



## **Appendix 4b**

### **14.1 Draft Queenscliffe Tourist Parks Management and Operation Review**

*QTP Community Consultation Report 2021*

# **Ordinary Meeting of Council**

Wednesday 23 March 2022 at 7:00pm

Queenscliff Town Hall



## QUEENSCLIFF TOURIST PARKS COMMUNITY CONSULTATION

September 2021

# COMMUNITY CONSULTATION

## 1. Community Consultation Process

In July 2021, the Borough of Queenscliff advised the public that it was undertaking a review of the Operations of the Queenscliff Tourist Parks.

The community was given the opportunity to complete a survey and provide online submissions. In addition, a number of key stakeholders were offered one on one sessions with the consultant undertaking the review.

The process and information about the review was promoted via social media, in the local newspaper, through emails to past guests and on the Borough of Queenscliff's website.

Consultation closed on the Sunday 15th August.

## 2. Who Participated?



online surveys completed



written submissions received



telephone one on one conversations with key stakeholder groups and Council officers

## 3. What We Heard

### Who were they?

38%

of respondents were from casual visitors

23%

seasonal package holders

5%

12-month permit holders

35%

none of the above i.e., community members



## What features/facilities did they like most about the parks?

**34%** of respondents rated the location as being the feature/facility they liked the most at the park.

“The absolute standout is the location of the park (beach in summer, footy in winter) but we also appreciate the friendly office staff who are more than willing to provide assistance if required. Most facilities are of a good standard although some of the older buildings could use updating.”

**16%** of respondents rated the clean bathrooms as being the feature/facility they liked the most at the park.

“Old facilities but always clean. Grassed sites. Staff efficient, helpful and pleasant.”

**10%** of respondents rated the green grass powered sites as being the feature/facility they liked the most at the park.

“Natural environment... trees, grass. Provide shade and privacy.”

## What facilities are most in need of improvement?

**42%** of respondents indicated that the amenities were the facility most in need of improvement at the park.

“The toilet & laundry blocks are aged & the drainage servicing them needs updating. Water to sites & ability to sullage would be a great upgrade. A modern dump point would also be useful, but the toilet is better than not having anything.”

**28%** of respondents indicated that the overall facilities i.e., roads, BBQ's, access to beach were the feature the most in need of improvement at the park.

“The entire park needs a revamp the toilets showers in particular are well past their serviceable life and need complete replacement, the roads/ gravel tracks are in very poor condition, drainage is an issue with site flooding in moderate rains. Access to the beach from the park needs improvement, a large communal BBQ area would be a great addition.”

**20%** of respondents indicated that the size and layout of the sites were the feature the most in need of improvement at the park.

“Sites at Queenscliff are too crowded putting vans right on top of each other with no space for vehicles. If the boundaries of the sites can't be changed, maybe a suitable spot for parking could be arranged.”

“Levelling of sites, upgrading of roads and, curbing, more power supply for all sites to avoid power outages and landscaping.”

**5%** of respondents indicated that the security at the parks was the feature most in need of improvement at the park.

“More security at Golightly like a boom gate to get in and out for starters.”

### Other relevant comments included

“ I think it is a mistake to lump all 4 parks in the one basket. I suggest there are 2 different categories. The Rec Reserve and Golightly Park are all year caravan parks though only used heavily from December through to April. They are suitable for all forms of camping i.e., on-site caravans on a yearly basis, casual caravans, RVs and tents and cabins. On the other hand, Royal Park and Victoria Park are essentially public parks with caravans allowed from December through to April.”

“ I believe future management of our dual use parks (Victoria Park and Royal Park) should focus on being seasonal and “family orientated” ...”

“ Feel there is an issue with equity - 12-month permit holders need to be better managed and not look like a shanty town.”

“ Oceanview Kiosk is an important part of the caravan experience at Queenscliff but it needs to be better presented a 40ft container + outdoor seating would be good.”



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