



## ***Central Highfields Master Plan (CHMP)***

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**1. *What is a Master Plan and what is it used for?***

The Central Highfields Master Plan will provide a blueprint that ensures future developments, (community, commercial, and residential) are well planned. The CHMP will set solid foundations for establishing Central Highfields as a vibrant place that truly reflects broad community aspirations.

**2. *Doesn't Highfields already have a Master Plan and if so, why is it being revisited?***

A town centre master plan was prepared by the former Crows Nest Shire Council prior to the 2008 restructuring of local government boundaries.

Although a number of planning reviews have been undertaken since then, none have resulted in the adoption of a new plan for Central Highfields.

A lot has happened since 2008 and it is important that the plan remains current.

**3. *What land is covered under the CHMP?***

[Click here](#) for a link to the Central Highfields map showing the area included in the plan.

**4. *Will the scope of this project be expanded to encompass roads that fall outside of the CHMP footprint?***

No. The scope of this project is to consider the master plan for the Central Highfields area only. This area is depicted in the map. [Click here](#).

The road changes considered by Council as part of the Cultural Precinct Master Plan (which the Highfields community commented on earlier in 2017) have been dismissed by Council. These road changes will not be re-visited as part of this process.

**5. *Within the CHMP footprint, which 'features' are 'fixed'?***

There are four decisions that Council made in July following consideration of community feedback on the *Highfields Cultural Precinct Master Plan* that are not being reconsidered as part of this process. They are:

- The location of the new library;
- The realignment of O'Brien Road;
- The protection of vegetation within Charles & Motee Rogers Reserve and adjoining land; and
- Not proceeding with changes to Clarke Road, Stringybark Street, Andersson Court, Fairview Crescent and a new road behind the Mary MacKillop Catholic College.

**6. *What has been done to ensure that the community is properly consulted in this process?***

Council has prepared a Community Engagement Plan for this project that provides an opportunity for all members of the Highfields community to participate at all stages of the process in a meaningful way. Local community engagement specialists Primus Pty Ltd are part

of the project team. This organisation comprises a highly experienced, local group of independent community engagement and consultation specialists. [Click here](#) for more information about the Project Team.

**7. What are the objectives of the community engagement process?**

The ultimate objective of this process is to present to Council for consideration, a widely supported master plan for Central Highfields - one which strongly aligns with the vision shaped by the community during the community engagement phases of this project. [Click here](#) for details on the principles which guide this stakeholder engagement.

**8. What's involved in the community consultation process?**

The development of the Central Highfields Master Plan has been broken down into three stages.

**Stage 1 – Identification of Issues and Values**

A period of 6 weeks that aims to determine what the community sees as important considerations.

Subsequently, Council will design a range of options for further community feedback.

**Stage 2 – Feedback on Stage 1 Design Options**

The Central Highfields Master Plan options developed by Council following Stage 1 consultation will be presented to the community for feedback. Following this input, Council will consider the views expressed and prepare a preferred option.

**Stage 3 – Validation of the Preferred Option**

The preferred option developed following Stage 2 consultation will be presented to the community for further feedback.

This feedback will be used to inform the ultimate design presented to Council for adoption.

**9. Are Councillors actively involved?**

Yes. Councillors have been involved in the preparation of the Community Engagement Plan and will review feedback received following each stage of consultation. The final option will be formally considered by Council at the conclusion of stage 3.

Councillors may also be present at community workshops.

**10. I don't know anything about town planning, why should I get involved?**

This is your opportunity to shape the look and feel of the Central Highfields area. No prior town planning experience is required, just a genuine interest in seeing the best result for Central Highfields.

**11. How can I get involved?**

There are several ways you can help shape this key strategic area including:

- Facilitated Workshops – there will be a series of facilitated workshops over the three stages of the master planning process which will be facilitated by Primus representatives. These workshops hope to target a broad range of community

members. If you are interested in being involved you can register your interest by [clicking here](#);

- Facebook – join the Central Highfields Master Plan Facebook group – this is a dedicated and facilitated Facebook group which will be open during each consultation stage, particularly to ensure participation for those who are keen to be involved but who are unable to attend the facilitated workshops;
- Phone – members of the project team will be available to make a note of your feedback if a phone call or one on one meeting suits you best.

**12. I have already provided relevant feedback during the Highfields Cultural Precinct Master Plan consultation process. Will this be taken into account?**

The community engagement process for the CHMP will be different to the feedback TRC gathered about the Cultural Precinct Master Plan so even if you provided feedback previously, this is a new process and we would really like to hear from you again.

This community engagement will occur over 3 stages spanning 7 months duration. It is important that we are sure about your values and ideas for the Central Highfields area.

**13. Can I provide feedback on other Highfields related development concerns I have?**

Council recognises that some people may have comments on development that is happening in Highfields outside of the master plan area.

We encourage everyone who participates in the development of the master plan to focus their feedback on issues directly related to the master plan area.

Feedback received during this process that is not directly related to the Central Highfields Master Plan will be recorded and considered separately at the conclusion of the process.

**14. How does the CHMP relate to the Highfields Community Heart: Project 2020?**

A Master Plan is a broad and high-level document that will ultimately guide development within Central Highfields. As such, it provides a blue print for community, commercial and residential developments. Initiatives like HCHearT 2020 aim to attract investors who can use the Master Plan to plan their developments.

Members of the HCHearT project will be consulted as part of this project and their feedback will be incorporated with that of the broader community.

**15. How confident is Council that current projections will be realised?**

As confident as it can be.

Population projections prepared by Council in 2014 identify that the population of Highfields will grow from 13,000 (2016) to 21,000 by 2031.

Regardless of accuracy, it is important to remember that the Master Plan seeks to provide for the future. At some point Highfields will reach a population of 21,000. If this doesn't happen until sometime after 2031 parts of the Master Plan may take longer to come to full fruition. Importantly however, whenever projected populations levels are realised, there will be a plan in place that reflects community values and needs – a plan that will ensure Central Highfields develops as a vibrant place that is capable of meeting the needs of its community.

**16. How is community awareness being achieved?**

Over 200 Highfields residents were involved in Stage 1 of the Master Planning Process and those who expressed interest in Stage 2 have now been invited to extend their involvement.

Other Highfields residents are encouraged to be involved. Awareness continues to be raised through:

- Council's page 6 advertisement in the Toowoomba Chronicle has details.
- Advertisement in the Highfields – High Country Herald

- A media briefing and media release to ensure local media can also report on the process;

- the dedicated Central Highfields Masterplan Facebook page which currently has over 100 members.

**17. How can I stay informed about the progress of this project?**

Council is committed to a clear and transparent process. Everyone who participates in the community engagement process during Stage 1 was asked about their interest in staying involved. Feedback about each stage of the engagement process will continue to be provided to all of those interested.

**18. What happens next?**

The Stage 2 engagement begins on 21 February and will extend for four weeks until Friday 16 March.

Stage 2 of the Master Plan process will seek to gather feedback from the community about the Master Plan options developed by Council and will begin work towards understanding what the final and preferred option will look like.

Stage 3 engagement will occur late in April 2018.

**19. How do I get more information?**

Call Council's Customer Information Centre on 131 872 between 8am and 5.25pm Monday to Friday.

**20. If the final plan is accepted in July 2018, when will development start and what is the expected completion date?**

The Master Plan will provide a blueprint that will guide how Central Highfields will develop into the future. It provides planning for the long term and will therefore guide development for Central Highfields for the next 15 - 20 years and beyond.

Some of the development will be delivered by Council however large parts won't be.

The timing of commercial development will occur in accordance with market demand. When there is demand for shops, offices, cafes, etc. land will be acquired by developers who will be required to build in accordance with the Master Plan.

The timing of delivery of those parts of the Master Plan that fall under TRC's remit will be planned, budgeted and prioritised under Council's capital works program.