

Consultation results:

Community Vision & Council Plan

Stage 1 Consultation

At the start of every new term, Council produces strategic documents that outline the focus of our work for the entire term. In line with new Victorian Government legislation, we're starting work on two separate documents that plan for the future – the Community Vision and the Council Plan.

The Community Vision is a long-term vision document that will capture the community's aspirations and define what we want the Borough to be like ten years from now. The Council Plan sets out measurable goals and objectives for this four-year term of Council. Because these documents are key to the future of our community, members of the public will be central to the creation of both documents.

This report contains the feedback from the first round of consultation, conducted in early 2021. Participants were asked about their priorities for both documents across online surveys, and open houses with the public, community groups and school students.

Council wants to thank the many participants who took part in this consultation for sharing their ideas with us.

Results summary

Participants indicated a desire for the Borough's future to be defined by high-quality public spaces and a focus on protecting our natural environment. From improving parks, beaches and pedestrian networks, to tree planting and weeding, ideas in these two categories were consistently ranked at the top of the priority list regardless of the age of the respondent or whether they lived in the Borough full-time or part-time.

While these priorities achieved near universal agreement, priorities differed slightly beyond this. Younger participants often showed a greater interest in economic priorities (like local jobs and businesses) and environmental priorities (like climate change and waste management), while older participants placed a greater value on heritage. Full-time residents tended to rank Council services more highly than part-time residents, who had a greater focus on financial priorities.

Many participants also had ideas for how they could contribute to achieving their vision, and expressed a desire to be active participants in the projects they cared about the most.



Responses and demographics

Council received 225 responses to our online consultation, 55 participants in our open house sessions, and 14 written submissions outside of the consultation activity. Some participants responded multiple times, or via multiple methods. Where these responses came from the same individual and were able to be identified as such, they have been combined and analysed once. Responses that were submitted anonymously online or contained no responses beyond demographic questions have been retained but not counted in this report’s detailed data analysis, leaving a total of 264 unique responses analysed.

Responses were tracked across two demographic metrics – the age of respondents, and whether respondents resided in the Borough full-time, part-time, or as a visitor. These demographic questions allow Council to understand how different user groups respond to the questions asked. Submissions received outside of formal consultation activities often did

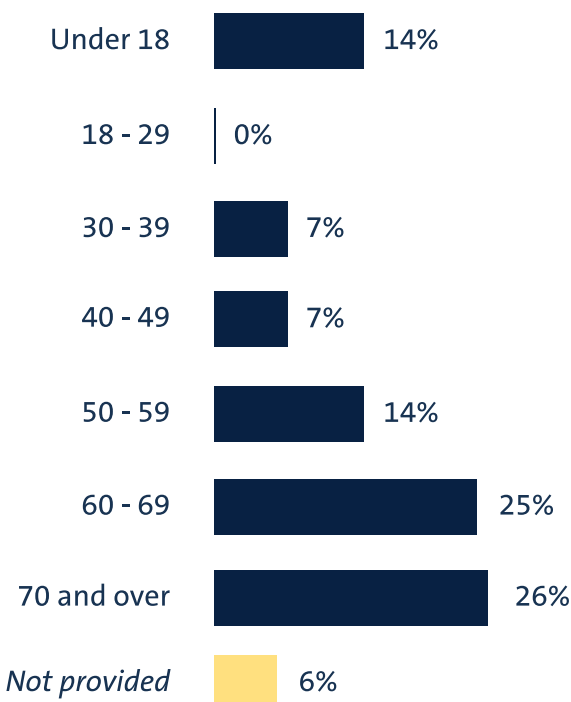
not include the author’s age or residential status. Submissions that do not include this information are counted in overall figures, but not in demographic breakdowns. Community group participants in the open house sessions did not have their age or place of residence recorded, and school students did not have their place of residence recorded – their ages were recorded in the *Under 18* category.

Responses by age

The number of responses received by age group was broadly comparable to the overall age profile of the Borough, though the lack of any responses in the 18-29 age group led to this section of our community being underrepresented in results.

Because the total number of respondents within each age group is small (for example, there were only 18 respondents aged 30-39), many age categories have been combined within this report to create a larger sample size for analysis. Results are typically compared across two age groups – respondents under the age of 50, and respondents aged 50 and over. A separate and more detailed analysis of student responses is provided in the appendix document written by Kismet Forward (see page 15).

Responses received by age group



Response variation by age

While the highest priority actions tended to see alignment across all age groups, mid-tier priorities tended to differ between younger and older respondents. Younger respondents tended to rank economic and climate priorities more highly, while older respondents tended to place more importance on heritage and history.

Age groups are analysed throughout the report for greater insight into how responses differed across individual questions.

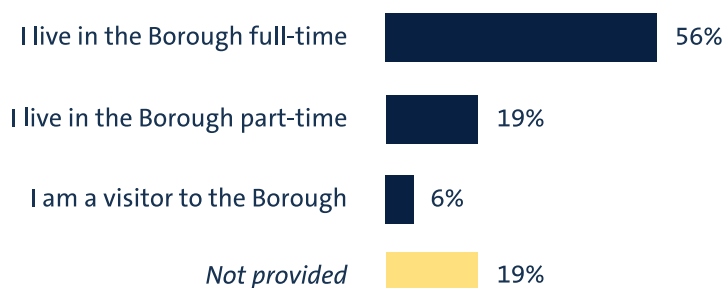
Responses by residency

Participants were asked to identify whether they lived in the Borough full-time, part-time or were visitors to the Borough.

Full-time residents represented a majority of respondents, with 56% of all responses falling into this category. Just 6% of all responses came from visitors. Because so few responses fell in the visitor category, they have not been analysed separately as they are unlikely to form a representative sample.

Most participants who wrote submissions outside of consultation activities did not indicate their place of residence. School students and community group participants in the open house sessions were also not asked this question. While it is highly likely many of these participants live in the Borough full or part-time, these respondents have been categorised as *not provided*.

Responses received by residency



Response variation by residency

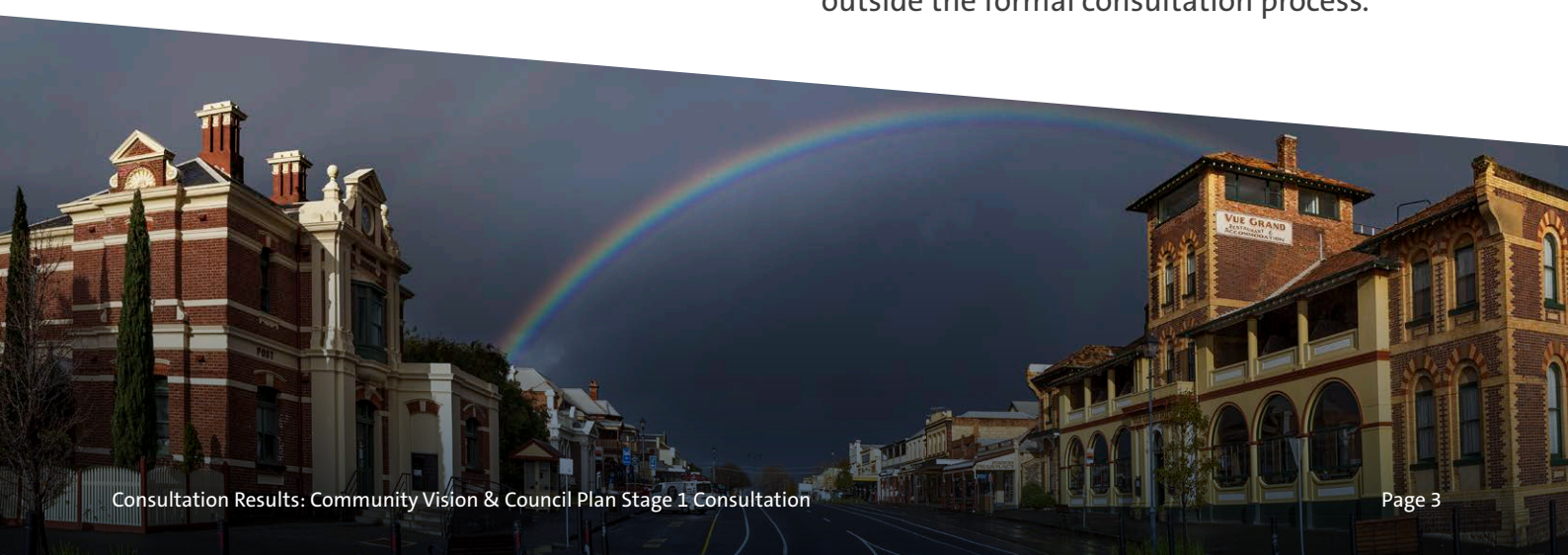
Part-time residents tended to place a greater focus on financial priorities, ranking line items like *a financially sustainable Council* and *lower rates* higher than other groups. This response group also tended to rank infrastructure priorities like *local roads* higher than service priorities, like *child and maternal health*. This may be because part-time residents do not tend to access Council services at the same rate permanent residents do, but more detailed questioning would be required to understand this trend.

Responses by format

Participants were invited to take part in one of two ways – by attending a public open house, or by completing an online survey.

Among the general public, the overwhelming majority of respondents opted to participate online, with 225 online survey responses compared to only 11 attending public open houses. Many participants in the open house session also took part in the online survey, meaning the open house format accounted for less than 5% of overall responses – a sample size too small to compare with online responses.

Further detail about how open house participants responded is available in the appendix document written by Kismet Forward (see page 15). Kismet’s analysis also includes community group submissions made outside the formal consultation process.



Community Vision

The Community Vision is a ten-year document for everyone in our community. Its purpose is to create a shared understanding of what we want the Borough to be like in ten years, and to set goals to achieve this vision.

Participants were invited to share goals they thought our community should work towards achieving together and write a longer-form vision for what they wanted the Borough to become. The below themes emerged as goals shared by a large number of participants.

An environmentally-friendly Borough

An environmentally sustainable and climate-friendly community was the most popular theme shared by participants as part of their vision for the Borough. Some goals in this category shared by participants include:

“We would be a far more environmentally connected community, with our unique environmental spaces protected and our emissions mitigated at least 100%.”

“Carbon neutral, green, friendly, supportive, innovative, with a culture where vehicle drivers cede priority to bikes, pedestrians, etc.”

“A community that has developed its own renewable power sources for a sustainable future.”

“Keeping our trees and open space for the betterment of the environment and the community.”

“The Borough will be a location that others look to for inspiration for the way it has planned for and acted to build a resilient and prosperous community in the face of a changing climate.”

“Carbon neutral, green, friendly, supportive, innovative, with a culture where vehicle drivers cede priority to bikes, pedestrians, etc.”

Well-maintained and welcoming spaces

A large number participants also shared a vision for the Borough which included high-quality public spaces and infrastructure. Some goals shared by participants in this category include:

“Outdoor Facilities for children from 6-18 years old and adults alike the are second to none.”

“Lots of events and activities for the community and great spaces and services to come together to play and socialise.”

“Infrastructure to cater for all residents and visitors.”

“A revitalised Hesse St.”

“3225 will finally be genuinely dog friendly like Geelong central, and there will be a new large dog-friendly space JUST for dog lovers.”

“Safe cycling lanes on main arterial roads, ie width.”

“Beautify and improve pedestrian accessibility of shopping precinct streetscapes.”

“Better footpaths.”

“Pedestrian crossing in Hesse St shopping centre.”

A connected community

Many respondents shared a vision of a more connected and engaged community:

“A more and better informed and connected community.”

“Council reflecting community.”

“Strengthened community engagement in current and future development and community activities.”

“Transition from a ageing population to a community that is seen as a diverse and younger demographic that has facilitates and ideals as a community that benefits and appreciates all views.”

“Making our home a happy place to live.”

A fit and active community

One theme that was more common for respondents under 50 was creating a Borough that had plenty of sport, recreation and public open spaces. Some goals shared by participants include:

“Great free places to gather, play and socialise- including improved playgrounds and a bike track.”

“More snorkeling/diving tourism, kayaking or paddle boarding on Swan Bay or on our bay facing beach.”

“A high energy and inclusive sporting community that caters for all age groups and sports.”

“There will be a sprawling day spa with both an indoor/ outdoor pool for residents that has a gym aswell and serviced apartments for visiting family and friends.”

“Class leading bike park.”

Preserving built heritage

Planning, heritage and neighbourhood character was a common theme in vision development by residents aged 50 and over:

“Stratigic planning for the best looking heritage township or quality and easy living.”

“To be a model for maintaining the liveability, character and identity of this historically important place.”

“Definition and preservation of existing heritage and environmental assets.”

“Restrict further housing development to maintain integrity of Borough.”

“Preserve the “coastal village” ambience (no concrete).”

“The Borough should be visibly respectful of its historic roots while presenting a modern, clean & beautiful presence for both residents & visitors.”

Q: What is something you will do to achieve your vision for a better Borough?

Because the Community Vision is shared by both Council and the general public, we asked participants how they would like to contribute to achieving their vision for the Borough. Some responses include:

“Reduce emissions, pick up rubbish, encourage appreciation of our diverse natural environment.”

“Engage in community activities including volunteering.”

“Further invest in our business to continue to grow visitation to the region.”

“Install a home battery or participate in community battery scheme; install solar hot water and eliminate use of gas.”

“Support local businesses and respect the national park.”

“Care for the environment - mine and that around me.”

“I will shop drink and dine in the borough as much as possible if such options are inviting. I will also attend festivals and activities locally. I will pay my rates so the council can make it an attractive place to reside.”

“Participate in groups promoting the implementation of long term goals that I support.”

Council Plan – overall priorities

Councils work on a diverse array of projects, but developing an effective Council Plan requires understanding which areas our community thinks need a particular focus over the next four years. A Council Plan that reflects these priorities will help us contribute to achieving the Community Vision.

Consultation participants were asked to rank priorities across Council as a whole as well as in individual service areas.

Overall responses

Consultation respondents listed public spaces and caring for our local environment as their top two priorities for the coming Council term. This was a consistent finding that did not vary regardless of the age group or residency of respondents, and aligns with many of the vision statements outlined in earlier questions. This indicates a clear identification of these two priorities as a leading focus of our community.

Response variation by age

Younger respondents tended to place a greater focus on economic priorities, ranking *jobs and local businesses* higher than any other demographic group. Younger respondents also placed a greater emphasis on *climate change*, and were the only group to list *waste and rubbish* as a top-five priority.

By contrast, older respondents tended to rate these priorities as less important than *protecting heritage*, which ranked third for respondents over 50. Older respondents also placed a greater emphasis on *a financially sustainable Council*.

Response variation by residency

Part-time residents displayed a number of different priorities at middle-ranking positions

compared to other respondents. This group placed a greater emphasis on financial concerns, listing *A financially sustainable Council* and *lower rates* in their top ten priorities. *Climate change* was a lower priority for this group, and *health and wellbeing* was not among their top ten priorities, despite being ranked fifth by respondents overall.

Q: Councils work on a lot of things. All of them are important, but which do you think we need to focus on the most over the next four years? Choose up to five answers from the list below.

Average ranking by respondent group, where 1 is the highest average rank. While individual respondents were able to rank five or fewer options, up to ten average ranking places are listed below.

	Overall	Aged 50 and over	Aged under 50	Full-time residents	Part-time residents
Parks, beaches and open spaces	1	1	1	2	1
Our local environment	2	2	2	1	2
Protecting heritage	3	3	6	4	3
Climate change	4	4	3	3	8
Health and wellbeing	5	6	=7	5	
Jobs and local businesses	6	10	4	10	5
Waste and rubbish	7	7	5	6	=9
A financially sustainable Council	8	5		7	4
Roads and footpaths	9	=8	9	9	6
Libraries, arts and culture	10	=8		8	
Tourism and visitors			=10		=9
Events and festivals			=10		
Lower rates			=7		7
Advocacy and lobbying other governments					
Accessibility					
Sport and recreation					

Council Plan – health and wellbeing

Participants were also invited to rank services within individual program areas. The Council Plan will contain Council’s Municipal Health and Wellbeing Plan, so understanding community priorities in this service area was a focus of this stage of consultation.

Overall responses

All response groups felt that promoting physical activity through quality walking and cycling paths should be Council’s highest health and wellbeing priority over the coming term. This ranking was consistent and often outranked other priorities by a notable margin.

Aged care was consistently the second most highly-ranked priority across all demographic groups (though it should be noted Council was publicly reviewing its provision of this service at the time, which may have influenced the result).

Response variation by age

Younger respondents placed a higher priority on *mental health*, ranking it equally second, and far higher than older respondents.

Older respondents tended to prioritise *community safety* more highly than younger cohorts.

Response variation by residency

Full-time residents differed from the overall response pool in prioritising *child and maternal health* and *health promotion* services within their top five priorities. Part-time residents did not rate either priority within their top five ranking, possibly because these services tend to be accessed more by permanent residents.

Open-ended responses

“Outdoor wild space for children”

“More Disability parking in Hesse St. Particularly outside IGA”

“Need more opportunities for Aged Care, with staff continuity.”

“Recreational areas for youth and the community as a whole.”

Q: Which health and wellbeing projects do you think Council should prioritise over the next four years? (Choose up to three)

Average ranking by respondent group, where 1 is the highest average rank. While individual respondents were able to rank three or fewer options, up to five average ranking places are listed below.

	Overall	Aged 50 and over	Aged under 50	Full-time residents	Part-time residents
Walking and cycling paths	1	1	1	1	1
Aged care	2	2	=2	2	2
Community safety	3	3	5	3	=4
Mental health	4		=2		=4
Participation in sport and recreation	5	5			3
Accessibility improvements		4	4		
Child and maternal health				4	
Health promotion				5	
Food safety inspections					

Council Plan – infrastructure and assets

Consultation participants were asked to rank priorities across Council’s infrastructure and asset responsibilities.

Overall responses

Responses to this question confirmed the findings of previous sections – all respondent groups most highly prioritised investment in open spaces and active transport. Quality parks and open spaces topped the list, followed by walking and cycling infrastructure.

Despite being one of the more expensive items in Council’s budget, investment in local roads was less of a priority for most residents.

Response variation by age

Younger respondents more highly prioritised sport and recreation facilities, listing investment in this infrastructure even above investment in roads. The reverse was true for older respondents.

Response variation by residency

No significant variations appeared when comparing responses of full-time and part-time residents.

Open-ended responses

“Playgrounds- something like portarlington.”

“Upgrade and improve the public toilets.”

“Pedestrian crossing in Hesse Street.”

“Park benches throughout town.”

Q: Which infrastructure and asset management projects do you think Council should prioritise over the next four years? (Choose up to three)

Average ranking by respondent group, where 1 is the highest average rank. While individual respondents were able to rank three or fewer options, up to five average ranking places are listed below.

	Overall	Aged 50 and over	Aged under 50	Full-time residents	Part-time residents
Parks, gardens and open spaces	1	1	1	1	=1
Footpaths and walking trails	2	2	2	2	=1
Cycling paths and facilities	3	3	3	3	3
Local roads	4	4		4	4
Community halls and venues	5	5	5	5	
Sport facilities			4		5



Council Plan – environment and waste

Consultation participants were also asked to rank projects and priorities across Council’s environment and waste service area.

Overall responses

Again, responses to this section aligned closely with responses received elsewhere – all respondent groups most highly prioritised investment in maintaining open spaces like beaches and coastal areas. Notably, participants overall ranked local environmental projects like weeding and waste management over climate response priorities.

Response variation by age

Younger respondents were the only group to place a climate project in their top three priorities, with renewable energy being ranked third by this group.

Older respondents showed minimal variance from the overall response pool.

Response variation by residency

Full-time residents prioritised weeding and pest removal at a higher level than other respondent groups, though not significantly.

Open-ended responses

“Community funded and owned battery to supply local power.”

“Fire Hazard Removal.”

“Restricting inappropriate trees such as Norfolk pines.”

Q: Which environment and waste projects do you think Council should prioritise over the next five years? (Choose up to three)

Average ranking by respondent group, where 1 is the highest average rank. While individual respondents were able to rank three or fewer options, up to five average ranking places are listed below.

	Overall	Aged 50 and over	Aged under 50	Full-time residents	Part-time residents
Beaches and coastal areas	1	1	1	1	1
Recycling and waste services	2	2	2	3	2
Weeding and pest removal	3	3	4	2	3
Street trees and plants	4	4	=4	4	
Renewable energy	5	=5	3	=4	=5
Reducing carbon emissions		=5	5	=5	



Council Plan – jobs and local businesses

Consultation participants were asked to rank priorities across Council’s economic development program area.

Overall responses

Responses to this area were more mixed than other areas, but respondents generally wanted to see Council prioritise business support over tourism and visitor services.

Response variation by age

Younger respondents were much more interested in attracting new and different kinds of businesses to the Borough than other groups, ranking this priority more highly. When analysed alongside this group’s open-ended responses, this appeared to connect with a desire for both different kinds of retail offerings as well as more places of employment.

By contrast, respondents aged 50 and over tended to want Council to focus more on supporting existing small businesses rather than attracting new business and industry to the Borough.

Response variation by residency

Full-time residents wanted to see Council support events and festivals more than any other priority in this area. By contrast, part-time residents rated investment in both new and existing businesses more highly.

Open-ended responses

“Revitalise the fort precinct.”

“More Council support and facilitation, eg bring in entrepreneurs.”

“Hesse street more trees and seating and beautification.”

Q: Which jobs and local businesses projects do you think Council should prioritise over the next five years? (Choose up to three)

Average ranking by respondent group, where 1 is the highest average rank. While individual respondents were able to rank three or fewer options, up to five average ranking places are listed below.

	Overall	Aged 50 and over	Aged under 50	Full-time residents	Part-time residents
Bringing new businesses to the Borough	1	3	1	3	2
Events and festivals	2	2	=2	1	3
Small business services	3	1	=2	2	1
Promoting tourism	4	5	5	5	5
Caravan parks and visitor recreation	5	4	4	4	4



Council Plan – open-ended responses

Consultation participants were also asked a number of open-ended questions about how Council should invest in our community over the next four years in order to achieve their vision for the Borough.

Q: Is there one project in particular you think Council should work on over the next four years?

Example responses from participants aged 50 and over

- “Footpaths and walking trails.”*
- “More greenery trees and parks Old High School Site as a botanic garden.”*
- “Climate change- it’s the #1 issue for our local and global future.”*
- “Coastal protection and beach accessibility.”*
- “Commercial street scapes - village town squares- community areas but not over complicated.”*
- “Making the borough cycling friendly.”*
- “Providing safe pedestrian crossings across busy roads.”*
- “Realise pedestrian projects already commenced for Hesse and Gellibrand sts.”*

Example responses from participants under 50

- “Climate Emergency Response Plan.”*
- “You guessed it – bike park.”*
- “Business diversity to enable all year round sustainability for its businesses.”*
- “Opportunities for local businesses to promote their services eg art galleries through community events.”*
- “Establishing a youth council.”*

“An industrial composting system that utilises waste from local businesses and turns it into compost that can be used on local community gardens or bought by community members for personal use.”

“New skatepark and Mtb track.”

Example responses from full-time residents

- “Access to all beaches, and fund funding to keep the tan bark from spilling from the front Beach Play ground over the pathway.”*
- “Foreshore connected walkways.”*
- “Beach surveillance, especially dogs. I have never seen the by-laws officer in 10 years.”*
- “Put solar units for showers at Lonnie Front beach.”*
- “Secure amenities for older and limited mobility residents.”*
- “Parks, gardens, open spaces and tree planting.”*
- “Beach front weed elimination & removal of sand drifts from beach walkways.”*

Example responses from part-time residents

- “Limiting erosion at the narrows.”*
- “Foreshore protection and domestic green waste collection.”*
- “Financial stability and governance.”*
- “Climate change.”*
- “A full urban/ landscape design for Queenscliff.”*
- “Renewable energy along the lines of Hepburn Community Wind.”*
- “Preservation of heritage and environmental features considering time on community waiting list already.”*

Q: How can Council enhance equity and inclusion in the Borough over the next four years?

Example responses from participants aged 50 and over

- “Promoting a diversity of industry.”*
- “Ensure that everyone has free access to community facilities such as parks, libraries etc.”*
- “Smart urban planning that ensures green spaces; equal access to business & tourist facilities.”*
- “Good and varied communications.”*
- “By providing forums of access of opinionsnot select forums that can be hi-jacked by select interest groups.”*
- “Development is not the aim rather maintenance of the village uniqueness. This borough does not need to be all things to all people as it is not isolated from choices... recommend that a focus on the unique aspects is why people come to the Borough.”*

Example responses from participants under 50

- “Make facilities for kids.”*
- “open/transparent engagement on plans.”*
- “Better footpaths/walking tracks for all-access, more arranged activities for kids.”*
- “Consult better, I feel like there are some string voices in the community that dominate- usually elderly, well educated retirees. It’s hard as a lot of the young families don’t have time to sit and write letters and advocate for our needs. Don’t make assumptions. Even though we have a very ageing population, there are lots of young families here and I feel we are forgotten, everyone thinks all the families live over the CoGG side, this isn’t true.”*

Example responses from full-time residents

- “Have affordable housing for local resident’s.”*
- “This kind of survey is a great start.”*
- “Continuing to be socially minded and aware of the needs of the less fortunate.”*
- “A social issue best left to C’Wealth & State authorities.”*
- “Advertise and promote the Council run Listening Post program on a monthly basis. This provides an opportunity for all members of the community to meet and talk about their concerns / queries with Councillors on an informal basis.”*
- “Relocation of the municipal boundary to include the Point.”*
- “Improve all ability beach accessibility - ramps and mats.”*

Example responses from part-time residents

- “Too late land prices are prohibitive so it will continue to be a tightly held exclusive Borough Question is tokenistic.”*
- “Hold frequent community meetings - eg by Zoom.”*
- “easy access to factual and information - have to get more people participate in local activities. Find ways to engage all ages and all backgrounds in local activities. More events or activities with indigenous and multicultural groups, food and music and arts festivals.”*
- “Provision of quality free public facilities.”*
- “Collect all opinions not just those with the loudest voices.”*

Q: Council is always focused on improving the way it operates. What one thing should Council focus most on improving about its operations over the next four years?

Example responses from participants aged 50 and over

- “planning needs a complet overhaul to make it easier through laid out planning in advance.”*
- “Less focus on advertising to external tourists and more on improving facilities for residents and visitors alike. This will bring the tourists.”*
- “Stay fiscally responsible. Avoid debt.”*
- “More consultative measures.”*
- “Get into action quickly rather than surveys.”*
- “Look to the councils that are successful and communicate with them.”*
- “Resist the temptation to take up projects which compete with local businesses.”*
- “Meet the councillors low key social functions for residents.”*

Example responses from participants under 50

- “Recognising what facilities are needed not just planting trees everywhere.”*
- “Let go of yesteryear and embrace the 21st century.”*
- “You have got much better in the last couple of years, It’s great you now have a presence on social media and you are more accessible. I know it is hard as you are a small council, but customer service could be improved...”*
- “Being transparent & accountable for the projects that council vote for. Community members deserve to know so votes can be directed accordingly.”*
- “Communication with all locals including children.”*

Example responses from full-time residents

- “Build trust with the community by being open.”*
- “Be more courageous and develop creative partnerships to do more without getting bogged down with vested interests.”*
- “Uptake of technology and modern business practises.”*
- “Becoming financially stable so wasted money on consultants and even more consultants can be minimized. If essential use consultants once, when genuinely ready to proceed and then get on and do it.”*
- “Clear, positive, personal, local communications.”*
- “Follow through on EVERY plan they make.”*
- “Ensuring decision making follows the will of the majority - rather than the noisy, negative few voices with entitlement and time on their hands.”*

Example responses from part-time residents

- “Engage new thinking and focus less on known stagnant community groups.”*
- “Setup a visionary urban landscape design that facilitates walks; tourism; access...”*
- “Streamline red tape and unnecessary bureaucracy.”*
- “Financial viability.”*
- “Stop looking at studies to do stuff that is just not going to happen.”*
- “Detailed reports frequently.”*

Next steps

This stage of consultation is the first of several consultation stages in the development of the Community Vision and Council Plan.

Community panel members will now use this report to develop pillars and goals for both documents

A group of community members will consider the results of this consultation to develop goals, themes and objectives for the Community Vision and Council Plan. The group will be randomly selected from applicants, and workshops will take place in late May and early June of this year.

You can learn more about the community panels and the application process at queenscliffe.vic.gov.au/plan.

The pillars and goals selected by the community will form the draft documents

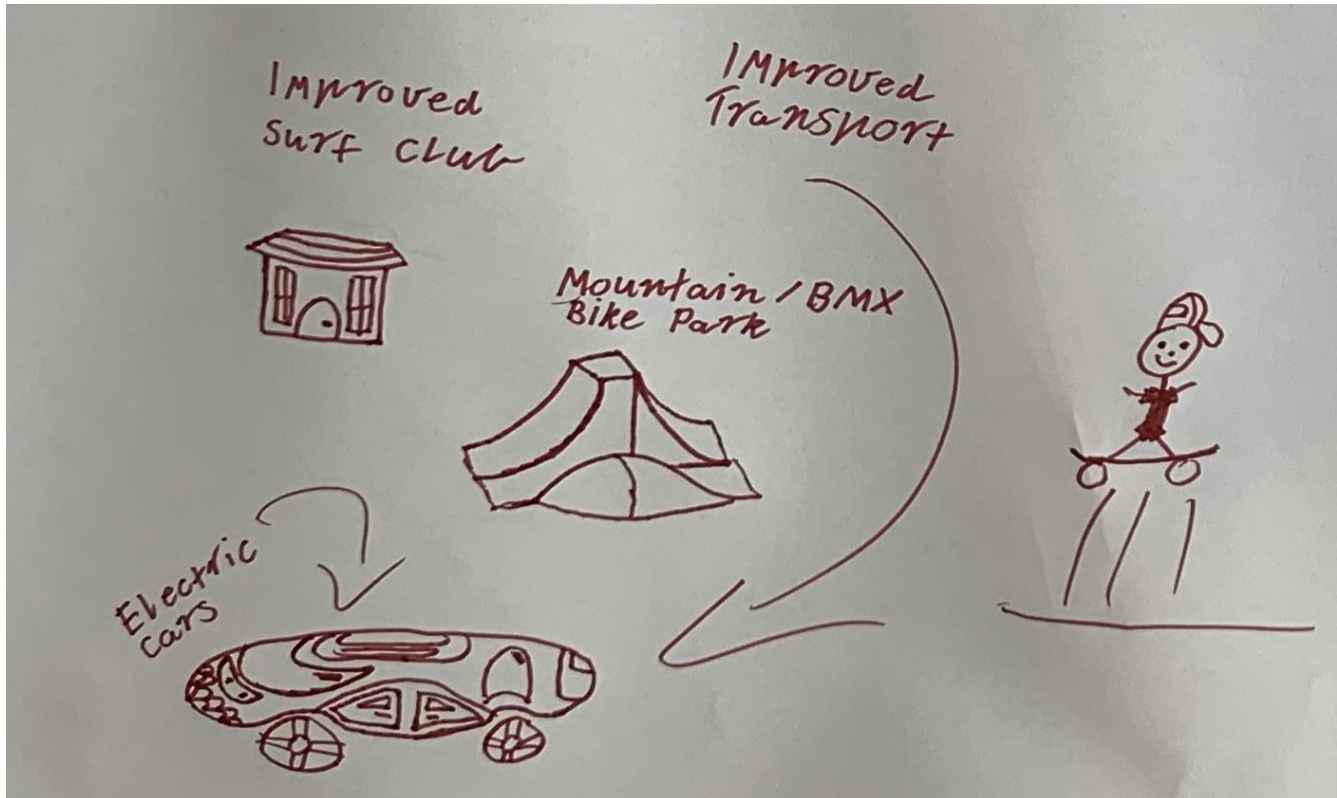
Council officers will use the decisions made by community members to develop a complete draft of the Community Vision and Council Plan. These documents will be shared with the community in the second half of 2021, where local residents will be able to provide further feedback.

Councillors will consider the documents for adoption

After feedback on the draft documents has been considered, Council will consider the final documents for adoption at the Ordinary Meeting of Council on 22 September.



Borough of Queenscliffe: Community Vision and Council Plan
Outputs from March 2021 Open Houses



Produced for



By



Using this document

Discretion should be exercised in making decisions based on the data in this report. Kismet Forward was engaged to prepare this report based on material received during four open house events and other feedback provided to Council. Significant effort has been made to accurately reflect the contribution of people who took part in this consultation.

This report provides an independent summary of the feedback, which by its nature is subjective and not always consistent. It cannot *necessarily* be construed to be an accurate reflection of the weight of broader community or stakeholder opinion. The report does not provide recommendations or opinions of the consultancy team. No formal statistical analysis or fact-checking of data has been undertaken.

No responsibility or liability can be taken for errors or omissions, or in respect of any use of or reliance upon this report by any third party.

Images in the report were drawn by primary school students who took part in the consultation. The photos were taken by Kismet Forward during the open house events.

Table of Contents

1. Who took part.....	3
2. What we heard about the Council Plan	4
Q1: What should Council focus on?	4
Q2: Health and wellbeing priorities	6
Q3: Infrastructure and asset management priorities	8
Q4: Environment and waste priorities	10
Q5: Priorities for jobs and local businesses	13
Q6: Priority projects	16
Q7: Equity and inclusion	18
Q8: Improving Council operations	20
Additional Planning and Heritage feedback	22
3. What we heard about the Community Vision.....	24



Prepared by Jennifer Lilburn, Director, Kismet Forward (jen@kismetforward.com.au)

Kismet Forward provides specialist advice and support in the areas of community engagement, facilitation, conflict management coaching, program logic, strategy, evaluation, training and project management.

Further information can be found at www.kismetforward.com.au



1. Who took part

Feedback was provided to Council by the following community sectors:

Sector	#
Schools	34
Attended open house on 23 March:	
<ul style="list-style-type: none"> Queenscliff PS: 4 students + 1 teacher St Aloysius PS: 8 students + 2 teachers 	
Provided feedback separately:	10
<ul style="list-style-type: none"> Pt Lonsdale PS: 19 students 	
Community Groups	11
Attended open house on 23 March	
General Community	55
Attended open house sessions on 23, 27 March	
TOTALS	

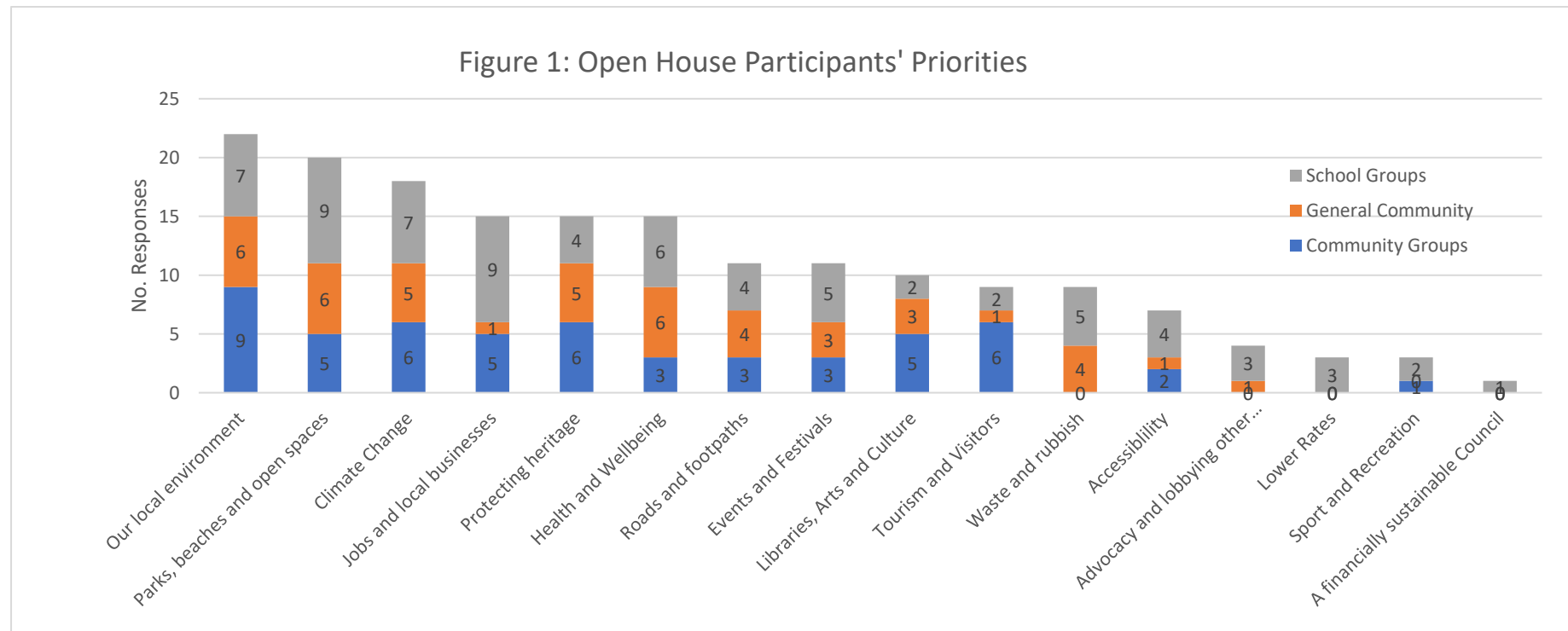
In addition to the above, written submissions were also received from Point Lonsdale Civic Association Inc (PLCA), Queenscliffe Community Association Inc (QCA), Queenscliffe Environment Forum Inc (QEF) and Victorian Pride Lobby.

Comments received via submissions are indicated as such in this report.

2. What we heard about the Council Plan

Q1: What should Council focus on?

The first question asked of open house participants related to their desired priorities for Council for the next four years. The twelve service categories listed in Figure 1 were presented, and participants were invited to vote for up to five of these. Results are as follows.



The categories *Our local environment*, *Parks, beaches and open spaces*, and *Climate change* were the highest priorities overall and generally for each sector. Interesting to note was that *'Jobs and local*

businesses' was rated highly by school children and relatively highly by community groups, but received only one vote from general community members.

Protecting heritage, Tourism and visitors and Libraries, arts and culture also rated relatively high for the community groups. Health and Wellbeing and Protecting heritage also rated relatively highly for general community members.

A financially sustainable Council was considered least important for all sectors.

General community members made two comments about the above categories:

"The rates are okay, as long as I have a say and get Council services."

"(Prioritise) Footpaths near major destinations such as BCH/PLMC."

Participants were invited to suggest additional priority service categories, which others included in their votes¹:

- Suggested by community groups:
2 votes:

- Becoming the model, gold standard for aged care and older residents in the Borough

1 vote:

- Following Indigenous practices for our environment. Implement their ideas (1 vote)

- Suggested by general community members:

3 votes:

- Pedestrian crossing needed on Hesse Street
- Bring Caravan and Camping up to modern standards
- Finishing off current projects, e.g. Point Lonsdale Lighthouse Reserve

2 votes:

- Better and more hygienic public toilets
- Paint the town more cheerful colours
- Maintain Council managed aged care services
- Traffic controls, especially speed - 40kph



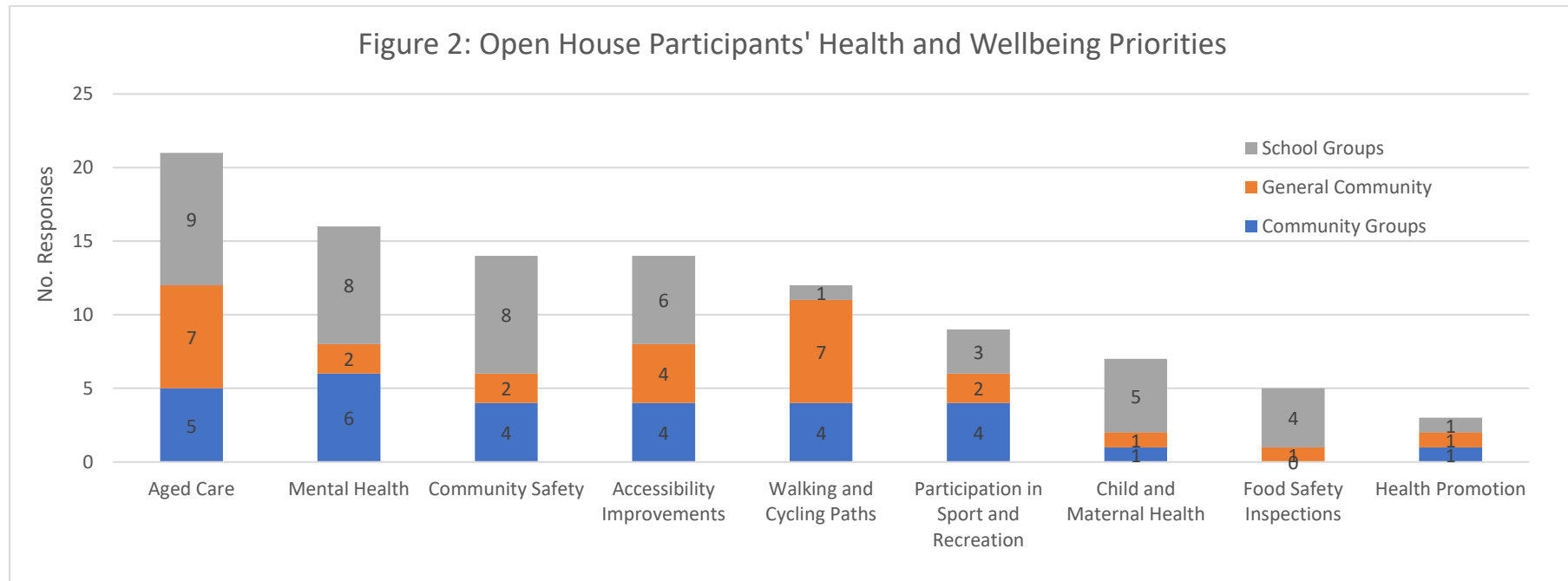
¹ Caution is advised when considering the numbers of votes for additional suggestions, as

- Those points suggested early in a session had more opportunity to receive votes than later suggestions,

- Additional suggestions were only available to be considered by others from the same sector, and
- Some suggestions were repeated in later questions.

Q2: Health and wellbeing priorities

The second question asked of open house participants explored priorities relating to Council’s health and wellbeing services. The nine service categories listed in Figure 2 were presented, and participants were invited to vote for up to three of these. Results are as follows.



Aged care, mental health, community safety and accessibility improvements were the highest priorities for participants overall, and for students and community groups. General community participants prioritised *walking and cycling paths* over *mental health* and *community safety*.

Health promotion was considered to be the lowest priority overall and by general community members and students.

Two general community members made comments about aged care:

“Need more opportunities for Aged Care, with staff continuity.”

“Means-tested Aged Care excludes us.”

Open house participants suggested no additional health and wellbeing priorities.

In a submission, PLCA reiterated the nine Community Wellbeing strategies of the current Council Plan and added a tenth:

- Improve road infrastructure and safety by encouraging Vicroads to upgrade the intersection of Fellows Road and Bellarine Highway.

The QCA and QEF submissions variously outlined that the Council Plan should:

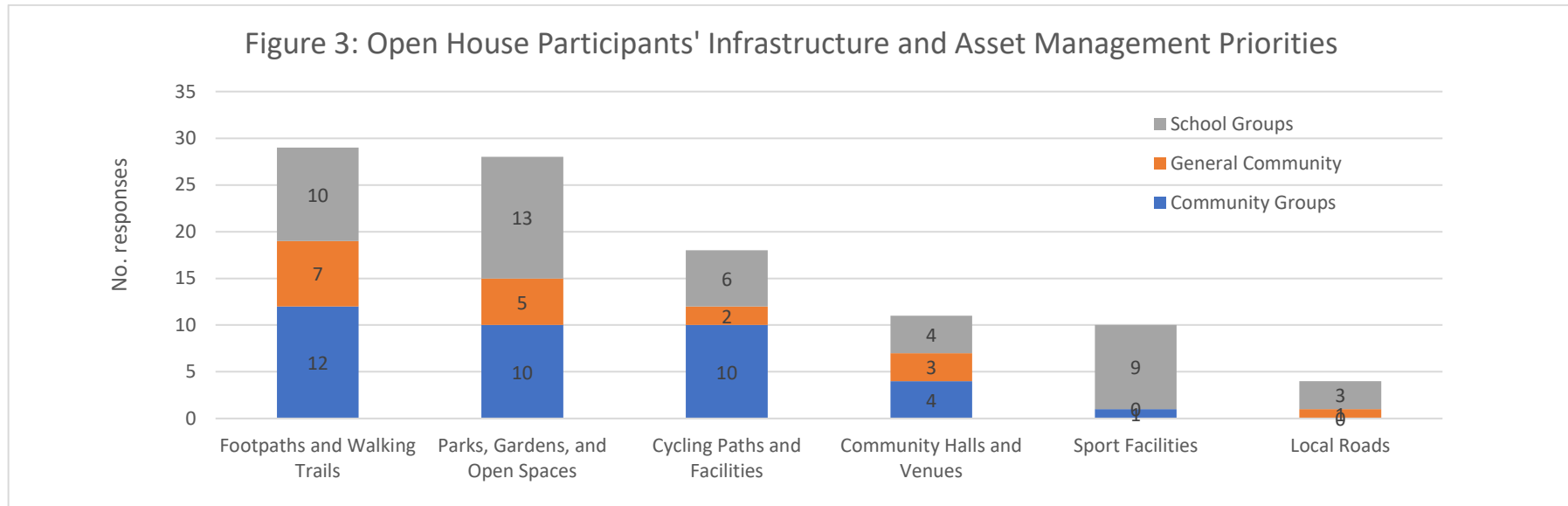
- support a healthy lifestyle and improved wellbeing for all
- increase opportunities for the aged to participate and be supported, including community home support and care services
- Improve public health and wellbeing, enhance gender equity in decision making in the community and increase opportunities for volunteering
- enhance state and federal government aged care and disability insurance plans.
- Provide support for and access to educational, art and cultural facilities.
- Provide support to sporting facilities and local clubs, including access by those with a disability.
- Encourage passive recreation to enhance and contribute to community health.
- Maintain rates at an affordable level by ensuring excessive spending does not occur on unsupported ideas and projects.
- Have public consultation a normal requirement from the beginning of every project idea.

- Recognise the many talents and abilities within the retired Borough community and involve residents when appropriate for ideas and plans.
- Address traffic management issues to reduce dependence on vehicular infrastructure, signage
- Refurbish all community toilets per current standards.



Q3: Infrastructure and asset management priorities

Thirdly, open house participants explored priorities relating to Council’s infrastructure and asset management services. The six service categories listed in Figure 3 were presented, and participants were invited to vote for up to three of these. Results are as follows.



Footpaths and walking trails; parks, gardens and open spaces and cycling paths and facilities were the highest priorities for participants overall and community groups. Students prioritised *sports facilities* over *cycling paths and facilities*. General community participants prioritised *community halls and venues* over *cycling paths and facilities* by just one vote.

Local roads was considered to be the lowest priority overall and by each sector.

Participants were invited to suggest additional infrastructure and asset management priorities, which others included in their votes²:

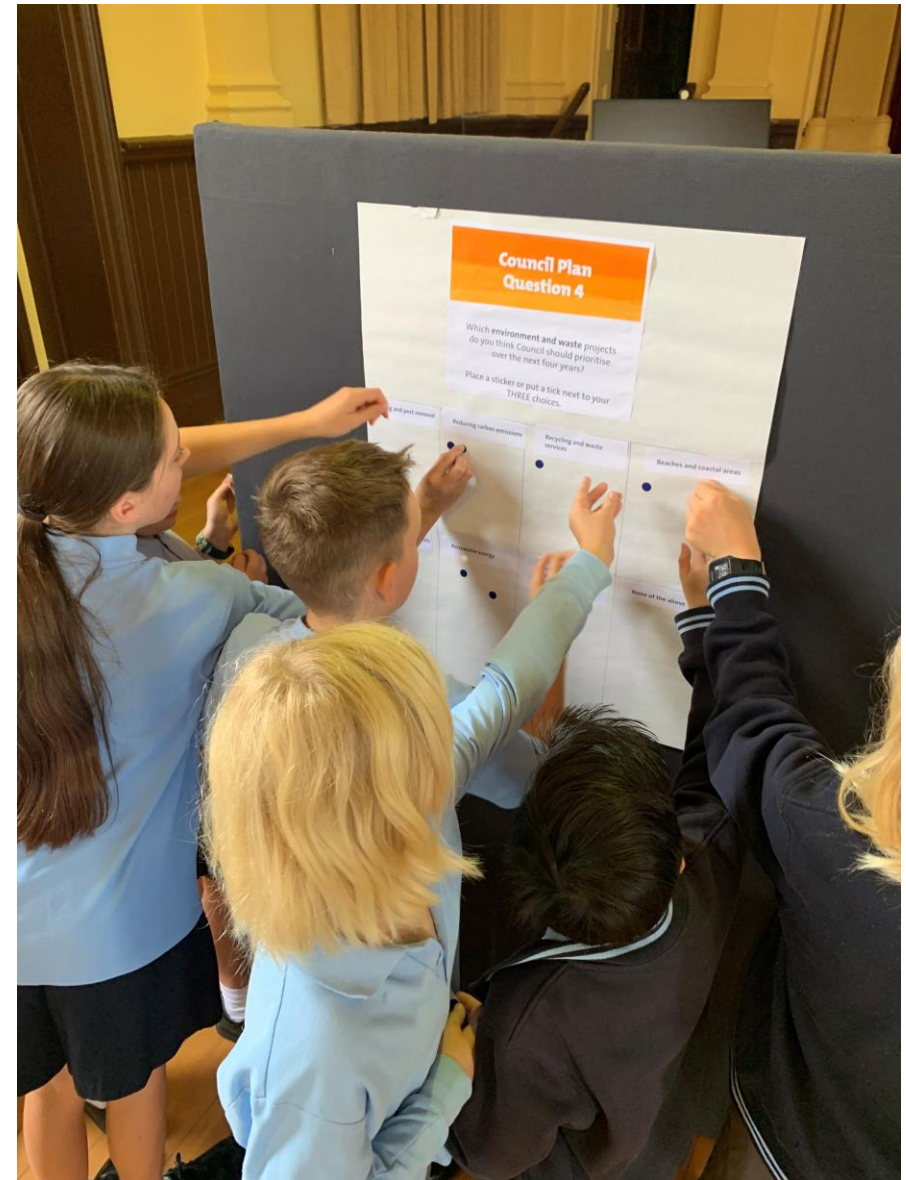
² Caution is advised when considering the numbers of votes for additional suggestions, as

- Those points suggested early in a session had more opportunity to receive votes than later suggestions,

- Additional suggestions were only available to be considered by others from the same sector, and
- Some suggestions were repeated in other questions.

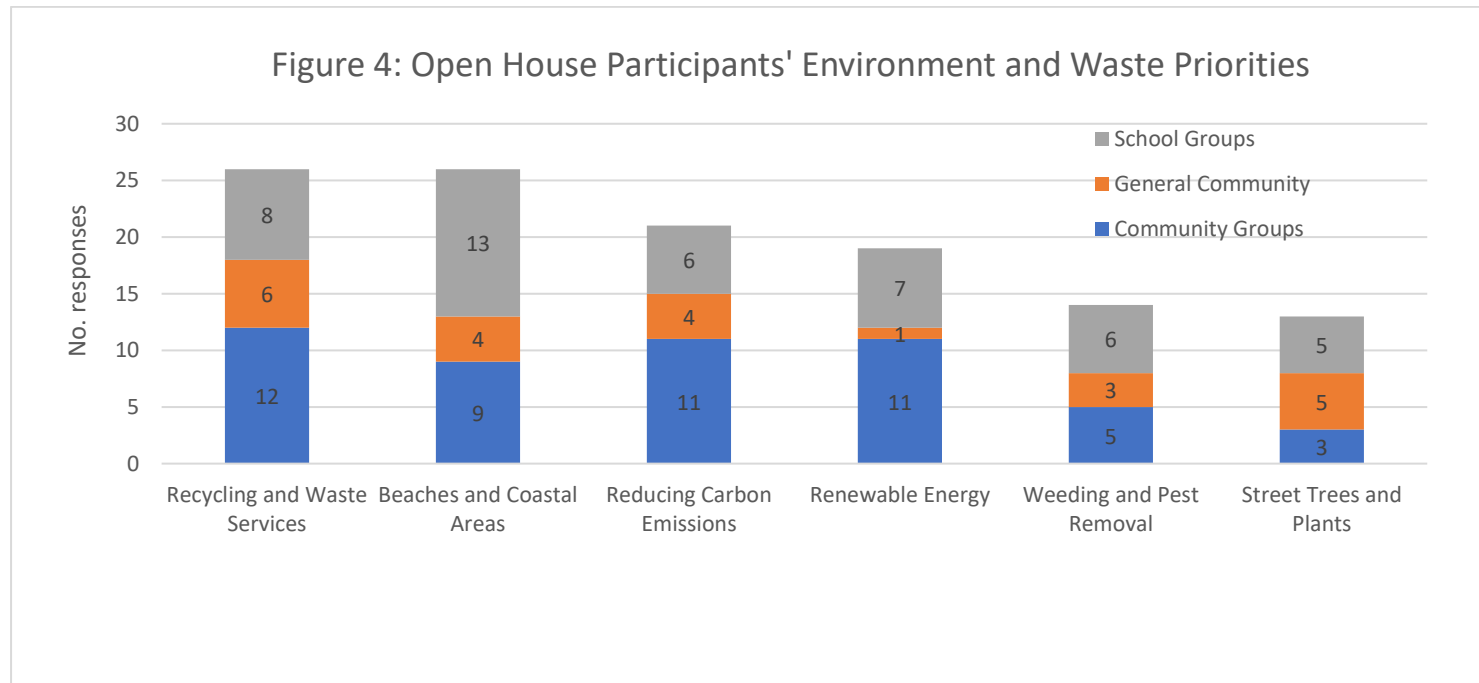
- Suggested by community groups:
 - 2 votes:
 - Covid friendly meeting places
 - 1 vote:
 - Indigenous sculpture park with native local plants

- Suggested by 'general' community members:
 - 4 votes:
 - Upgrade Council Caravan and Camping facilities
 - 2 votes:
 - Access to beaches and foreshore coast
 - Point Lonsdale Lighthouse Reserve Project
 - Upgraded and hygienic public toilets
 - Park benches throughout town
 - 1 vote:
 - Remove dangerous curves
 - Sit down café with sea views plus sea vista retained Hesse Street South at Queenscliff
 - Safety for pedestrians on cycle paths
 - Slow traffic down



Q4: Environment and waste priorities

Open house participants then explored priorities relating to Council’s environment and waste services. The six service categories listed in Figure 4 were presented, and participants were invited to vote for up to three of these. Results are as follows.



Recycling and waste services, beaches and coastal areas and reducing carbon emissions were the highest priorities for participants overall. Students prioritised *renewable energy* over *reducing carbon emissions*. General community participants prioritised *street trees and plants* over *beaches and coastal areas* and *reducing carbon emissions*, each by just one vote. Community groups placed *beaches and coastal areas* behind *reducing carbon emissions* and *renewable energy*.

Street trees and plants was considered to be the lowest priority overall by just one vote. It was also the lowest priority of students and community groups. *Renewable energy* was the lowest priority of general community members.

Participants were invited to suggest additional environment and waste priorities, which others included in their votes³:

- Suggested by community groups:
 - 1 vote:
 - Protection of cliff edges, reduce erosion
- Suggested by 'general' community members:
 - 5 votes:
 - Restoring Botanic Park (Victoria Park) in Queenscliff
 - 4 votes:
 - Community funded and owned battery to supply local power
 - 2 votes:
 - Moreton Bay fig to replace the three cypresses
 - 1 vote:
 - More street trees
 - Why can't we plant our verges natives for the birds?
 - Activate advocacy

The PLCA submission reiterated or added to the eight Environmental Sustainability strategies of the current Council Plan. Only modified existing strategies are shown below, *with the additions in italics*.

- *Adopt a Climate Emergency Response Plan*, lead by example and work with the community to reduce carbon emissions.
- Continue to eradicate the spread of noxious weeds *and pest species along the coast*.

³ Caution is advised when considering the numbers of votes for additional suggestions, as

- Those points suggested early in a session had more opportunity to receive votes than later suggestions,

- Respond to the impacts of erosion and climate change on our beaches and the coast *in accordance with a Climate Emergency Response Plan and plans of other Bayside Councils*.
- Increase and promote the use of renewable energy *and support zero emission targets*.

Additional strategies variously suggested by PLCA, QEF and QCA included:

- Re-establish/restore Queenscliff's Botanic Parkland (Victoria Park) and Avenue of Honour.
 - Underground ugly power lines to assist tree health and structure and enhance streetscapes.
 - Protect the biodiversity of the marine environment, coastal reserves including Moonah forests, salt marshes and wetlands.
 - Community and Bellarine Catchment Network to enter into a Partnership to return Shortland's Bluff to its natural state by removing invasive species.
 - Increase knowledge and promote a greater awareness of the environmental assets, including Ramsar wetlands.
 - Protect and enhance all existing indigenous vegetation. Support works to restore areas that have been compromised or lost.
 - Encourage residents to plant native species to increase biodiversity and increase tree cover in all possible locations including private gardens to assist in the control of suburban heat
-
- Additional suggestions were only available to be considered by others from the same sector, and
 - Some suggestions were repeated in other questions.

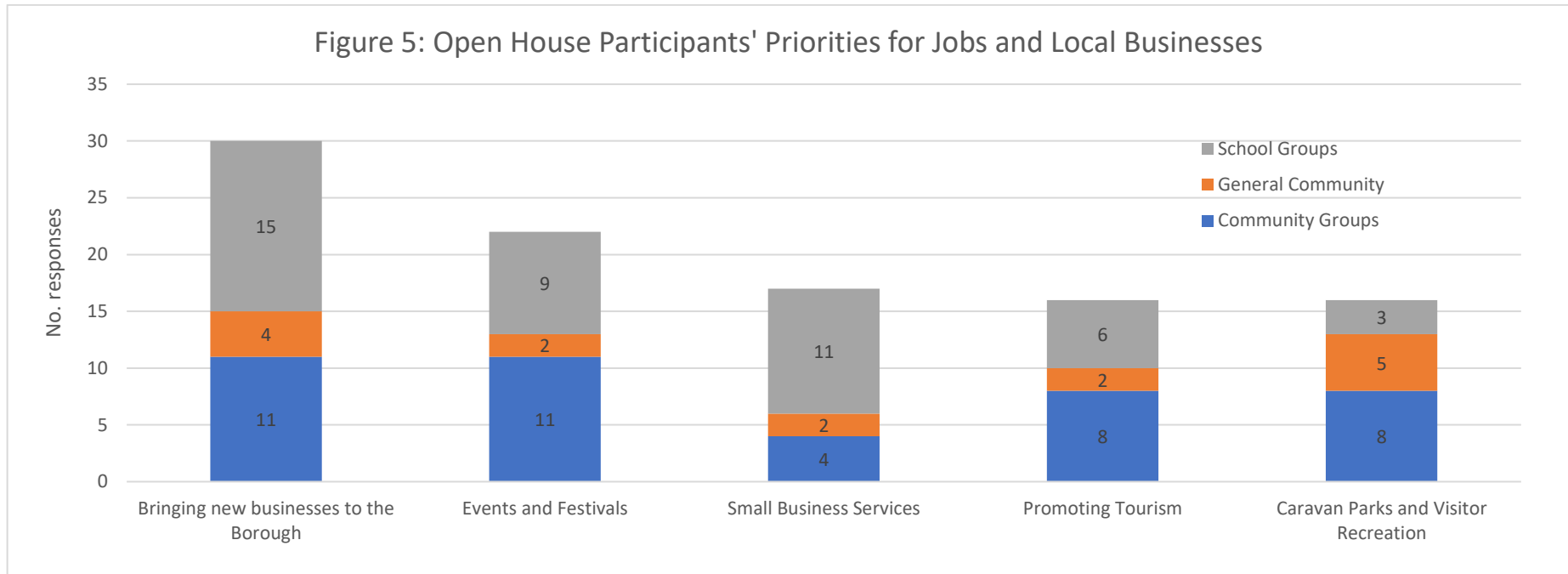
- Preserve and enlarge tree canopies and vegetation, including mapping of existing canopy cover.
- Prepare a policy, significant tree register, and evaluation to protect and maintain mature trees in public parks, streets, and gardens.
- Actively advocate to remove Bushfire Management Overlays
- A Tree Planting Policy should be developed in conjunction with community groups and local volunteers.
- Support groups that are willing to provide environmental improvement, including weed and invasive species removal.
- Underground powerlines to assist tree health and structure and enhance streetscapes.
- Establish 'Friends or Assets Groups' to work with Council in environmental protection in areas such as Shortland Bluff. Plan for improvements and actions to restore areas of historic value to encourage visitation and usage.
- Initiate and support recognition of The Lonsdale Lighthouse and Reserve, The Queenscliff Lighthouse reserve and Point Nepean Lighthouse in an application for UNESCO listing.
- Recognise the environmental values of Murray Road saltmarsh and swales, and ensure that the planned development area is sensitively developed with the wetland environmental values protected.
- Return the existing undeveloped Council owned land in Murray Road to original vegetation and open space.
- Ensure protection of the swales adjacent to land to be developed and existing houses and have this area recognised as

an important component of Lakers Cutting and its adjacent salt marsh.

- Look for an opportunity to establish a solar farm financed with local investment.
- Encourage recycling and re-use, support reducing plastic use, and encourage composting of house and green waste. Support the phase-out of plastic bags and packaging.
- Establish an Environmental Officer within Council and promote liaison with community environmental groups.
- Ensure that developments (including the Bike Park, sporting and activities) do not cause the loss of significant and valued open space
- Rescind the plan for a bike and walking track through and above the saltmarsh adjacent to Lakers Cutting and Murray Road.
- Undertake infrastructure works to redirect ageing drainage and sewerage pipes so that any outflows do not impact the environment, including Queenscliff back beach and into the heritage-listed Fort Dry Moat.
- Where possible, protect the beaches and shoreline from erosion as a result of sea-level rise.
- Inform residents of the potential changes to sea levels, beach erosion, and land loss due to sea-level rise. Plan for the replacement of environmental habitat as a result of lost coastline.

Q5: Priorities for jobs and local businesses

The fifth question asked of open house participants explored priorities relating to Council’s services for jobs and local businesses. The five service categories listed in Figure 5 were presented, and participants were invited to vote for up to three of these. Results are as follows.



While *Bringing new business to the Borough* was the highest overall, the top priorities varied for each sector, as follows:

School Groups: *new businesses, small business services, events and festivals*

General Community: *caravan parks and visitor recreation, new businesses*

Community groups: *new businesses, events and festivals.*

The three lowest priorities overall were separated by just one vote.

Participants were invited to suggest additional priorities for jobs and local businesses, which others included in their votes⁴:

- Suggested by community groups:
 - 1 vote:
 - Free Wifi in Main Street to log into info on Queenscliff
 - No empty shops (look at Sorrento)
- Suggested by 'general' community members:
 - 7 votes:
 - Use the opportunity that the Fort offers for tourism/ education/other, e.g. for example hospitality training
 - 3 votes:
 - More Council support and facilitation, e.g. bring in entrepreneurs
 - 2 votes:
 - Bring back the bank or start one ourselves
 - Affordable tourism to enhance and support a diversity of people
 - Genuine support for local papers
 - 1 vote:
 - Attract a government agency to the Borough

In a submission, PLCA added to the Local Economy objective of the current Council Plan: Foster a diverse and vibrant local economy *and help existing businesses recover from the Covid Pandemic*.

PLCA reiterated eight of the current nine Local Economy strategies, excluding the final strategy regarding implementing the Economic Development Strategy. PLCA, QEF and QCA variously suggested additional strategies:

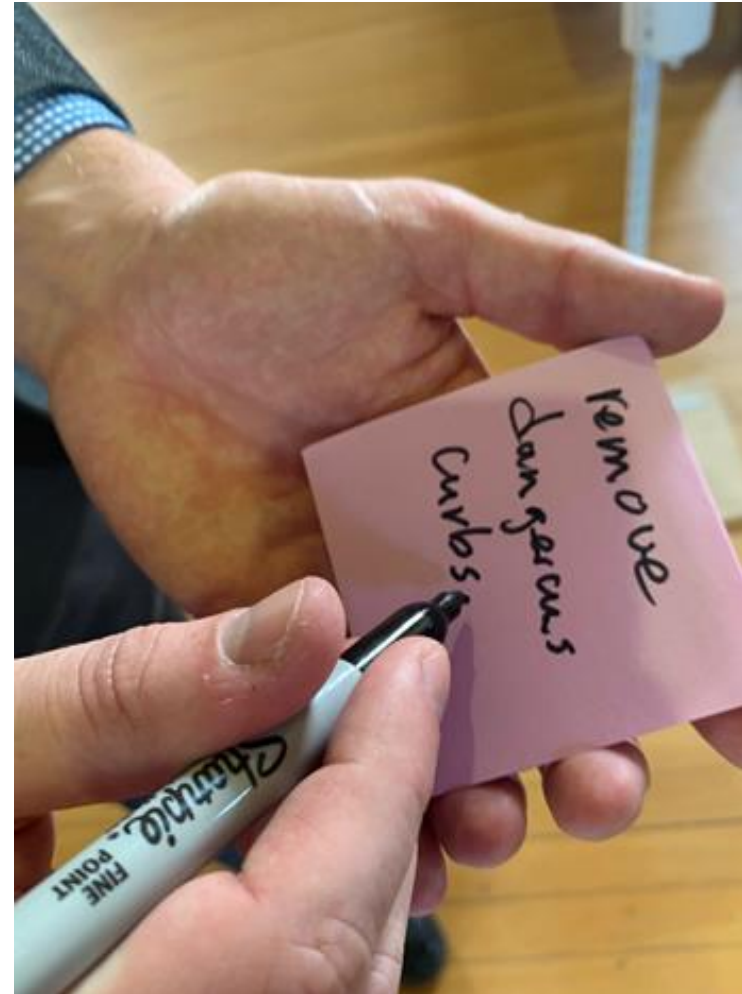
- Upgrade the Bellarine Highway from Fellows Road to Grubb Road to a dual carriageway.
- Provide clear signage for traffic from the ferry, ensuring that traffic does not encroach into residential streets, but allowing opportunities for this traffic to access the Hesse Street shopping precinct.
- Build on the heritage and natural assets that Queenscliffe offers as key and sustainable tourism attractions.
- Recognise the importance of Point Lonsdale and Queenscliff's central retail areas as key elements of the character of Queenscliffe.
- Be aware of pending shop closures and work proactively with owners to quickly renew leases to ensure vibrancy and consistency of tenure.
- Deliver a retail strategy addressing rental affordability, market analysis and neighbourhood character objectives.

⁴ Caution is advised when considering the numbers of votes for additional suggestions, as

- Those points suggested early in a session had more opportunity to receive votes than later suggestions,

- Additional suggestions were only available to be considered by others from the same sector, and
- Some suggestions were repeated in other questions.

- Maintained and sympathetically enhance heritage shop frontages
- Address graffiti and tagging on property and infrastructure
- Support the local businesses and township centres. Do not support further retail development of shops and restaurants at the Ferry terminal.
- Encourage residents to shop locally.
- Reconsider commercial rates if considered too high, or shop vacancies are increasing.
- Ensure the caravan parks are maintained at a high level. Do not remove camping areas at Golightly Park. Caravans are preferable to the building of cabins for holidaymakers.
- Continue to work on the Point Lonsdale Lighthouse Park.
- Parking for boat launching must be defined and controlled.
- Support National Heritage and VHD heritage applications made by the community.
- Recognise that the heritage and historic buildings and streetscapes, attractive shops, coastal and ocean beaches, Rip views, coastal vegetation, expansive and beautiful parklands, Swan Bay, attractions such as the railway and galleries all add to a thriving tourist clientele. Promote Queenscliff as a 'very special town' and worth visiting.



Q6: Priority projects

Question 6 asked participants to nominate one project they wanted Council to work on over the next four years. All 38 suggestions are shown below. 'x2' denotes a similar comment made by an additional person from that sector.

Point Lonsdale Lighthouse/ Queenscliff Fort	Business, tourism, caravan/ camping	Amenity, safety, facilities	Traffic, pedestrians	Recreation inc cycling, dogs	General Comments
Community Groups					
Progress Point Lonsdale Lighthouse Reserve x 2 Utilise the 'Queenscliff Fort' Asset	How can we capture people on their way to and from the ferry?	Activate Hesse Street with colour and lights, e.g. plant flowers and shrubs in the roundabouts and fairy lights year-round Safety fence around playground at Point Lonsdale (opposite shops) Tidy Shortland's Bluff New toilets at Harry's Shortland's Bluff and dog beach x 2	Improved pedestrian connection and guidance throughout town, e.g. multiple connections between Hesse Street and foreshore	More running tracks and walking tracks \ Improved bicycle connection with wider Bellarine Cycling safety and participation Path connection to Ocean Grove Dog park, fenced with agility track. Access to water, great for people connecting	Fix up old Tok H (?) buildings and area at Point Lonsdale Affordable Housing

Point Lonsdale Lighthouse/ Queenscliff Fort	Business, tourism, caravan/ camping	Amenity, safety, facilities	Traffic, pedestrians, getting around	Recreation inc cycling, dogs	Climate Change	Other
School Groups						
	Bring new/different businesses to Queenscliff Volunteer-run not-for-profit businesses Support small businesses. E.g. 'Shop Local' campaign/events/winter festivals Taking tourists around BoQ and rail trail	Clean up Queenscliff' day		Skate park upgrade Bike Park	Promoting ways to fix climate change	High School
General Community						
Make Borough a knowledge centre - could be the Fort as a climate change research centre or education facility	Caravan and camping facilities Improve camping facilities and public toilets	Enhance entry from the ferry terminal into town, e.g. Fisherman's co-op and vacant land Public toilets in Queenscliff are dirty, not serviced. Someone needs to care for them. Reflects poorly for visitors. Better street lighting, especially around the Neighbourhood House, will help senior people access it at night safely.	Speed humps for Symonds Street Hesse Street Pedestrian Crossing Creative traffic management, planning, original way to reduce speed rather than speed humps. Train to Geelong		Tree planting project to increase canopy cover to 40% to mitigate climate change impacts. Tree strategy for BoQ	

Q7: Equity and inclusion

Question 7 asked participants to suggest ways that Council could enhance equity and inclusion in the Borough over the next four years. All 28 suggestions are shown below. 'x2' denotes a similar comment made by an additional person from that sector.

Indigenous Groups/ Culture	Mental Health/ Vulnerable Citizens	Pedestrians/ Accessibility	Diversity/ Inclusivity	Community Input/ Involvement
School Groups				
More Aboriginal festivals and build our understanding about Aboriginal Culture and respect		Ramps for public buildings x2	More multicultural community events Girls and mixed sports teams, e.g. boys netball, girls involved in Auskick from an early age	
Community Groups				
Connect with local Indigenous groups x 2	Would like to see support for people with mental health, social anxiety issues Create a database of those who are isolated so we can target them x 2			Get together like this to consult community groups Listen to all views. Start from the youngest, include all. Council could come here and invite the kids of the community Through the Mayor's column in local media Group Consultation. Social media notification

Mental Health/ Vulnerable Citizens	Pedestrians/ Accessibility	Diversity/ Inclusivity	Community Input/ Involvement	General Comments
General Community				
<p>Analysis of community to ensure response and inclusion of 'minority'/excluded groups</p> <p>Housing for people who are over 55.</p> <p>Homeless pensioners</p>	<p>Look at the footpath network, especially pedestrian access from Point Lonsdale Road to Point Lonsdale Medical Centre.</p>	<p>Ensure Council prioritises responsibilities under Gender Equity Act 2021</p> <p>Support and develop projects that include and involve a range of people and cultures in BoQ. E.g. caravan park alternative events and festivals such as Hot Rods</p>	<p>Include community in open Council question time, questions as agenda items, control of "in confidence" items</p> <p>Mayor's column is great. It should be in local papers. X 2</p> <p>Censure community representativeness in consultation</p> <p>Direct engagement of all community groups in Queenscliff</p> <p>Good/real consultation x2</p> <p>Listen to the community</p> <p>Ensure community consultation at the start of projects, including advertising the opportunity.</p> <p>Use letterbox drops and in retail businesses, not Survey Monkey. Geelong's 'Have Your Say' is much better. You indicate what you're interested in, and you're sent alerts. Ensures questions are not leading</p> <p>Survey Monkey is not engagement. X2 Something like this open house is perfect - we get info, ask questions and go at our own pace.</p> <p>Must be able to get alerts for projects and opportunities to contribute.</p>	<p>Better split of capital projects between Queenscliff and Lonsdale.</p>

The Victorian Pride Lobby submitted that Council should:

- Work with the community and other levels of government to advocate on and support LGBTIQ+ rights, to challenge discrimination and address disadvantage, and to support access and inclusion of LGBTIQ+ community members - locally, state-wide, and nationally
- Address community aspirations through the development and implementation of an LGBTIQ+ Action Plan
- Achieve Rainbow Tick accreditation for relevant Council services to support people who are LGBTIQ+ to feel welcome, confident, and safe to access services

Q8: Improving Council operations

Question 8 asked participants to suggest something that Council could focus on to improve its operations over the next four years. All 17 suggestions are shown below. 'x2' denotes a similar comment made by an additional person from that sector.

Community involvement and engagement	Community Connection	Governance	Other
School Groups			
More community involvement in decision making Ask kids for ideas about what they want		Only spend money when it's necessary	Helping businesses grow
Community Groups			
	Connecting and building the capacity of community groups to be more inclusive, safe and welcoming Help to connect all local groups	Include and be open with all (Council meeting) items with the community	

Community involvement and engagement	Community Connection	Governance	Other
General Community			
<p>Engage with community before projects begin - offer open question at the ideas stage - blank canvas x 3</p> <p>Develop projects from the community up - not Council fix on a project and then go to community</p> <p>Helping the community to understand that engagement doesn't mean you get what you want. Rather, you influence Council. BoQ's engagement plan needs to be shorter and publicised to build understanding. Need feedback loop including what was taken on board and what wasn't and why, via Council report and alert to people who participated.</p> <p>Using Facebook to assist with the promotion of engagement opportunities</p> <p>Open houses are great as a part of a suite of engagement opportunities. Including; kitchen tables, focus groups, using the insights of community workers. Having the open house on the back of the CASI meeting was great.</p> <p>We need to engage a broader sector of the community.</p>	One '3225.'		Being an enabler, not an enforcer

In its submission, the PLCA reiterated the eight Governance and Performance strategies of the current Council Plan and added a ninth (already noted above).

QCA in its submission stated that an open, fully transparent Council remains a central pillar to ensure effective and democratic representation. QCA and QEF variously added the following:

- Strengthen community engagement and participation to inform decision making.
- Effective stewardship of council resources.
- Build or strengthen our customer-first culture that provides flexible and online service options.
- Retain an independent Queenscliffe Borough with a vibrant community that fully enjoys and appreciates the historic,

environmental and social values available to all residents and visitors.

- Meet all legislative requirements, State and Federal.
- Ensure financial sustainability.
- Act on behalf of the community on local issues to the other appropriate level of Government as required.
- Ensure Local Government Act requirements are recognised and acted on
- Work with community and interest groups to ensure the Borough is recognised as ‘the place to live.’
- Effective and real consultation need to be adopted and actively fostered as the priority. Effective models of deliberative engagement need to be developed and adopted. Community engagement requires a multi-pronged approach to reach all groups and should include the council website, open house presentations, Facebook, fliers around the towns, notices and articles in the local borough newspapers and when relevant presentations to community and sporting groups.
- Council should be financially responsible and sustainable. In a tightening economy, restraint on spending or directing monies to asset maintenance and repairs should be high priorities.

Additional Planning and Heritage feedback

In a submission, the PLCA modified the Planning and Heritage objective of the current Council Plan: Preserve and enhance the Borough as a special place through *sympathetic* design and conservation of its rich culture and unique heritage.

PLCA reiterated or added to the eight current Planning and Heritage strategies. Only modified existing strategies are shown below, *with the additions in italics*.

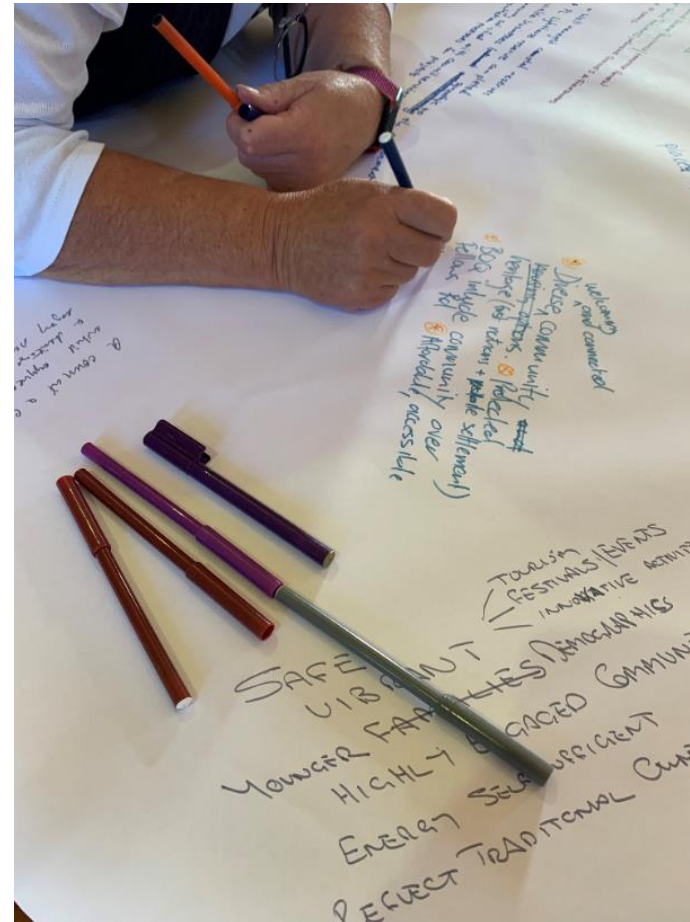
- Plan for the ongoing preservation and regeneration of the Borough’s historic Avenue of Honour *and Botanic Gardens Precinct*.
- Review, update *and strengthen the heritage values of* the Queenscliffe Planning Scheme to achieve the Council’s vision and strategic objectives.
- Ensure high quality *and sympathetic design* and construction standards in new and upgraded community infrastructure.

PLCA, QEF and QCA variously suggested additional strategies:

- Ensure new development in key heritage precincts respects the heritage values of the surrounding area.
- Preserve and rezone important open spaces like the former High School site to (PCRZ) parkland.
- Discourage further subdivision in the Borough and maintain important streetscapes.
- Support the heritage listing of the entire Queenscliff township.
- Incorporate the Coastal and Marine Management Plan into the Council Plan.

- If needed construct a local Bike Park at the Skate Park site in “The Narrows” and upgrade the Skate facility.
- Develop a re-wilding plan for the remaining Council-owned land at Murray Road
- Support existing Urban Character controls and guidelines.
- Provide a professional heritage advice service for residents and adherence to the Burra Charter.
- Preserve and enhance the Borough's rich and unique heritage, protect the attractive and historic dwellings and buildings.
- Protect neighbourhood character and the charm of older buildings, together with the intrinsic value of streetscapes with many original houses.
- Do not expand the boundary westward to include the newly developed areas until it is clear there will be no problems with the tidal water in the canals or pollution of Swan Bay or rising sea level impacts.
- Strengthen the Heritage controls in the Queenscliffe Planning Scheme and ensure new designs are sympathetic to existing buildings. Encourage restoration rather than redevelopment.
- Ensure new developments in Heritage areas respect and add to the existing values.
- Restore historic Military Assets at Shortland’s Bluff and environs under funding arrangements with Government.
- A Register of all Heritage Buildings to be compiled for the Borough to seek appropriate funding or grants to restore and maintain these buildings.
- Consider the purchase of vacant land in lower Hesse St and develop it into public open space.

- Reinstate memorial trees and an appropriate memorial at the Bullring to recognise its historical and memorial significance ☑
- Provide effective representation to have the Queenscliffe lighthouse reserves and military assets recognised as National Heritage Assets.



3. What we heard about the Community Vision

Participants of the open house sessions and submitters were encouraged to imagine the Borough of Queenscliff in 2031. They were also asked to suggest goals that our community should work towards to help us achieve their vision? Illustrations were encouraged; the one that explained a point in the table below is included as Figure 6; other diagrams are included throughout the document.

The 127 comments received are grouped under themes below, recognising that there is overlap between some themes. Points raised in the 4 written submissions are included in the fourth column.

School Groups	General Community	Community groups	Submissions from community assoc's
Local economy, businesses			
Small business supported x4 Toy store, game/video game store x2 Shop spaces filled with small businesses More businesses More varied stores More surf/skate shops in the Borough A dessert shop and a savoury shop Beach hotels and restaurants KFC/McDonalds Woolworths	Viable businesses sympathetic to the environment Innovative businesses	Stop trying to sell Golightly Caravan Park. It is your second biggest income stream after Council rates x2	Support the retention and viability of Australia's last Borough
Traffic, getting around			
More public transport x2 Pedestrian crossing/speed hump in King Street near the church Improved transport Walking paths on most roads		Main Street with less/no cars x2 Improved public transport Explore alternative ways to achieve \$ from visitors. E.g. pay for parking	

School Groups	General Community	Community groups	Submissions from community assoc's
Amenity			
<p>There will be no rubbish on the streets. People will be picking up rubbish and using the bins x 3</p> <p>Needs to be some more rubbish bins at the beach. Stop people littering and protect the animals</p> <p>More natural playgrounds</p> <p>Pretty and colourful</p>	<p>Maintain and improve what we have got already</p>	<p>Green up the Main St. Buildings badly need to be refreshed with a coat of paint in Hesse Street. Plants vibrant, paint and whitewash the main streets. Lots of hanging plants and heritage coloured flags</p>	
Buildings (old and new), development, heritage			
<p>Bigger/new library x2</p> <p>Destroy the graffitied buildings near the Lighthouse and build a hotel and some shops</p> <p>There will be lots of new buildings, so we can try and keep some old ones.</p> <p>Improve Queenscliff Oval building</p> <p>Upkeeping heritage</p> <p>There will be more buildings and a lot of work people</p> <p>More art galleries</p>	<p>Queenscliff as a 'Heritage Town'. Improve planning scheme provisionals/heritage review</p> <p>Protected heritage (first nations and settlement)</p> <p>Point Lonsdale Lighthouse reserve completed</p>	<p>Queenscliff is about heritage. Need to record and preserve buildings x2</p> <p>Resist over development</p> <p>Powerlines underground</p>	<p>Council and Community will value the history and the Borough's role in the development and protection of Victoria from the time of early settlement through two World Wars to the present</p> <p>A recognition Queenscliffe is a highly notable Borough that has been at the forefront of Victorian settlement and its maritime connections and importance.</p>

School Groups	General Community	Community groups	Submissions from community assoc's
Environment, sustainability			
Climate support/action x2 More nature x 2 Electric cars Events and festivals to use sustainable products Renewable energy Solar power People will give their scraps to chooks or rabbits etc., instead of throwing them away Clean beaches Reducing waste	Borough continues to look after our coastal reserves and open spaces Climate change improvements to protect for the future. Including beaches/foreshores Well managed coastal reserves Energy self-sufficient No further sell-off/privatisation of reserves/open spaces/foreshores	Effective weeding program to preserve the natural environment x 3 Trees in Hesse Street x 2 Protection for the sand dune along Point Lonsdale dog beach area Work with volunteers and Indigenous nursery for plantings Keep and encourage more green space in new developments	Queenscliffe should be a model of sustainability, valuing and protecting its heritage, open spaces and natural environment The Queenscliffe community expects to live in a place where the air, water and land are free from contaminants and pollutants. Our beaches, coastal reserves and foreshores are the most valued environmental asset, and their protection and maintenance are a first-order priority for our residents and visitors Council and Community will recognise, protect and enhance the unique range of environmental and heritage values A sustainable future recognising climate change challenges should drive planning and infrastructure decision-making. Improve the biodiversity of our natural environment – Queenscliffe as the green Borough Address challenges of the climate emergency

School Groups	General Community	Community groups	Submissions from community assoc's
Recreation, tourism, arts, education			
<p>Mountain bike/BMX bike park x 4</p> <p>More sports</p> <p>Wave pool</p> <p>Outdoor exercise equipment on the grassy area between toilets and the Fort.</p> <p>Enjoy exercising while looking at the great view.</p> <p>Obstacle courses</p> <p>A camping ground</p> <p>Improved surf club</p> <p>Asphalt bike pump track</p> <p>Skate park upgrade</p> <p>Aquarium</p> <p>Netball court</p> <p>Zoo</p> <p>Change rooms at Point Lonsdale oval</p> <p>Supporting local sporting clubs</p>	<p>Cafes open after 3pm in a spot with seating overlooking the bay x 2</p> <p>Places to eat and do things at night</p> <p>Safe/Vibrant</p> <p>Tourism, festivals and events</p> <p>Innovative activities</p>	<p>Cycle/walking trails to Bellarine/ wineries.</p> <p>Connect with Ocean Grove and Drysdale, St Leonards, Port Arlington x 6</p> <p>Fenced dog park that includes water, shelter, shaded area and agility equipment. See Figure 6.</p> <p>Coastal (Indigenous) botanic walk, on the foreshore between ferry and pier</p> <p>More running and walking tracks</p> <p>Great passive recreation reserves.</p>	<p>Education, recreation, arts, culture will be available together with non-destructive enjoyment of the natural environment</p> <p>Promote Queenscliffe as a Cultural, Arts, Hospitality, Accommodation and Eco-Tourism Centre.</p> <p>Continue to grow Queenscliffe as a knowledge and education centre</p>

School Groups	General Community	Community groups	Submissions from community assoc's
Community, inclusion, wellbeing			
<p>Community events for all. Festivals, music, markets More festival and markets for donations etc. Gender equality and community involvement More community activities and multicultural understanding and respect Community activities at the beach Community garden Be equal to everyone Ask for help from the whole community More activities and things for the elderly to do. More Arcare facilities Accessibility, e.g. more ramps than stairs</p>	<p>Community satisfied with Council services and consultation processes for projects A welcoming, diverse and connected community BoQ includes community over Fellows Rd Highly engaged community Save our Aged Care, so it continues to operate into the future Housing for people who are over 55. Homeless pensioners Affordable, accessible and diverse nursing options</p>	<p>Inclusive x 2 Affordable housing Our aged demographic will be even older. We should work towards a Dementia Friendly Community x 2 Wheelchair access and accessibility improved Integrated public housing</p>	<p>A safe and caring haven for all our residents and visitors Community wellbeing will be protected and cared for, including the very old and young residents The living environment will be safe and convenient for residents and tourists. An accepting and tolerant community willing to accept diverse opinions, nationalities, indigenous culture and gender. Foster a diverse, caring, happy and involved community</p>

School Groups	General Community	Community groups	Submissions from community assoc's
Other comments			
Hospital x 2 Music programs Remain as a small community instead of looking like a city	A viable and independent Borough A Council and Community that appreciate the town's environment and heritage values and enjoy safe and rewarding lives. A user-friendly and safe place for all people at night Younger demographic	Keep outdoor eating x 2 A Bellarine Council that incorporates Port Arlington etc. The town and Bellarine is, or should be, the start of the Great Ocean Road	Build on our heritage and environmental strengths to make Queenscliffe a special place for visitors and local residents. PLCA supported the retention of the current vision statement.

Figure 6 provides further information about the suggested dog park.

