

2025

**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

ELEVENTH ASSEMBLY

London Circuit- Business disruption- Mitigation

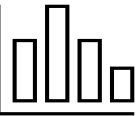
Assembly Resolution of 5 March 2025

Government Response

**Presented by
Chris Steel MLA
Minister for Transport
10 April 2025**

Business Engagement Report – Light Rail Stage 2A – January to March 2025

Engagement this quarter	50	177	18	199	245
	Targeted stakeholder Meetings	Doorknocking events	Stakeholder events/pop ups	Businesses engaged with	TOTAL ENGAGEMENT INTERACTIONS (does not include emails)
Summary					



Engagement summary

Targeted stakeholder meetings

50 targeted stakeholder meetings were held in the quarter. These were primarily with businesses on London Circuit west and east. Key concerns raised ranged from concerns about access to businesses during construction, impacts of delivery, concerns about reduced trade and customers, concerns about delivery driver access retention, reductions in parking, visibility of businesses during construction, pedestrian access retention, loading zone access and questions about how the government will attract people to the city throughout the project. Outcomes of these meetings included the establishment of dedicated delivery lanes, along with adjustments to loading zones and pedestrian pathways. Adjustments were also made to construction fencing and signage installation to allow greater visibility/access for customers. The project has also bought vouchers from businesses along the alignment to provide to construction workers and has collated feedback from businesses about the types of support they’d like to see from the Government. These are being considered as part of a range of extended business partnership measures.

Doorknocking events

On 5 February London Circuit west was closed between Northbourne Avenue and Edinburgh Avenue to support project delivery. To ensure notification of this activity, from 8 January to 4 February 2025, we doorknocked 96 businesses on the west side of London Circuit. On 12 March London Circuit east was closed between Northbourne Avenue and Theatre Lane to support project delivery. To ensure notification of this activity, from 5 February to 12 March, we doorknocked 52 businesses on the East side of London Circuit. These doorknocks provided an opportunity to speak face to face with business owners, informing them on the timing of upcoming works, sharing of useful resources, and establishing key contacts and relationship points between the government and businesses.

Stakeholder events/ pop ups

- Other business engagement activities included:
- 17 pop ups were held before the road closures on London Circuit east and west to pass out information to community & stakeholders relating to access and wayfinding.
 - A project stall at the Multicultural Festival on 7 February to hand out project information and engage with community.
 - Hosted 2 x Business Coffee drop-in information sessions on 18 and 20 February to share information and take on feedback.
 - Hosted the City Construction Information Group (CCIG) on 24 February. 20 city business representatives attended. Issues raised included wanting to know more about the program of works in London Circuit east and the duration, concern about reductions in parking, and wanting more detail on what the project can offer in terms of business support. As an outcome to this meeting the project provided an update of the types of business support, committing to providing greater detail at the next meeting in April. Another outcome of the CCIG was it saw several new businesses attend the meeting, providing an opportunity to speak more directly to the project team, join the CCIG mailing list and confirm their preferred communication moving forwards.

Businesses engaged with during the reporting period are at Attachment A.

What to expect in Q2

- In Q1 the key message shared with the community were ‘change’ messages ie. what to expect and when. This involved a high volume of doorknocking and pop up information sessions to ensure the community were informed of the changes to the city prior to them coming into place.
- Now that the project footprint is in place and stable, iCBR will shift key message in Q2 from WHAT to expect messaging, to HOW we will support the city to remain open throughout construction. This will likely see less doorknocks in favour of longer form meetings with businesses as we manage issues and convey information on business support measures.

Attachment A – Businesses met with during the reporting period

- | | | | |
|--|--|--|--|
| <ul style="list-style-type: none">• 3 Degrees Coffee• 98 Gym• Abacus Childcare Centre• Abacus Finance• Adero Law• African Look Salon• All IT Solutions• Altius Group Elevating Wellbeing• Amara Indian Restaurant• AMC Architecture• Amici Wine Bar and Deli• Ali’s Deli & Diner• Anytime Fitness• Arcidiacono Optometrist Civic• Artisan Legal• Australian Federal Police (AFP)• Baby Su• Bada Bing• BAL Lawyers• Barbaro• Barker & Barker Solicitors• Bashan• Beacon Advisory• Best Price Computers• BGIS• Blackburn Chambers• Bleachers• Blue Olive Café• Bone Restaurant• Bottle Shop• Brew Nation• Brightstone Legal• Briscola Italian• Buddy's Convenience Store• Building Manager - 7 London Circuit• Burley Griffin Chambers• Cabo Canberra• Cafe Alibi• Canberra Business Chamber• Canberra Chambers• Canberra Netball• Canberra Rheumatology• Capital Clinic Physiotherapy City West• Capital Clinical Psychology• Capital Kebab• Cataldo Group• CBRE / 7 London Circuit• Central Periodontics• Charcoal Restaurant• Church Public Service Records Skateboards Clothing• Chop Chop | <ul style="list-style-type: none">• City Family Practice• Civic Gentle Dental Care• Civic Shoes• Civium Strata / Capitol Residence Executive Committee• Clinical Forensic Psychologist• CMS Insurance• CODA Criminal Law• Commins Hendriks• Communities at work - Tuggeranong Community Centre• Compass Education & Migration• Conveyancing Canberra• Cotters Café• Cultural Facilities Corporation• Da Rosario• Department of Parliamentary Services• Don Japanese• Dot Advisory• East Row Coffee• Edo Tori• Fav Cup Cafe• Flow• Flui• Franco of Canberra• Fraser Criminal Law• Freestyle Tattoo Studio• Fun Time Pony• Gaon Korean BBQ• Grillin Hamburger• Guide Dogs NSW/ACT• HABA Bubble• Harry Notara Investments P/L,• Harvest• Hedley Property Investments• Helloworld• Hi! CREPE• High Ball• Higher Function Physio & Pilates• Hijazi Curran Cameron Lawyers• Hobart Place Dental• Hola Café• Hourigan Visa & Migration Services• Hyatt Hotel• International Organisation for Migration• Ivan’s Fashions• Janine Florist and Gifts• JSL Media• Judo Bank• Kamy Saeedi Law | <ul style="list-style-type: none">• Katmandu• Ken Cook Menswear• KFC Tuggeranong• KOTO• Kwik Copy• Lala Group (Cabo, 88mph, Amici, Bleachers, Highball, Molly)• Law Courts• Lemon Grass Thai• Little Steamer• Luna/Mooseheads• Luton Tuggeranong• Madam Lu Malaysian Restaurant• Mama’s Trattoria• Margot Wine Bar• The Marion/Walter Cafe• Mayfair Espresso• McDonalds Tuggeranong• McGlades Jewellers• Mezzalira Italian Restaurant• Mollie's• Mooi Hair• Mooseheads: Luna• Morris Property Group• Multicultural Hub Canberra• Murray Fisher Chiropractor• Museum of Aeustralian Democracy• My Nails & Beauty• National Australia Bank• National Capital Authority• National Library of Australia• National Portrait Gallery• Navitas• No. 8 Canteen• Novotel Canberra• Nuvento• Ochre Medical Centre Tuggeranong Square• O'Connor Harris & Co Solicitors• OCTEC Employment Service• Parker Coles Curtis• PJs in the City• Progression MMA & Fitness• Prova Chartered Accountants• PSK Private Wealth• QT Canberra• Quest Hotel• Questacon• Rabble Group property group• Rachel Bird & Co• Ray White Commercial• Recruitment Hive | <ul style="list-style-type: none">• Reload Bar and Games• Reserve Bank of Australia• Rose N' Brew Cafe & Açai Bar• Roy Jr• Ryans Barristers & Solicitors• RZ & Partners• Settlement Council of Australia• Shine Lawyers• Silk Chambers• simplylogical.net• Smith Bookshop• Smith’s Alternative• SoLita Pizzeria• Sport and Spinal Therapy• Steve Kartonas - Melbourne Building owner• Strategic Psychology• Synapse Legal• Ted's Cameras Civic• Terra• Territory Chambers• Thai Cuisine• The Blue Olive• The Brass Room• The Capitol Residences Executive Committee• The Cupping Room• The Goods• The Happy Neurons Co• The Jetty• the Marion• Tim Sharman Solicitors• Togetha Atlasian Partner• Token• TT Hoang Giang Fashion• Tuggeranong 55 Plus Club• Tuggeranong Walk in Centre• Two Before Ten Hobart Place• Two Peck• UniSuper Canberra• Verity Lane Market• Vision Property Investment Group• Visitor Centre• Waters Edge Fine Dining• Wei Orthodontics• West Row Botanica• Wildbear Entertainment• Worrells• XTEND Canberra City• Yam-Cha Chinese Restaurant• Z Cosme Store• Zhang Tiang |
|--|--|--|--|