Woden Public Transport Interchange | Traffic Changes Community Engagement Report

BACKGROUND

A modern public transport interchange is being built adjacent to CIT Woden Campus, to be used by buses now and ready for light rail in the future. The new transport interchange on Callam Street will improve bus services to and from Woden town centre and make travelling safer and more comfortable for passengers.

Construction of the Woden Transport Interchange began in early 2023, with works expected to be complete by the end of 2025. A temporary Woden bus interchange was established to provide a continued public transport service during the construction period of the new CIT Woden Campus and will be decommissioned in early 2026.



Image: artist's impression of the new Woden Public Transport Interchange

ENGAGEMENT OVERVIEW

A series of engagements were conducted between April and June 2025 to inform public transport users, local residents and business, and community members of proposed traffic changes around the temporary Woden Bus Interchange. These changes were to facilitate construction works on the new Woden Public Transport Interchange.

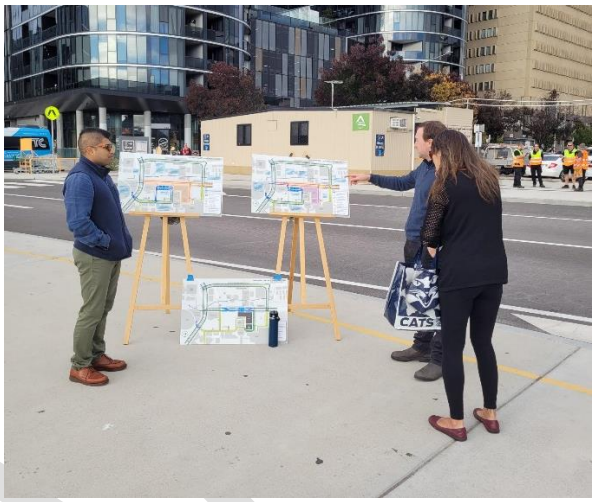
The Infrastructure Canberra project team engaged with more than 200 members of the public during the engagement period across various locations. A detailed breakdown of the numbers by date and location can be found in Attachment A.

Community pop-ups

Five pop-ups were held in Westfield Woden and at the temporary Woden Bus Interchange to update the community on construction progress with the new Public Transport Interchange. Information was provided on upcoming road closures and traffic changes was shared with the community using large format precinct maps.

The Infrastructure Canberra project team spoke with around 160 members of the public between 8 and 15 April 2025.





Images: community pop-ups in Westfield Woden and at the temporary Woden Bus Interchange

Stakeholder doorknocking

Between 20 May and 6 June 2025, representatives from Infrastructure Canberra visited more than 50 local businesses located in close proximity to the temporary Woden Bus Interchange. Information was shared about road closures and bus diversions required to complete construction of the new Woden Public Transport Interchange.

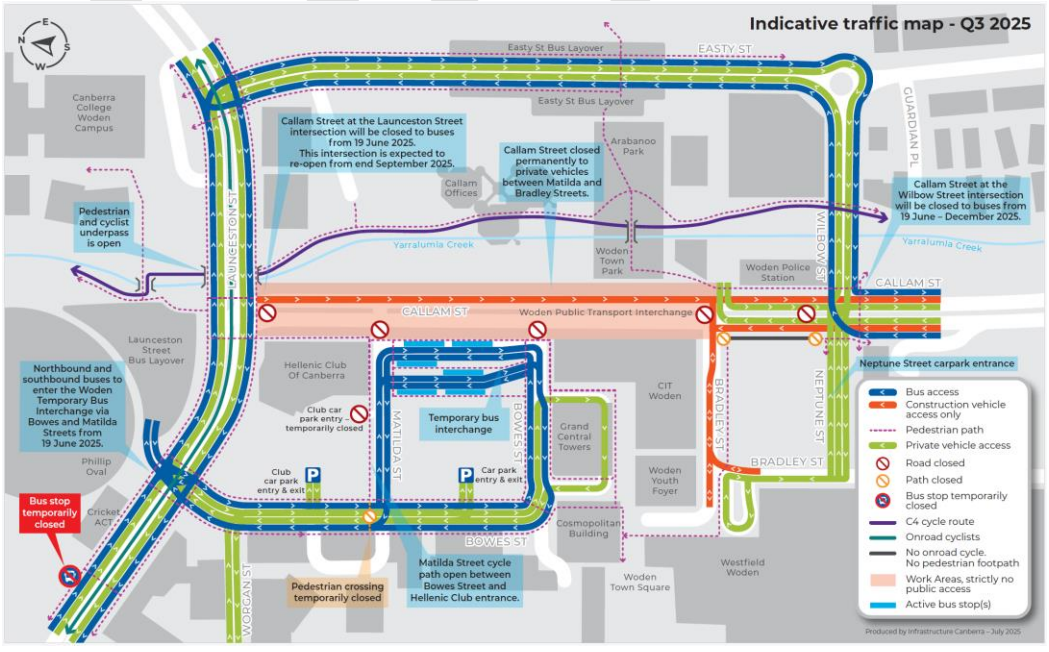


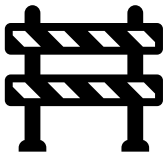
Image: precinct map showing proposed road closures and traffic changes around the Woden Bus Interchange

FEEDBACK FROM THE COMMUNITY AND STAKEHOLDERS

Positive feedback

	**Improved transport options** - Many of the community members that spoke with the Infrastructure Canberra project team were positive about the new Woden Public Transport Interchange, seeing the development as bringing improved transport options to Woden town centre. Feedback was particularly positive towards having a mass transport system next to the major education hub of the CIT Woden Campus.
	**Excitement on progress** - Many of the respondents at both the pop-up and direct engagement events were excited to hear that the Woden Transport Interchange was progressing. Many community members also enquired about when CIT would be opening and the arrival of light rail to Woden.

Queries and concerns

	**Distance to travel** - Many of the elderly community members that spoke with the project team raised concerns over the distance between the Woden Transport Interchange and Westfield Woden shopping centre. Some people felt that this extra distance would be difficult to traverse for the elderly or disabled. Ideas raised during these engagements included a walking bridge, moving walkway, or other short-range mobility option.
	**Disruption and overdevelopment** - Certain respondents raised concerns on the disruption caused by the development of the Woden Transport Interchange, particularly as it coincides with other private and public developments taking place in the Woden town centre.
	**Traffic and parking availability** - Most of the questions that were received from local businesses and residential blocks surrounding the Woden Transport Interchange focused on the impact the development would have on parking availability and traffic access to the area. Businesses were concerned that any road closures, redirection of traffic or reduced parking would have an impact on their trade.
	**Access to local school** - Many younger responders raised queries on how the Woden Transport Interchange project would affect their access to Canberra College, particularly during the final stages of construction.

NEXT STEPS

The feedback received from the community engagement events has been shared with the CIT Woden Campus construction delivery partner for their consideration. Direct engagement with key stakeholders and special interest groups is ongoing, with progress updates and notice on any disruption works provided on a regular basis.

More information on this project can be obtained by visiting the Built for CBR website and searching 'Woden Transport Interchange' or by contacting citcampuswoden@act.gov.au.

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Attachment A: engagement timeline

Event	Interaction
Westfield Woden community pop-ups	**Engaged with 111 people**
8 April 2025, 12pm-2pm	39 people
10 April 2025, 12pm-2pm	41 people
11 April 2025, 4pm-6pm	31 people
Woden temporary bus interchange popups	**Engaged with 47 people**
14 April 2025, 4pm-5:15pm	17 people
15 April 2025, 8am-9:15am	15 people
15 April 2025, 4pm-5pm	15 people
Doorknocking with local businesses	**Visited 52 businesses**
20 April 2025, to businesses on Bowes and Launceston Streets	26 businesses
6 June 2025, to businesses on Easty and Wilbow Streets	26 businesses

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