



West Village
Heritage and Sustainability Trail

The Peters Ice Cream Factory made ice cream on this site from 1928 to 1996. The factory provided work for hundreds of local people, including many migrants and women.

Peters' workers were known for their hard work, and for making the factory run like clockwork.



STAKEHOLDER ENGAGEMENT REPORT

UPDATE 2021

WEST VILLAGE
BRISBANE

STAKEHOLDER ENGAGEMENT REPORT UPDATE 2021

THE PROCESS



50 x PROJECT BRIEFINGS

Ongoing since 2016



3 x COMMUNITY LISTENING POSTS

Online feedback ongoing



1,500 VISITORS TO ONLINE CONSULTATION

Online feedback ongoing



PLACE MAKING WORKSHOP



SUSTAINABILITY WORKSHOP



6 X COMMUNITY REFERENCE GROUP MEETINGS

Ongoing since 2016

THE ISSUES AND INTERESTS



GREEN SPACE

Delivered 2021



RETAIL DIVERSITY

Delivered 2020



SPACE FOR THE ARTS & CREATIVE INDUSTRIES

Delivered 2021



COMMUNITY/ RECREATIONAL FACILITIES

Delivered 2021



ENVIRONMENTAL SUSTAINABILITY



PUBLIC REALM, ACTIVATION & EVENTS

Ongoing since 2018



A THRIVING BOUNDARY ST

Ongoing since 2018



BUILDING HEIGHT

Included with Master Plan



COMMUNITY ENGAGEMENT

Full-time Manager

THE OUTCOMES



OPEN GREEN SPACE ON BOUNDARY ST

Delivered 2021



ARTIST IN RESIDENCE PROGRAM

Delivered 2017 & 2019



500M² DEDICATED FOR COMMUNITY/ RECREATIONAL FACILITIES

Delivered 2019



GO-GET CAR SHARE

Delivered 2021



1,600 BICYCLE PARKS



COMMUNITY SQUARE

Delivered 2018



290M OF LANEWAYS



450 SPACE COMMERCIAL PUBLIC CARPARK

Delivered 2021

STAKEHOLDER ENGAGEMENT PRINCIPLES

COMMUNITY & STAKEHOLDER ENGAGEMENT PROGRAM

The Stakeholder Engagement Strategy adopted the following principles:

- The engagement process will meet the commitments it makes to deliver timely and relevant information to stakeholders in a “no surprises” engagement process
- The engagement process will be respectful, open and transparent
- Stakeholders will have easy access to the information they need to make
- informed and valid comment that can drive better design and better outcomes for the project
- West Village will at all times be a good neighbour: open with its information and
- respectful of community views and comments.



WEST VILLAGE COMMUNITY & STAKEHOLDER ENGAGEMENT PROGRAM



COMMUNITY & STAKEHOLDER ENGAGEMENT PROGRAM

West Village is a Six Star Green Star Community. This is Australia's highest rating for a master-planned precinct and promotes practices which are sustainable and environmentally friendly.

The certification supports the development of strong community connections. Multiple communication platforms provide engagement with the West Village community including residents, commercial tenants and retail customers.

Activities and programs are promoted through print, digital and display media.



The iHeartWestVillage community Facebook group will grow to support connections between residents, retail staff and regular visitors who form part of the West Village community.

COMMUNITY & STAKEHOLDER ENGAGEMENT PILLARS



WEST VILLAGE RESIDENTS' HUB

Welcome to the Residents' Hub



Your West Village

Connect with your West Village community including events and activities in the Village.

[Learn More](#)

BUILDING WEST VILLAGE
BRISBANE

Building West Village

Learn about the building of West Village as construction continues.

[Learn More](#)

DEDICATED ONLINE HUB FOR RESIDENT STAKEHOLDERS

Information about community activities and activations specifically for residents is promoted via a dedicated online hub.

Further stages of online support will include the Owner Manual and support services including resident liaison and property management.

CONSTRUCTION ISSUES MANAGEMENT

As construction activities continue on site, the impact for residents is mitigated via ongoing liaison with the construction contractor to ensure that advance notice of noisy activities is provided to residents, retailers and commercial tenants.



COMMUNITY & STAKEHOLDER ENGAGEMENT ON SITE

1 LIGHTGARDEN BY LUXBOX
The LightGarden by Luxbox glows every night with more than 2,500 LED lights inspired by native reeds. The LED lights used in public spaces at West Village use 80 percent less energy than traditional incandescent lights.

2 DOGGY FRIENDS
The Common has a doggy water station and garden paths to explore. Dogs are welcome in West Village's outdoor spaces but not inside the shopping centre.

3 GREEN SPACES
In an urban environment like Brisbane, a "heat island" can be created when materials such as bitumen and concrete absorb and hold the sun's heat rather than reflect it. To counteract the heat island effect at West Village, around half the site plan is covered with materials which reflect heat, water features or green spaces. There are around 50 mature trees and more than 10,000 plants to suit Brisbane's sub-tropical environment.

4 LIVING HISTORY
The 1928 Peters Ice Cream Factory and 1929 Cone Factory are at the historic heart of West Village. These buildings have been carefully restored and are welcoming people inside as the home of retail stores and local businesses. To learn more about the history of the West Village site, look for the Heritage and Sustainability Trail markers throughout the precinct.

5 WATER PLAY & SENSORY GARDENS
Enjoy splashing in the water play garden near Boundary Street. The water jets use clean recycled water treated by our on-site water recycling system. The sensory gardens have a mix of plants to appeal to your senses. Throughout West Village you'll find herbs for tasting and smelling; textured plants for touching; flowers for seeing and smelling; and coloured foliage to create a living green artwork.

6 FOOD WASTE & RECYCLING
Collecting food waste and unsold edible food at West Village means that most of the food waste from the precinct (85 percent) gets reused or composted. This is better for the environment than sending food waste to landfill where it breaks down and emits gases such as carbon dioxide and methane which contribute to climate change. Food waste and compostable packaging from West Village stores and dining outlets is collected and processed through our organic waste pulping system. This system converts organic materials into soils and fertilizers. Use the special bins to dispose of your food waste and compostable packaging. **Q&Harvest** At West Village the unsold edible food from Woolworths and Harris Farm Markets is collected by Osh!harvest and used to provide free meals to vulnerable people in the community. To learn more visit westvillage.com.au/sustainability

7 END OF TRIP FACILITY
West Village's End of Trip facility provides showers, lockers and secure bike parking for tenants and staff. For details email info@westvillage.com.au

8 GOGET CAR SHARE
GoGet Car share is available at West Village. GoGet members can hire a car for errands, meetings or leisure activities without the costs of car ownership. Each GoGet car reduces the number of private cars in a local area by 10. goget.com.au

9 CREATIVE KIDS
Children of all ages are invited to join the free creative activities organised at the West Village Hut, from 9am-11am Monday to Friday. Details at westvillage.com.au/whats-on/creative-kids/

10 THE COMMON
The Common is home to community events such as the Brisbane Ice Cream Festival, concerts, markets and sustainability workshops. In 1928 this space was a gaffer garden for-courtesy to the Peters Ice Cream Factory. The factory's workers were proud of the award-winning rose garden. In the 5070s a brick building was built on the garden site. Now the re-opened space provides a wonderful view of the Ice Cream Factory's heritage facade.

11 METRO ARTS
Brisbane's iconic Metro Arts relocated to West Village in September 2020. The cultural and arts precinct features an underground theatre, two galleries, two rehearsal rooms and the Factory Lane outdoor space with a foyer, box office, cafe and bar. To learn about upcoming shows and exhibitions visit metroarts.com.au

12 BEES & BIODIVERSITY
West Village is home to hives of Australian native stingless bees and European honey bees. These bee populations help to support biodiversity in the urban environment. West Village partners with Bee One. Thank to care for our bee population and harvest our special local honey. westvillage.com.au/village-bees

13 BIRDWING BUTTERFLY VINE
The Birdwing Butterfly Vine is grown in several locations at West Village. This vine is the natural food source for the Richmond Birdwing Butterfly which is the largest sub-tropical Australian butterfly. Growing the vines could help to support the population of this vulnerable butterfly species.

14 WHAT'S ON
West Village is always buzzing with activity! Regular events include the Brisbane Ice Cream Festival, concerts, fashion shows, theatre performances, markets and sustainability workshops. To stay up to date follow West Village on Facebook or visit westvillage.com.au/whats-on

15 WEST VILLAGE GARDENER
We love plants at West Village! The on-site gardening team holds regular community gardening workshops. Topics include how to grow indoor plants, and how to grow herbs and vegetables.

16 SOLAR POWER
West Village generates some of its own energy from the sun! A 23.5 kW solar power system on the roof of The Eaves building near The Common provides some of the power to light our public spaces. Solar panels on residential buildings provide power to some building services. One hundred percent of the electricity supplied to West Village through our embedded network is carbon offset.

17 COMMUNITY ACTIVITIES
There are wonderful volunteer residents at West Village who support our community, by organising the art group, book club, travel club, gardening club and running club. If you are a West Village resident who wants to get involved or start your own group, contact info@westvillage.com.au.

18 BIKE PARKING
A bike rack with a repair station is located in Wilson Lane and there are other bike racks in The Common and Mollison Park. Please be aware that West Village is not responsible for the security of your bike within the precinct. Make sure you always secure your bike with a high quality lock.

19 ELECTRIC VEHICLE CHARGING
Electric vehicles can be recharged at West Village. Four EV charging stations are located on level B1 in the public car park near the travelator. More EV charging stations will be installed in future residential stages.

20 ROOFTOP GARDEN
The residents' rooftop garden at Park Residences includes mature trees, tropical planting and a herb garden. This outdoor space helps to cool the rooftop and provides shaded areas for dining and relaxing.

21 DOGGY FRIENDS
The doggy water station and garden paths are popular spots for residents and their furry friends. Dogs are welcome in the outdoor spaces but not inside the shopping centre.

22 LIGHTGARDEN BY LUXBOX
The LightGarden by Luxbox glows every night with more than 2,500 LED lights inspired by native reeds. The LED lights used in public spaces at West Village use 80 percent less energy than traditional incandescent lights.

Information about community activities and activations specifically for residents is promoted via a dedicated online hub.

Further stages of online support will include the Owner Manual and support services including resident liaison and property management.

CONSTRUCTION ISSUES MANAGEMENT

As construction activities continue on site, the impact for residents is mitigated via ongoing liaison with the construction contractor to ensure that advance notice of noisy activities is provided to residents, retailers and commercial tenants.

WEST VILLAGE HERITAGE & SUSTAINABILITY TRAIL



ON SITE HERITAGE AND SUSTAINABILITY TRAIL

An installed trail of 20 markers provides an interactive and educational experience. Info panels provide information about the heritage Ice Cream Factory and Cone Factory and stories about the role of the factory in the development of West End.

Hardwood engraved timber markers provide information about the multiple sustainability initiatives at West Village including bee hives, butterfly vine gardens, sensory gardens and landscape features which are inspired by the site's natural history.



WEST VILLAGE
BRISBANE