

Frequently Asked Questions: Charles Street Square Upgrade

What is Charles Street Square and why is the upgrade important?

Charles Street Square, at Parramatta Quay, is where people who travel to our city along the Parramatta River first arrive. Situated at a unique place where the fresh water of the Parramatta River and the salt water from Sydney Harbour mix, it is a place of great cultural significance and an important public place that connects the river and our city.

Upgrading Charles Street Square is an important step in the development of Parramatta Quay, which is part of the long term planned transformation of the Parramatta City River foreshore. Located at the head of the harbour, Parramatta Quay will be the river gateway to Parramatta's CBD, complementing Circular Quay.

How will the community be able to use Charles Street Square in the future?

Key features of the Charles Street Square upgrade include improved connections between the city and ferry wharf and flexible spaces for events or everyday activities. The proposed design includes a new shelter for foreshore and ferry users, a wide riverfront walk, public art, a welcoming and attractive street-level plaza and a series of tiered seating terraces. Fully-accessible public amenities including 24/7 toilets are retained in the square.

Will access be improved?

Yes. A key feature of the design for Charles Street Square is a series of gently graded ramps and stairs that will provide clear, easy-to-navigate, accessible connections between the riverfront and the city for all members of our community.

Will the existing trees be retained?

The existing trees are an important part of Charles Street Square's character and the majority will be retained. There will also be new native trees, including a Port Jackson Fig, for increased shade and habitat. Charles Street Square will become part of the riverfront parkland.

How will flood be managed?

Regular flooding which occurs along the Parramatta River is a key consideration. The flood-resilient design provides a clear and continuous path for evacuation, minimises flood obstructions, and is easy to maintain. More sensitive infrastructure is located higher up within the site, and structures will be engineered to withstand the strong forces of the flood waters.

Contact us:

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@cityofparramatta | PO Box 32, Parramatta, NSW 2124
ABN 49 907 174 773 | cityofparramatta.nsw.gov.au

What sustainable environmental design features have been included?

As well as maximising tree canopy and ensuring the site is resilient to flooding, the design incorporates new terraced decking of recycled Australian timber to allow more rainwater to drain back into the ground and reduce urban runoff into the river. Stormwater drainage upgrades required during the works will allow us to include some small scale water harvesting to benefit trees and gardens within the square.

When will the new Charles Street Square be delivered?

Construction of Charles Street Square is currently planned for April 2021 – April 2022.

When will Escarpment Boardwalk be delivered?

Construction on Parramatta River's Escarpment Boardwalk is underway on the northern side of Parramatta Quay. Construction is expected to be completed early 2021.

The river-level pedestrian and cyclist connection will deliver a missing link in the Parramatta Valley Cycleway, connecting Parramatta Park to Melrose Park through completely off-road facilities. It will also provide a new set of stairs up to Stewart Street and Macarthur Street to ensure safe and direct access for the public and local school students.

The Parramatta Ferry will be closed for a portion of the construction period. Ferry replacement buses will be running between Parramatta and Rydalmere.

How and when will the revitalisation of Parramatta Quay be delivered?

Improvements at Parramatta Quay are occurring in stages:

- May 2019 - October 2019, Parramatta Wharf upgrade
- March 2020 - early 2021, Escarpment Boardwalk construction
- April 2021 - April 2022, Charles Street Square upgrade
- Council is also planning to improve the pedestrian bridge at the Charles Street Weir. Further information will be made available later this year.

How will I access the ferry and local businesses during construction?

Access to local businesses will be retained throughout the construction of Charles Street Square. Further consultation with Transdev, operator of the ferries for Transport NSW, will be undertaken as part of detailed construction planning. At this stage, it is anticipated the majority of this work can be completed whilst keeping ferry operations functioning. Closures or impacts will be minimised.

What can I influence in the Charles Street Square design?

The City of Parramatta is interested in hearing all feedback and is committed to working with the community to ensure that the final design responds to the needs of its users, now and into the future. The project needs to integrate the operational requirements of the Wharf, achieve standards of access, respect the heritage and archaeology of the site and ensure the design is robust and enduring.

How do I make a submission on the draft design for the Charles Street Square upgrade?

Please click on the 'Have your say' button in the middle of this page to provide your feedback. All responses will be considered in refining the draft designs. ***Submissions close at 4.30pm on Monday 16 March 2020.***

We recommend reading the materials in the resources section first to see images of the proposed upgrade and to understand what the design hopes to achieve.

Materials are available in Arabic, English, Hindi, Korean and Simplified Chinese. However, anyone requiring assistance accessing information in another format is encouraged to contact Council on 1300 617 058.

Email and postal submissions can also be made.

Email and postal submissions should address how the proposed concept design delivers on a desire to create a welcoming arrival point for visitors and improve public access to the river. You may also wish to comment on design elements.

Email: CharlesStSquare@cityofparramatta.nsw.gov.au

Post to:

Attention: Charles Street Square Team
City of Parramatta
PO Box 32, Parramatta NSW 2124

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When are community drop-ins being held?

You can review the designs, talk to us and have your say at scheduled community drop-ins:

- Sunday 1 March Charles Street Square at Parramatta Quay 10am-2pm
- Friday 6 March Farmers Market Centenary Square 11am-2pm
- Saturday 7 March Charles Street Square at Parramatta Quay 2pm-6pm

What's next for Parramatta Quay and how can I get involved?

As plans develop for Parramatta Quay and the broader Parramatta City River Foreshore transformation, City of Parramatta will be seeking further feedback and ideas from the community to help design these spaces. When you make a submission on Charles Street Square, be sure to provide an email address to ensure you are kept informed of project updates and further opportunities to be involved in Parramatta City River Foreshore projects.

Who do I contact for more information?

Contact the Charles Street Square project team by calling City of Parramatta on **1300 617 058** or email CharlesStSquare@cityofparramatta.nsw.gov.au