open spaces such as Chapman Gardens.
- **More community events** including pop-up markets to increase activity and improve local appeal.

"Creative lighting in the civic heart and reasons to spend time."
- Staff workshop participant

"Elevate the social and cultural fabric of place and people."
- Staff workshop participant

Similarly, participants were asked to identify biggest opportunities for positive change in Werrington. Table 40 highlights opportunities to improve Werrington.

Table 40 - Opportunities to improve Werrington

Werrington	
Opportunity	**Description**
Diversify housing options and strengthen supporting social infrastructure	• Deliver new housing that is diverse, safe and responsive to different household needs. • Ensure new development is supported by appropriate nearby green space and community infrastructure.
Refresh the appearance of neighbourhood shops	• Enhance shopfronts and streets with outdoor dining, planting and parklets.
Establish a civic space for the neighbourhood	• Develop a new civic space joining Werrington Station to the north side carpark, creating a new community focal point.
Upgrade open spaces	• Enhance existing parks and open spaces to reflect community and demographic needs, aligning with Caring for Country principles. • Strengthen physical and visual connections between shops and under-utilised open space.
Improve connectivity ad access	• Strengthen north-south connections across Werrington. • Develop a pedestrian crossing at Parkes Avenue and Victoria Street. • Introduce on-demand public transport to connect young people to education, work and recreation opportunities.

Immediate priorities

Participants were also asked to identify one or two initiatives that would make the most immediate difference to Werrington's liveability and appeal. Key priorities included:

- **improved public transport services** including on-demand public transport.
- **enhanced amenity and accessibility at Werrington station** such as improved ramp access and potentially a footbridge over the rail line to offer alternative crossing.
- **a broader range of activities and programming** along the shopping streets and in open spaces, catering to all ages.

- **upgraded place experience across Victoria Street shops** and the wider precinct, including lighting, street trees, furniture and public art.
- **improved active transport facilities**.

A vision for Kingswood

Participants reflected on the previous *Think Bold Kingswood 2020 Place Plan vision*:

"With a unique blend of community spirit, village feel, and economic opportunity, Kingswood is a safe and welcoming place for people of all backgrounds and cultures to live, work, study, or visit."

They were asked if the vision still resonated and if anything needs to change. Participants shared the following feedback:

- Balance neighbourhood character with Kingswood's evolving regional role.
- 'Village feel' may limit ambition and investment potential.
- Kingswood is characterised by a high-quality built environment and great green spaces.
- Consider words like 'buzzing', 'self-sustaining', '24/7', particularly considering the presence of the hospital precinct.
- Kingswood caters to a broad user base - residents, workers, carers, patients, students and visitors.

"Balancing growth without losing the community spirit."
- Staff workshop participant

"Buzzing with workers accessing food and retail services."
- Staff workshop participant

A vision for Werrington

For Werrington, participants envision a friendly, accessible and well-connected town center where the community gathers and interacts. It will be an accessible community hub with access to key services and active transport links from north to south. Victoria Street shops will be bustling with activity with outdoor dining extending onto the footpath and stronger connections to events and activity at Rance Oval.

In 5 year's time they envisioned Werrington as:

- safe.
- green.

- lively.
- family-friendly.
- walkable.

Next steps

The engagement program gathered broad insights from a cross section of the community who live, work, visit or study in Kingswood or Werrington.

This engagement program builds upon the extensive consultation previously undertaken by Council from October to November 2025 to inform the *East-West Corridor: Kingswood-Werrington Structure Plan*. Both Kingswood and Werrington centres are valued for their open spaces, community feel and access to transport. However, participants consistently identified gaps in safety, activation, amenity and cohesion.

Kingswood has the opportunity to strengthen its identity as a health and education hub - supported by improved transport connectivity, active streets and stronger evening activation.

Werrington can evolve into a connected neighbourhood centre - uplifted by lighting, street beautification, improved wayfinding and the activation of under-utilised green spaces.

Insights from this report will directly inform the Kingswood-Werrington Place Plan and integrated Safety Audit. The Place Plan will guide coordinated investment to deliver safer, more welcoming and more vibrant centres for Kingswood and Werrington.

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