

Hillsborough Road

Community Consultation Report

Transport for NSW | November 2021

Executive summary

The NSW Government have announced \$35 million to deliver the first stage of the Hillsborough Road upgrade. Given the complexity of the upgrade Transport for NSW will be delivering the upgrade of Hillsborough Road from the Newcastle Inner City Bypass to west of Crockett Street in three stages:

Stage 1 – Hillsborough Road between west of Barker Avenue and the existing duplication west of Crockett Street

Stage 2 – Hillsborough Road between Higham Road and the Newcastle Inner City Bypass, including Chadwick Street

Stage 3 – the remainder of the Hillsborough Road corridor between Crockett Street and Higham Road.

The community were asked to provide feedback on the preferred design for all three stages of the project on 22 June 2021. The feedback will help Transport to understand what is important to the community and to deliver the best outcome for the community and motorists who use Hillsborough Road. It will also help to prioritise the delivery of Stage 1 and to continue planning for Stages 2 and 3.

On completion, the full upgrade will deliver the duplication of about 1.8 kilometres of Hillsborough Road, installation of traffic lights at Crockett and Chadwick streets as well as other road safety improvements.

The key features of the Hillsborough Road upgrade are:

- Duplication of about 1.8 km of Hillsborough Road between the Newcastle Inner City Bypass roundabout and the existing duplication west of Crockett Street.
- Two lanes in each direction separated by a raised median
- Posted speed limit of 60 km/h
- Traffic lights at Crockett Street intersection
- Shoulder with provision for cyclists in both directions
- Off road shared path on the northern side of Hillsborough Road providing for both cyclists and pedestrians
- Culvert widening at Winding Creek
- Culvert widening between Crockett Street and Barker Avenue
- Traffic lights at Chadwick Street intersection
- Modification to Higham Road intersection
- New entry and exit accesses for the Combined Newcastle Canine Club showgrounds
- Left in / left in out only from existing businesses fronting Hillsborough Road.
- Modification to Barker Avenue intersection.

The Hillsborough Road upgrade would provide the following key benefits:

- Improve corridor and intersection efficiency and reliability for all modes of transport
- Improve road safety for all road users including pedestrians and cyclists
- Improve infrastructure for active transport modes.

Summary of submissions

The majority of submissions received by Transport during the consultation period were supportive of the proposed upgrade. There were 108 written submissions received from the community by email and 324 comments on three Facebook posts.

Key issues raised and comments received included:

- Considerable support from the community for the delivery of the Hillsborough Road upgrade
- Concerns about and support for the proposed closure of Higham Street
- Concerns about the inability to make a U-turn from the businesses on Hillsborough Road, the Combined Newcastle Canine Clubs Showgrounds and the Charlestown Golf Club.
- Requests for the proposal to include a suitable wildlife overpass as a part of the project
- Requests for Transport to consider the replacement of the roundabout at the intersection of Hillsborough Road and King Street with traffic lights. It should be noted that this is not within the current scope of the project

A number of other road design suggestions were also made by the community. The road design suggestions and the key issues raised in the submissions are being carefully considered by Transport in the project planning process

The decision

Transport will consider all feedback received from the community in the future planning and delivery of the Hillsborough Road upgrade. We will continue to keep the community and stakeholders informed as the project progresses.

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1. Introduction

1.1. Background

The NSW Government have announced \$35 million to deliver the first stage of the Hillsborough Road upgrade. Given the complexity of the upgrade Transport for NSW will be delivering the upgrade of Hillsborough Road from the Newcastle Inner City Bypass to west of Crockett Street in three stages:

Stage 1 – Hillsborough Road between west of Barker Avenue and the existing duplication west of Crockett Street

Stage 2 – Hillsborough Road between Higham Road and the Newcastle Inner City Bypass, including Chadwick Street

Stage 3 – the remainder of the Hillsborough Road corridor between Crockett Street and Higham Road.

1.2. The proposal

Transport are planning the delivery of Stage 1 between west of Barker Avenue and the existing duplication west of Crockett Street. This will see the duplication of about 600 metres of Hillsborough Road, installation of traffic lights at Crockett Street as well as other road safety improvements.

We will continue planning for Stage 2 and Stage 3 of the Hillsborough Road upgrade and will keep the community and key stakeholders informed on the timing of these future stages as the project progresses.

On completion, the full upgrade will deliver the duplication of about 1.8 kilometres of Hillsborough Road, installation of traffic lights at Crockett and Chadwick streets as well as other road and safety improvements.

2. Consultation approach

2.1. Current Consultation

In June 2021 Transport sought community feedback on the preferred design for all three stages of the project. The feedback will help Transport to understand what is important to the community and to deliver the best outcome for the community and motorists who use Hillsborough Road. It will also help to fast track the delivery of Stage 1 and to continue planning for Stages 2 and 3.

2.2. Consultation objectives

Transport consulted with the community and key stakeholders on the proposal to:

- Inform the community and stakeholders of the proposal and possible impacts
- Seek feedback on the proposal and issues of concern for consideration in developing the project
- Build a database of interested and concerned community members with whom to continue engagement during the development of the Hillsborough Road upgrade.

2.3. Values

Our values underpin our decisions and behaviours when working with customers, colleagues, stakeholders and partners.

- **Customer focus** - We place the customer at the centre of everything we do
- **Collaboration** - We value each other and create better outcomes by working together
- **Solutions** - We deliver sustainable and innovative solutions to NSW's transport needs
- **Integrity** - We take responsibility and communicate openly
- **Safety** - We prioritise safety for our people and our customers.

2.4. How consultation was done

We consulted with the community on the Hillsborough Road upgrade over a six-week period from 22 June 2021 to 6 August 2021.

Community members were encouraged to provide their feedback and leave comments via mail, email, or phone contact with the project team. We also directly consulted a number of key stakeholders via individual meetings. Our key consultation tools are listed in Table 1.

Table 1 – Key consultation tools

Hillsborough Road - Have your say – project update (June 2021)	1500 Have your say project updates were hand delivered to letter boxes in Hillsborough and Cardiff South on 1 July. A copy of the Have your say is provided in Appendix A .
Facebook advertisement	A paid Facebook advertisement was uploaded to the Transport Facebook page on 29 June. Two reminder Facebook posts were uploaded on 17 July and 31 July. A copy of these posts are provided in Appendix B .
Media release	A media release covering the project was issued by the Ministers Office on 22 June 2021. It was subsequently published by the <i>Newcastle Herald</i> .
Email notifications	Direct emails were sent from Transport staff to key project stakeholders including Lake Macquarie Council, Charlestown Golf Club and Awabakal Local Aboriginal Land Council.
Consultation with key stakeholders	Transport staff attended meetings with Charlestown Golf Club and a number of impacted businesses on Hillsborough Road.

3. Consultation summary

3.1. Overview

Comments on the Hillsborough Road upgrade have your say closed on Friday 6 August 2021. Some submissions included multiple comments and raised multiple issues. 108 submissions were received in total.

Key issues raised included:

- Considerable support from the community for the delivery of the Hillsborough Road upgrade
- Concerns about and support for the proposed closure of Higham Street
- Concerns about the inability to make a U-turn from the businesses on Hillsborough Road, the Combined Newcastle Canine Clubs (CNCC) Showgrounds and the Charlestown Golf Club.
- Requests for the proposal to include a suitable wildlife overpass as a part of the project

- Requests for Transport to consider the replacement of the roundabout at the intersection of Hillsborough Road and King Street with traffic lights. It should be noted that this is not within the current scope of the project.

The three Transport Facebook posts attracted a large number of visitors and achieved the following statistics:

- 65,484 reach
- 323 post reactions
- 70 post shares
- 3195 clicks
- 324 comments.

The next section of this report contains a summary of the submissions.

Some submissions received by Transport were outside the scope of the proposed Hillsborough Road upgrade. They included requests for Transport to consider the replacement of the roundabout at the intersection of Hillsborough Road and King Street with traffic lights.

These submissions have been noted and will be considered in planning for future projects on Hillsborough Road.

3.2. Have your say submissions

Table 2 provides a summary of all issues raised in the submissions received and Transports responses

Table 2 – Submissions issues summary

Issue category	Number of submissions	Issues raised	Transport response
Design issues	12	Objection to closure of Higham Street	Transport acknowledges the concerns raised about the proposed closure of Higham Road and will continue to investigate the proposed closure. Consultation with the community and stakeholders will continue as the project progresses.
	3	Supports closure of Higham Street	Transport also acknowledges that there is support for the proposed closure of Higham Road from road users and residents.
	12	Access to the CNCC Dog Showground should be included in the Chadwick Street traffic lights	Transport has investigated possible access to the CNCC Dog Showground via the traffic lights. It has been determined that it is not feasible to incorporate access via the traffic lights because it would impact significantly on the operation of the CNCC Dog Showground.
	11	Concern that the no right hand turn from Barker Avenue will negatively impact users of Charlestown Golf Club	Transport acknowledges the concerns raised about banning the right turn from Barker Avenue. Transport will continue to investigate the access to Barker Avenue and will consult with stakeholders and the community as the planning and concept design for the project progresses.
	6	Concern about where the traffic from CNCC Dog Showground and Charlestown Golf Club will turn around to travel east	Transport acknowledges the concerns raised about the access from the CNCC Dog Showground and Charlestown Golf Club. Transport will continue to investigate access arrangements for these facilities and will consult with the community and stakeholders as the planning and concept design for the project progresses.

	5	Need to provide a U-turn facility for the business on the southern side of Hillsborough Road and the Newcastle Combined Canine Dog Club	Transport acknowledges that a u-turn facility would be beneficial for businesses, the CNCC Dog Showground and the Charlestown Golf Club and is investigating potential locations within the project area.
	2	Suggestion for dedicated cycle lane on Hillsborough Road	The duplication would include a shoulder with provision for cyclists in both directions. Transport are investigating alternate cycle route options from Higham Road to connect with existing cycling infrastructure to the north and east of Hillsborough Road.
	1	Provision of existing pedestrian facilities near Higham Road	Signalised pedestrian facilities would be provided at Chadwick Street traffic lights.
	1	Request for bus stop shelters	Transport would consult with Lake Macquarie Council and bus operators to provide bus shelters where suitable.
	2	Suggestion of shared path on both sides of Hillsborough Road	The duplication would include a shoulder with provision for cyclists in both directions. Transport are investigating alternate cycle route options from Higham Road to connect with existing cycling infrastructure to the north and east of Hillsborough Road.
	1	Suggestion the location of Crockett Street intersection moved further east to avoid eastbound traffic queuing on the crest west of Crockett Street	Relocation of the Crockett Street intersection is not feasible due to the significant utilities, property acquisition and vegetation clearing that would be required. Queue lengths will be investigated as part of the concept development.
	1	Suggestion the shared path be located on the southern side of Hillsborough Road to eliminate the crossing at Crockett Street	The shared path is located on the northern side of Hillsborough Road to allow better connectivity for pedestrians and cyclists in the Hillsborough and Cardiff South catchments.
	1	Suggestion the design include 4 lanes in each direction	Four lanes in each direction is not justified based on current traffic volumes and predicted traffic growth.
	2	Suggestion the shared path should be set back from the road	This will be investigated as the project progresses.
	1	Suggestion the slip lane out of Crockett Street be maintained	Transport will investigate provision of a slip lane as part of the project development.
Traffic issues	15	Suggested that Higham St be left out only onto Hillsborough Road	Transport will investigate provision of a left turn out of Higham Road as part of the project development.
	4	Suggestion of roundabouts at Crockett Street and Chadwick Street rather than traffic signals	Traffic modelling has been undertaken on a number of scenarios, including roundabouts. Based on the current and predicted future traffic volumes, traffic signals would perform best at these locations. Traffic signals also provide a safety benefit for pedestrians and cyclists.
	3	Concern that traffic signals will make congestion worse around Crockett Street	The provision of traffic lights at this intersection would provide more efficient traffic movements from Crockett Street onto Hillsborough Road.

	2	Support for dual right turn lanes into Crockett Street	Transport will investigate the storage requirements for the right turn into Crockett Street
	2	Support for 60km/hour speed limit on Hillsborough Road	The speed limit would be posted at 60 km/h to provide consistency and safety along the length of Hillsborough Road.
	2	Suggestion for signal operated roundabout at Barker Street	This is not feasible as it would reduce the traffic efficiency on Hillsborough Road for the majority of road users.
	1	Concern that the project will cause further traffic delays at King St roundabout	Traffic impacts will be assessed as part of the project development.
	1	Concern over the current pinch point for cyclists heading out of Crockett Street	The upgrade would improve safety for cyclists by providing signalised crossing at Chadwick Street and an off road shared path.
	1	Suggested traffic signal at Crockett Street allow 'left turns to avoid delays and right turn into Crockett Street be used only in peak periods	Transport will investigate intersection and performance during the development phase.
	1	Concern that the project will encourage a rat run through Cardiff South	Transport acknowledges this comment and confirms that Hillsborough Road upgrade is a priority for the road network.
Biodiversity and environmental impacts	1	Suggestion for 'No Stopping' signs near signals in Chadwick Street to assist bus/trucks turning	Traffic lights would be designed in accordance with current standards and guidelines.
	29	Suggested an overpass for wildlife and/or pedestrians	<p>The project will be assessed under Part 5.1 of the Environmental Planning and Assessment Act and such a Review of Environmental Factors (REF) will be completed to assess all environmental impacts from the construction and the operation of the project.</p> <p>Transport have engaged a qualified and experienced team of environmental impact specialists which include ecologists in order to assess the impacts of project. We conduct these assessments in accordance with Transport Biodiversity assessment guidelines and Commonwealth and NSW Legislation. The assessment scope will include fauna connectivity as part of the projects impacts. Biodiversity guidelines are available on the Transport website - https://roads-waterways.transport.nsw.gov.au/about/environment/protecting-biodiversity/index.html</p> <p>Once completed, the REF will be publicly displayed and allows for submissions / feedback to be provided.</p>
	1	Concern about the impact the project will have on wildlife and request this is adequately addressed	The project will be assessed under Part 5.1 of the Environmental Planning and Assessment Act and such a Review of Environmental Factors (REF) will be completed to assess all environmental impacts from the construction and the operation of the project.

			<p>Transport have engaged a qualified and experienced team of environmental impact specialists which include ecologists in order to assess the impacts of project. We conduct these assessments in accordance with Transport's Biodiversity assessment guidelines and Commonwealth and NSW Legislation. The assessment scope will include fauna connectivity as part of the projects impacts. Biodiversity guidelines are available on the Transport website - https://roads-waterways.transport.nsw.gov.au/about/environment/protecting-biodiversity/index.html</p> <p>The project team have commenced a consultation process with the Aboriginal community. This is done in accordance with our Procedure for Aboriginal Cultural Heritage Consultation and Investigation (PACHCI) which can be found - https://roads-waterways.transport.nsw.gov.au/about/environment/protecting-heritage/managing-development.html. The project is committed to consulting all relevant parties throughout each stage which includes cultural impacts and interpretation. The project REF will also include an Aboriginal heritage assessment.</p> <p>Once completed, the REF will be publically displayed and allows for submissions / feedback to be provided.</p>
Safety concerns	2	Suggestion for pedestrian safety a 4m shared path separated from traffic be provided	The shared path would be designed in accordance with current standards.
	1	Concern that safety needs to be improved and maintained during construction	Safety of road users and workers is a key priority for Transport. Vulnerable road users will be catered for during the construction of the project.
	1	Pedestrian safety is a concern as there is currently no footpath	The upgrade would include a shared path (cyclists and pedestrians) on the northern side of Hillsborough Road. Footpaths would be provided to connect bus stops and traffic lights as part of the upgrade.
	1	Current safety issue identified accessing the bus stops near Chadwick Street. Suggested pedestrian crossing at the signals	Transport acknowledges this safety concern. The traffic lights at Chadwick Street would have pedestrian facilities.
	1	Suggestion for warning signs to be provided for the new traffic signals	Transport will assess the need for additional signs during the project development.
	1	Request for footpaths be provided to access the bus stops	Footpaths would be provided to connect bus stops and traffic lights.
	1	Questioning the need for the speed reduction to 60km/h (is it purely revenue raising exercise)	The proposed speed reduction is intended to improve safety for all road users, including pedestrians and cyclists.
	1	Concern over the safety of pedestrian movements at the	The traffic lights at Chadwick Street would have pedestrian facilities.

		Chadwick Street intersection	
Business impacts	5	Concern the no right turn out of Golf Course would impact on customers	Transport will continue to consult with key stakeholders and businesses as the project progresses
	1	Opposition to banning right turn from Hillsborough Road into Hillsborough businesses	Transport acknowledges this comment. However, for safety and efficiency of Hillsborough Road, a central median would be provided as part of the upgrade.
	1	Concerns about where the customers and deliveries will turn around	Transport acknowledges that a u-turn facility would be beneficial for businesses, the CNCC Dog Showground and the Charlestown Golf Club and is investigating potential locations within the project area.
Aboriginal Heritage	1	Suggestion to include Aboriginal art into the project	Transport acknowledges the importance of Aboriginal cultural heritage and will work with Registered Aboriginal parties, which includes the Awabakal Local Aboriginal Land Council and other stakeholders to identify potential opportunities to highlight Aboriginal heritage in the project area.
Support for the project	4	Generally support the project	Transport acknowledges these comments.
	2	General support for the Crockett Street upgrade	Transport acknowledges these comments.
	2	Support for a footpath	Transport acknowledges this comment.
Community Issues	1	Cycling community has proposed many suggestions to improve safety and connectivity of cycleways	Transport acknowledges the submission from the cycling community and will investigate the suggestions as part of the project development. Transport are investigating alternate cycle route options from Higham Road to connect with existing cycling infrastructure to the north and east of Hillsborough Road.
Out of scope items	7	Suggested the King Street roundabout is higher priority and be upgraded	The recent announcement of funding for the upgrade of Hillsborough Road does not include plans to upgrade the Hillsborough and Macquarie Road / King Street roundabout. Your feedback regarding the King Street roundabout will be provided to our Transport Planning team.
	1	Suggested improvements to the connectivity and footpath at Crockett Street	This suggestion is not within the scope of this project.
	1	Request for additional bus stops in Hillsborough	The request for additional bus stops has been referred to the appropriate section of Transport.
	1	Suggested a footpath connecting Crockett Street and Cardiff South	This concern has been referred to Lake Macquarie Council.
	1	Suggested additional roads through the Golf Course and Cardiff South be considered to ease congestion	There are currently no plans to build new roads through the Charlestown Golf Course or Cardiff South.
	1	Would like Aboriginal Art on the Newcastle Inner City Bypass Interchange	Transport acknowledges the importance of Aboriginal cultural heritage and will work with Registered Aboriginal parties, which includes the Awabakal Local Aboriginal Land Council and other

			stakeholders to identify potential opportunities to highlight Aboriginal heritage in the project area.
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3.3. Conclusion

The majority of submissions supported the upgrade to Hillsborough Road.

We have considered all submissions and concerns raised by the community and key stakeholders. We will ensure that issues highlighted by stakeholders and the community are appropriately addressed in the next phase of planning for the upgrade of Hillsborough Road.

3.4. Next steps

We will work closely with stakeholders and local residents on the future development of the project by:

- Informing the community and stakeholders of consultation outcomes and the next steps for the proposal by the distribution of this report
- Ensuring community and stakeholder comments and suggestions are considered when finalising all stages of the Hillsborough Road upgrade
- Continuing to carry out communication activities as the project progresses and informing the community through the Transport website and project notifications.

We will continue to keep the community informed as the project progresses.

Appendix A - Have your say community update

Transport for NSW

Hillsborough Road upgrade

Have your say on the preferred design

Stage 1 funding confirmed

The NSW Government has announced plans to deliver the first stage of the Hillsborough Road upgrade. The project will deliver a new, wider, more modern road and the upgrade would improve traffic flow, safety and accessibility for all road users.

Stage 1 will involve the upgrade of Hillsborough Road from west of Crookwell Street to west of Warburton Avenue. The map shows the Stage 1 in green.

Given the complexity of the Hillsborough Road upgrade, Transport for NSW will be delivering the upgrade of Hillsborough Road between the west of Warburton Avenue and the existing duplication west of Crookwell Street.

stage 1 - Hillsborough Road between west of Warburton Avenue and the existing duplication west of Crookwell Street

stage 2 - Hillsborough Road between Warburton Road and the new duplication west of Crookwell Street, including Crookwell Street

stage 3 - the remainder of the Hillsborough Road corridor between Crookwell Street and Warburton Avenue. We are consulting stage 3 between west of Warburton Avenue and the existing duplication west of Crookwell Street. This will deliver the duplication of Crookwell

Street and Hillsborough Road, installation of traffic lights at Crookwell Street, as well as other road safety improvements.

We are continuing planning for stage 2 and stage 3 of the Hillsborough Road upgrade and it is likely the community and stakeholders information on the timing of these future stages as the project progresses. In comparison, the full upgrade will deliver the duplication of Hillsborough Road, installation of traffic lights at Crookwell and Crookwell Streets as well as other road safety improvements.

This is your chance to have your say on the preferred design for the first stages of the project. Your feedback will help us to understand what is important to you and to deliver the best outcome for the community. It will also help us to track the delivery of stage 1 and to continue planning for stage 2 and 3.

Project benefits

- improve comfort and reduction in journey time and fuel use for all modes of transport
- improve road safety for all road users including pedestrians and cyclists
- improve infrastructure for active transport modes

June 2018

1

W16th Avenue Road Up Grade

Legend

- Proposed road alignment
- Proposed stationing
- Blue strip location

Typical road cross section

STATION 1

STATION 2

STATION 3

STATION 4

STATION 5

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Appendix B – Facebook advertisements

Post 1: 3 – 9 July

 **NSW Roads**   

Have your say on the upgrade of Hillsborough Road, Hillsborough. The proposal includes two lanes in each direction, shared paths & more! 🙌



NSWROADS.WORK/HRD-HYS
Hillsborough Road upgrade
Submissions close 6 August

[LEARN MORE](#)

Post 2: 17 – 23 July

 **NSW Roads**   

Have your say on the upgrade of Hillsborough Rd, Hillsborough. The proposal aims to improve traffic flow, safety & accessibility for road users.



NSWROADS.WORK/HRD-HYS
Submit your feedback 🙌
Hillsborough Road upgrade

[LEARN MORE](#)

Post 3: 31 July – 6 August



nswroads.work



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Customer feedback
Transport for NSW
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Sydney NSW 2000

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