

Destination Queenscliff
Phase 1 Community Consultation Feedback Report

Produced for



≡ June 2018 ≡

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FACILITATING BETTER DECISIONS

HASSELL

Using this document

Discretion should be exercised in making decisions based on the data in this report. Kismet Forward was engaged to prepare an independent summary of community feedback from four open house sessions and a survey. Significant effort has been made to accurately reflect the contribution of people who took part in this consultation.

However, the feedback 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 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.



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Site photographs included in the report are of existing conditions

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

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Executive Summary

In December 2017 BoQ awarded the Consultancy Design Services contract to HASSELL Ltd. HASSELL's Return Brief outlined that the level of community satisfaction would be one of the success indicators for Destination Queenscliff, stating that *"The support of the Queenscliff community for the project is critical for its success. If the locals love it, the visitors will too."*

Kismet Forward, a sub-consultant to HASSELL, prepared and delivered a community consultation process which entailed four three-hour open house sessions in May and June 2018, and an online survey.

237 contributions were received, with people engaging across one or more of the following:

- 95 people attended the open houses, of whom 82 (86%) identified as living in postcode 3225;
- 122 people completed the survey, of whom ninety (or 74%) were residents of postcode 3225 and forty-six (38%) had attended an open house session; and
- 22 submissions were received.

Separate meetings were also held with members of Point Lonsdale Community Association and Queenscliff Community Association.

The open house commentary and many of the written submissions indicated a level of dissatisfaction with the proposed design, especially with to the respect to the kiosk placement and the Ocean View car park.

However, the survey results generally indicate otherwise.

Survey respondents (both generally and those living locally) reacted favourably to most proposed elements, particularly the shared bicycle and pedestrian path linking to the township, and the proposed Lighthouse Reserve pathways and improved planting.

Least favoured elements were the access boardwalk to, and design of, the proposed lodgings.

When all survey data was consolidated and averaged, an indication of the general community reaction to aspects of the Destination Queenscliff design can be inferred: Broadly speaking, project elements were generally supported by 69% of survey respondents, and rejected by 25% of respondents. There is no data available relating to level of support of the project design in an overall sense.

1. Introduction and Background

The Borough of Queenscliffe's (BoQ) Destination Queenscliff project has a vision to *'create a world-class destination on Shortlands Bluff, set within and celebrating the dramatic natural environment, rich culture and unique heritage, enhancing Queenscliff's local and year-round visitor experience'*.

The project has been developed to drive new tourism visitation, strengthening Queenscliff's destination appeal and to be a stimulus for new tourism product, investment and employment creation. The project combines three complementary elements: Queenscliff Lighthouse Reserve, Fort Queenscliff Activation, and Queenscliff Sport and Recreation Precinct.

The key elements of Destination Queenscliff include:

- Construction of a new kiosk/café and public toilets;
- 10 new high-quality accommodation lodgings;
- Cultural landscaping and paths in the Queenscliff Lighthouse Reserve;
- Ship viewing platforms;
- Upgrades to the car park and the southern end of Hesse Street;
- Improvement of public open space areas; and
- Lighting of the historic Fort Queenscliff wall.

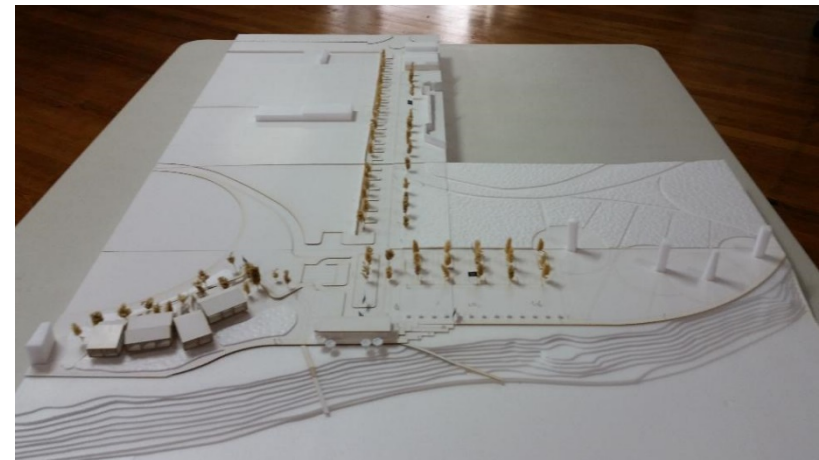
In December 2017 BoQ awarded the Consultancy Design Services contract to HASSELL Ltd. HASSELL's Return Brief outlined that the level of community satisfaction is one of the success indicators for Destination Queenscliff, stating that *"The support of the Queenscliff*

community for the project is critical for its success. If the locals love it, the visitors will too."

BoQ advised that community consultation for this project would occur in two phases:

- Phase 1: to inform development of the Concept Plan; and
- Phase 2: as part of the Planning Permit application process.

Kismet Forward, a sub-consultant to HASSELL, prepared an engagement plan to guide the consultation process for Phase 1; this report summarises the feedback received during this phase.



2. Methodology

The Destination Queenscliff Engagement Plan identified three objectives for this phase of community engagement:

- To inform the community about the Destination Queenscliff project including its context, objectives, deliverables and scope;
- To seek feedback on the proposed deliverables including accommodation, kiosk/café, Hesse St/car park improvements and public realm improvements, while informing the Queenscliff community that previous engagement and public feedback has been factored into the design; and
- To communicate the fact that Council is genuinely seeking public comment on concept design before undertaking full detailed design.

The key community engagement activities to deliver these objectives were as follows:

Open Houses

In May and June 2018 four 3-hour Open House (or 'Drop-in') sessions were held at the Queenscliff RSL to enable community members to review the concept plans and discuss their questions and opinions with members of the design team, Councillors and Council officers.

The Open House allowed for relatively informal small discussions with the HASSELL project team and BoQ Councillors and staff; this enabled community members to access information in line with their priorities and at their convenience.

Project display material focussed on:

1. Project introduction, process and timelines;
2. Vision, principles and township interface plan;
3. Proposed public realm improvements;
4. Hesse Street and car parking improvements;
5. Café/kiosk; and
6. Accommodation.

Survey

A survey provided a further opportunity to gather community feedback. It was accessible via the Borough of Queenscliffe website so that people who were not able to attend the open house sessions could still contribute their thoughts to the project. It was also available in hard copy format at the open house sessions.

The survey was open for three weeks closing on Friday 15 June 2018.

Submissions

While not included in the Engagement Plan as an option for feedback, submissions were also received from people wishing to make more extensive comment. Summaries of the submissions are in Appendix B; points raised therein are distributed throughout the report.

Stakeholder Meetings

Consultation on this project involved targeted meetings with representatives of key stakeholder organisations, including the Point Lonsdale Community Association (PLCA) and the Queenscliff Community Association (QCA), whose feedback has been included in this report (Appendix C and throughout this document). Other stakeholder meetings, including with the Wathaurung Aboriginal Corporation, have been reported separately.

3. Who contributed feedback

237 contributions were received via the three engagement channels. People who attended the open houses were also encouraged to submit a survey, and it is possible that some also wrote a submission. Hence, the total number of contributors is likely to be substantially less than 237.

Open Houses

Ninety-five people attended the four open houses, of whom 86% were from postcode 3225¹:

- 1: Thursday 24 May 2018 12 attendees (including 11 from postcode 3225)
- 2: Saturday 26 May 2018 23 attendees (including 22 from postcode 3225)
- 3: Thursday 31 May 2018: 29 attendees (including 22 from postcode 3225)
- 4: Saturday 2 June 2018: 31 attendees (including 27 from postcode 3225)

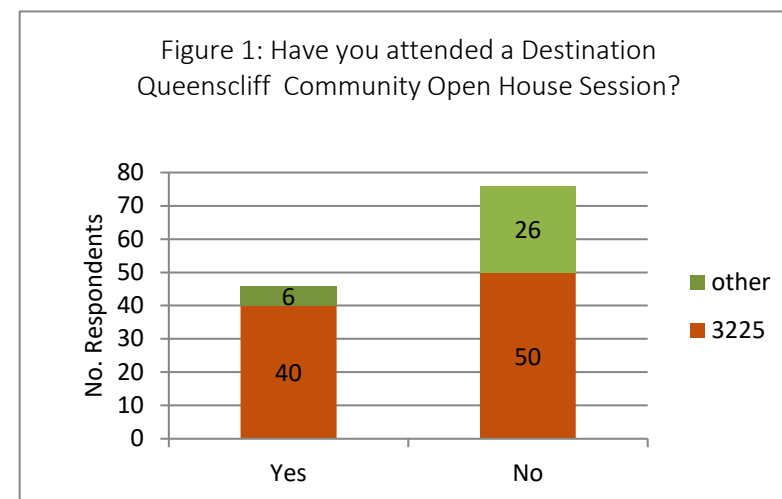
Some people attended several of these sessions.

Survey

122 completed surveys were received, of which 90 (74%) were from postcode 3225. This represents 4.1% of the estimated 2017 BoQ population of 2934². Forty-six of the respondents (38%) had been to an open house session.

¹ Postcode 3225 relates to Queenscliff and Point Lonsdale residents

Figure 1 describes survey respondents according to postcode and whether they had attended an open house session. Analysis has been provided in this report against these two parameters to determine whether they result in any significant trends.



Forty-six people who submitted a survey had attended an open house session, with 40 of these residing in postcode 3225.

Seventy-six survey respondents had not attended an open house session. Fifty of these respondents were from postcode 3225.

Submissions

Twenty-two submissions were received, with 20 of these from residents in postcode 3225, and one from further afield. One submitter did not identify their location.

² <https://profile.id.com.au/queenscliffe>

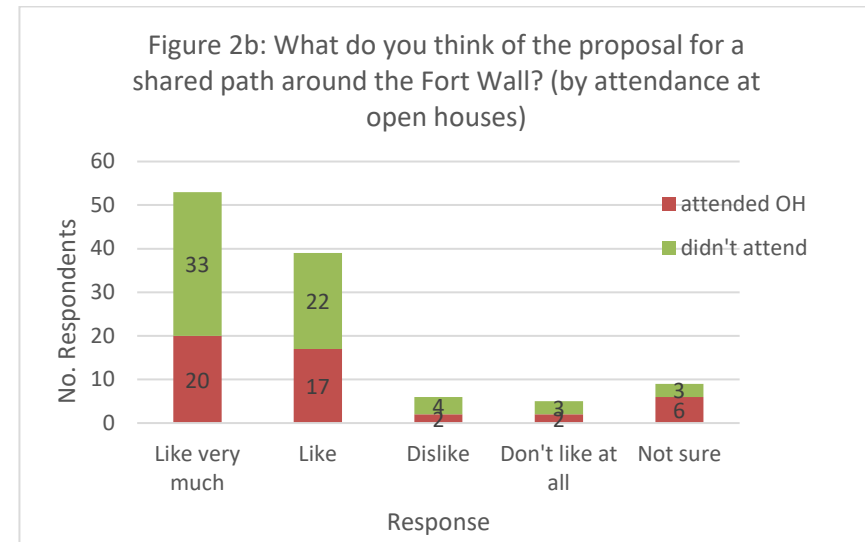
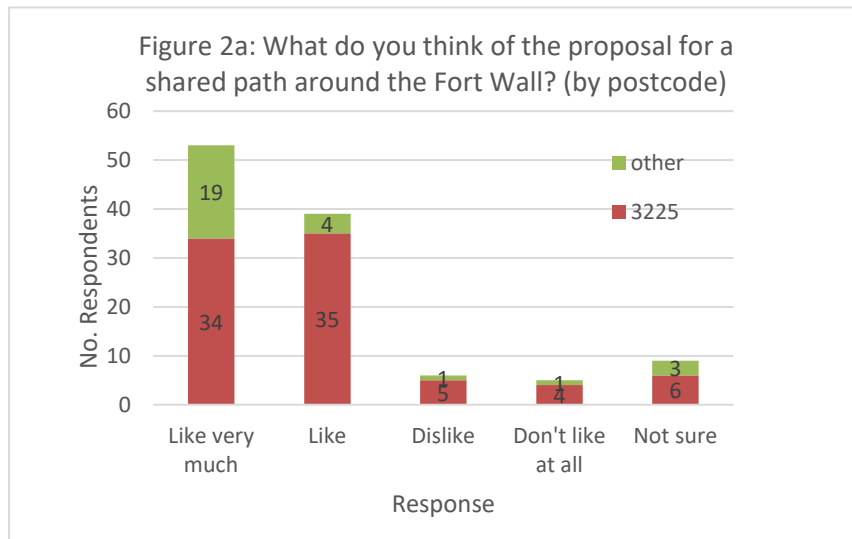
4. What we heard

4.1 Hesse Street upgrade

Overall there was significant support for the Hesse St upgrade. Key themes included support for the shared pedestrian and bicycle path, urban water sensitive design incorporated into the final design, changing of the 90° parking to 45° or 60°, careful consideration of the vegetation species (there were mixed views about Moonah), and the reinstatement of large trees versus shrubs or grasses. Half of the 20 submissions and 10 of the survey participants commented that they would like to see the power lines placed underground.

Shared pedestrian and bicycle path

82% of survey respondents (who answered this question) either 'liked very much' or 'liked' (53 respondents and 39 respondents respectively) the proposed upgrades to Hesse Street, which includes a new shared pedestrian and bicycle path to connect the township and the foreshore. 10% did not support the proposed upgrade. There were no discernible trends relating to postcode or individuals attending an open house.

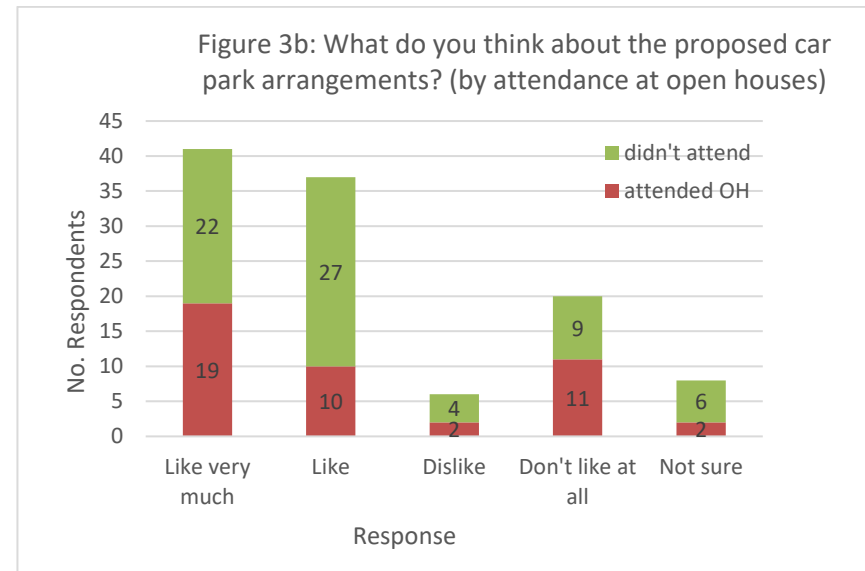
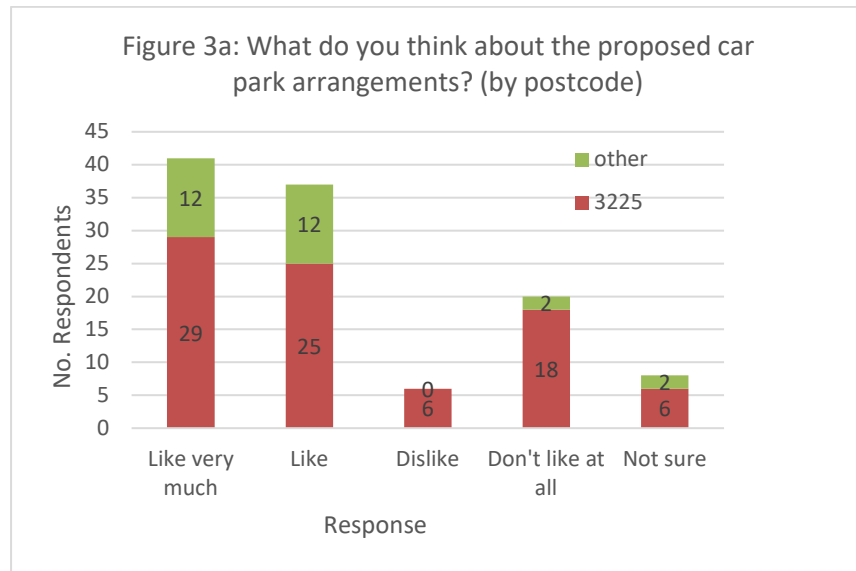


Improved car parking

Overall, 70% survey respondents (who answered this question) either 'liked very much' or 'liked' (41 respondents and 37 respondents respectively) the proposed improved car parking along the southern end of Hesse Street. This design features new spacing and parking bays to enhance access. 23% of respondents did not support the proposed design, with 26 of these 28 respondents being from postcode 3225.

There was reasonably strong support for the proposed Hesse St car park arrangements by 3225 residents (54 respondents from postcode 3225 compared with 24 from elsewhere). There was greater relative support from those who hadn't attended an open house (49 respondents compared with 29 respondents who had attended).

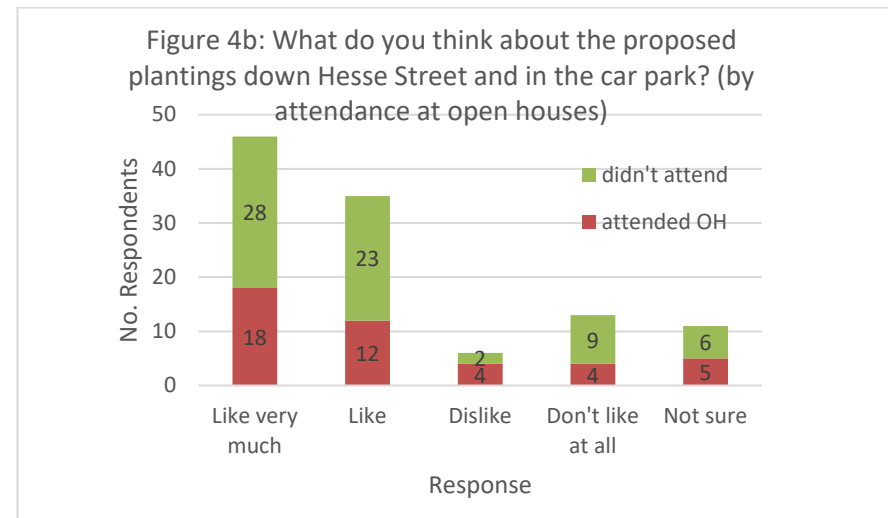
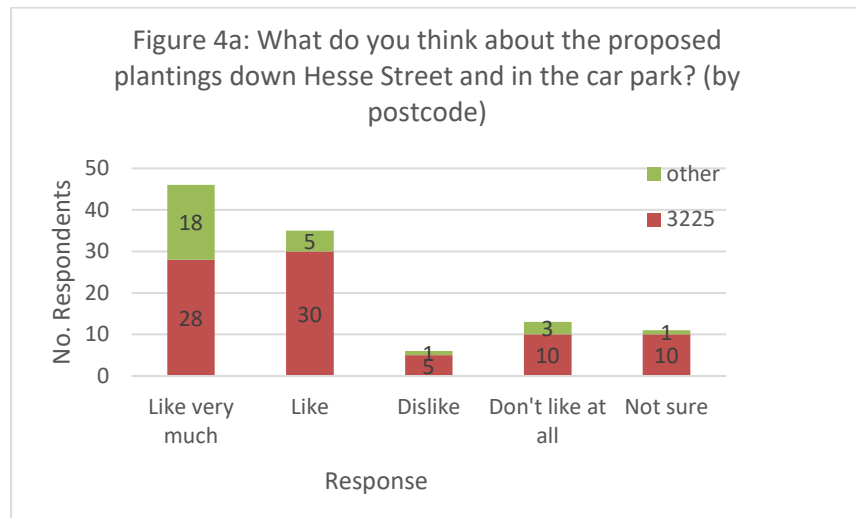
Considering the respondents who strongly opposed the car parking proposal, there was an almost equal ratio of those who had attended an open house compared with those who had not.



Proposed plantings

There was general support for the proposed plantings down Hesse St and in the car park with 73% of survey respondents (who answered this question) either 'liking very much' or 'liking' (46 respondents and 35 respondents respectively) the design. 17% of respondents either 'disliked or 'did not like at all' the proposal.

The data shows no discernible difference between postcode and there was a somewhat higher level of support for the proposal by those who did not attend an open house session.



Comments about the Hesse Street Upgrade

Outlined below is a consolidation of indicative comments received from the open houses, written submissions and online survey about

the Hesse Street Upgrade (68 respondents answered the survey question, 54 skipped the opportunity to provide comment on this theme):

Comments (indicative, consolidated)

- *Remove the power poles/ take lines underground (frequent comment, particularly among submission writers)*
- *Tree species to enhance (not screen) the setting to the fort wall along Hesse Street (e.g. prune them to clear trunks, frame the wall with vegetation as it's a feature).*
- *Trees should frame views along Hesse Street and strengthen connection but maintain views underneath.*
- *The Moonahs currently provide a sense of intimacy in the streetscape, Moonahs should be retained.*
- *45 or 60° parking as in Hesse St now may be better than 90 degrees to allow greater visibility when reversing*
- *I like that it feels more balanced and streamlined; I think it is wonderful; about time*
- *Reduce speed limit to 40km/hr*
- *Need to beautify RSL building; use the outer wall to display images*
- *Good to see pedestrian/bike path link to the town*



4.2 Ocean View Car Park

The proposed Ocean View Car Park alterations caused considerable debate during the consultation phase. The opportunity to sit in the car at the water's edge and eat fish and chips from the 'rustic' kiosk is an experience that some locals do not want to lose.

In contrast, other residents favoured a more accessible design by reducing asphalt, prioritising pedestrians over cars and opening the area to passive recreation and play.

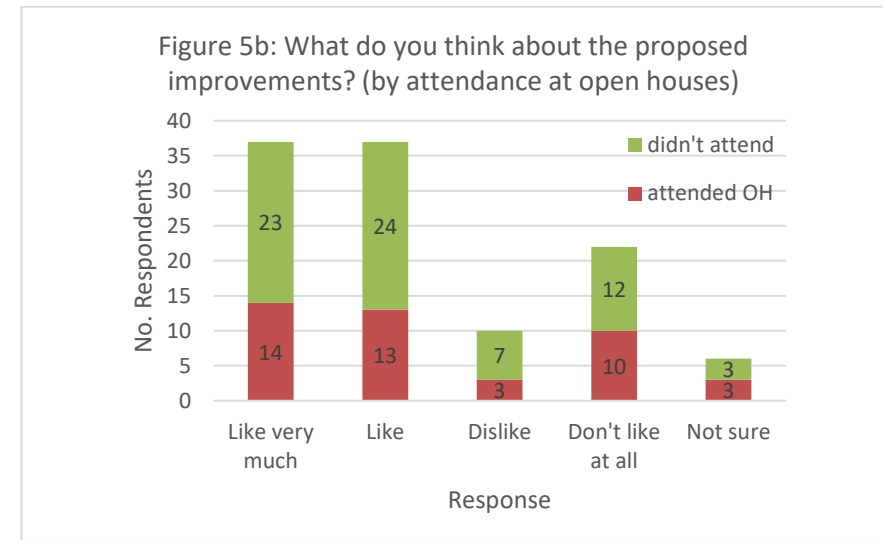
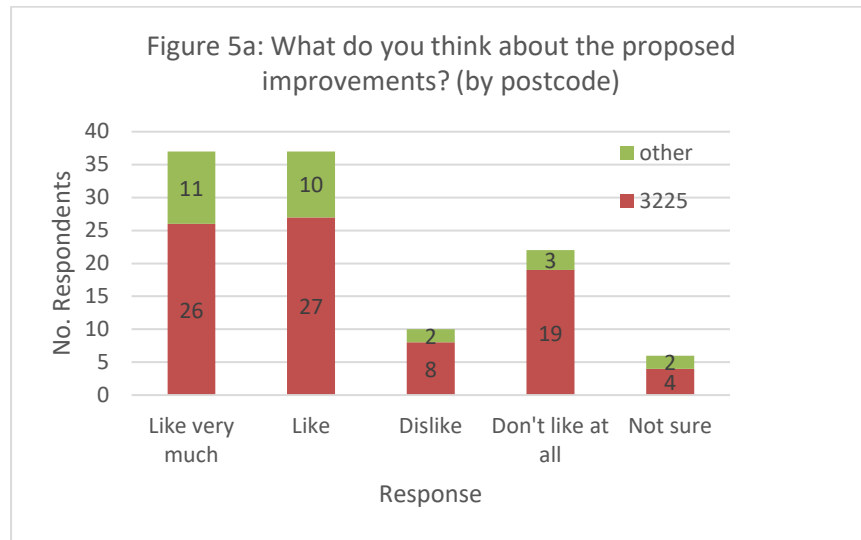


Ocean View Car Park upgrade

Survey participants were questioned about the proposed Ocean View Car Park upgrade and the proposed improvements to create clearer parking to capture ocean views and enhance open space for public use and events such as Anzac Day. 66% of survey respondents (who answered this question) either 'liked very much' or 'liked' (37 respondents each) the design. 29% did not support it (27 respondents residing in postcode 3225 and 5 from other areas).

There was no discernible difference in responses according to attendance at an open house.

During the open house sessions, some attendees were very vocal about the Ocean View Car Park and the need for it to remain as is. This is also reflected in nine of the 55 comments provided in the survey in relation to this question. These comments may not reflect the overall level of support for the Ocean View Car Park design.



Comments about Ocean View Car Park

Outlined below is a consolidation of indicative comments received about the Ocean View Car Park from the open houses, written

submissions and online survey (55 respondents answered the survey question, 67 skipped the opportunity to provide comment on this theme):

Comments (indicative, consolidated)

- *People should be able to sit in their cars and be able to gain the views of the sea. This is important for elderly people, people with disabilities and anyone when the weather is inclement.*
- *The viewing from the Lighthouse Car Park is an integral part of visiting Queenscliff. 8 months of the year the weather coming off Bass Strait does not lend itself to sitting out in the open.*
- *Presently the view is obstructed by insensitive placement of seating and rubbish bins on an elevated path. Lowering the level of the path and seating will be a good step.*
- *I like the green space near the beach. The Borough has plenty of car parks near beaches but few green spaces near the beach. I think it's great the design promotes green spaces and bike and walking paths. That is the future.*
- *I love, love, love the green open space next to the ocean. That is so much nicer especially for children. It's good to move the cars back - it doesn't affect their views and it promotes a more sustainable and less car-dependent future. It's also much safer for children to be able to play on the green space and be away from cars.*
- *Proposed trees around parking bays will impede views from those in cars.*
- *Timber walkways are very high maintenance items and slippery when wet and superfluous to need.*
- *Ensure RVs, caravans and tourist buses can circulate easily*
- *Do not include kerb and channel in the carpark design*
- *Car park layout is very formal (regular in form/layout) with a lot of tarmac. Could be softened in combination with more Water Sensitive Urban Design solutions/elements and good size trees (with clear trunks to get a view to bay underneath).*
- *Move the green space to the rear of the car park*
- *We would like to see the multiple memorials currently at Ocean View incorporated into a subtler and less dominant feature.*
- *Provide up to 3 disability parking spots so those people can park with views to rip and ships that are not interrupted by people using the area in front.*
- *The current set up of the Ocean View Car Park is very unsafe and unfriendly for pedestrians. The green open space will be a great improvement*
- *I feel strongly that this area currently looks grim. Whilst the ocean view is no doubt spectacular the usability and ambience of the area is sad, not child-friendly and unsafe*
- *Glad there is no playground – kids can play on the beach/ include an all-abilities playground*
- *Include motorbike parking, ensure wheelchair access to the beach, show access to the football club, entrance to oval will be congested*
- *Increase shade – car park, lawn area*
- *Disagree with reduction of car park spaces*

4.3 Kiosk

The proposed relocation of the kiosk also caused considerable discussion. Community members generally agreed that public amenities such as toilets were needed at the location, however moving the kiosk to the end of Hesse St and the removal of the three cypress trees was confronting to some people.



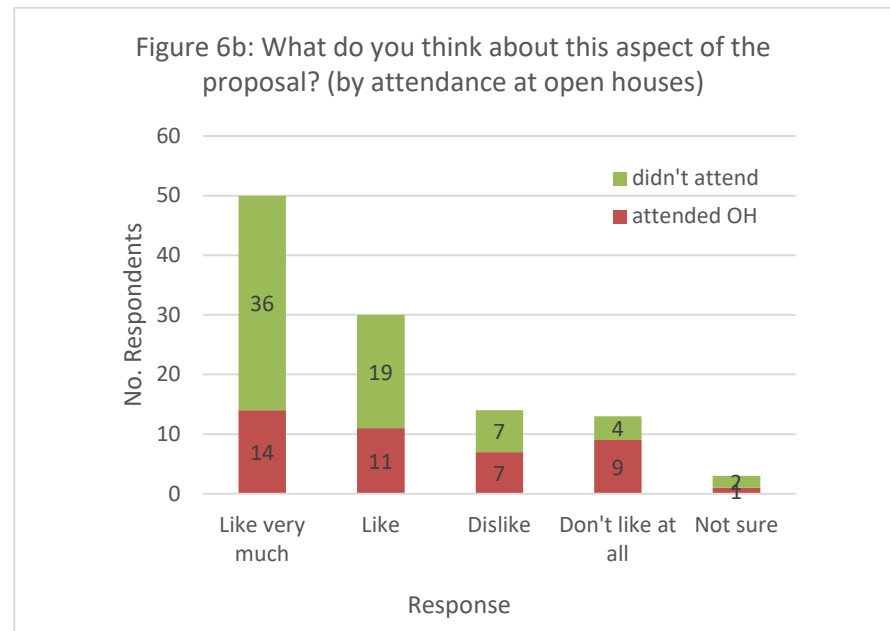
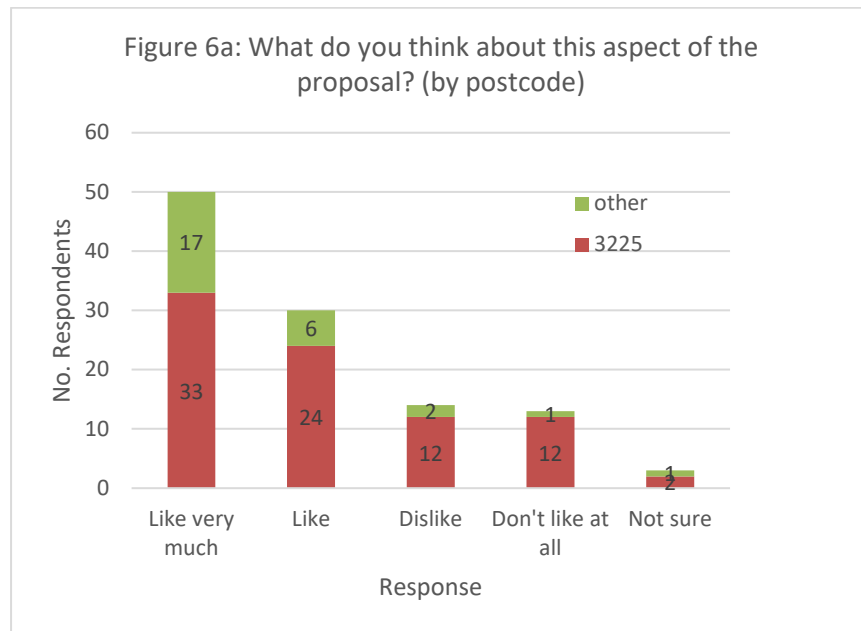
Others felt a new kiosk could be built in the existing location thereby not impacting on the current view down Hesse St. Many respondents were supportive of the redevelopment and understood the connection with the fort and military history and were eager for the project to commence.

Public amenities in the Kiosk/Café

A key component of the Destination Queenscliff project brief was the possible relocation of the kiosk and the provision of public amenities within the new building. 73% of survey respondents (who answered this question) either 'liked very much' or 'liked' the design (50 respondents and 30 respondents respectively). 25% of respondents did not support the proposal (24 from postcode 3225, 3 respondents from elsewhere). People living outside postcode

3225 and those who did not attend an open house session were generally more supportive of the proposal.

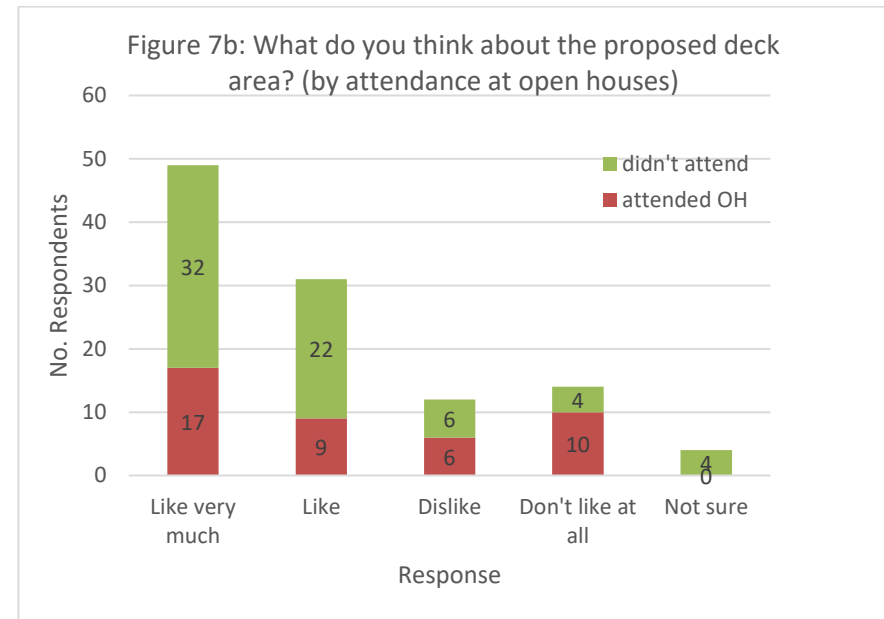
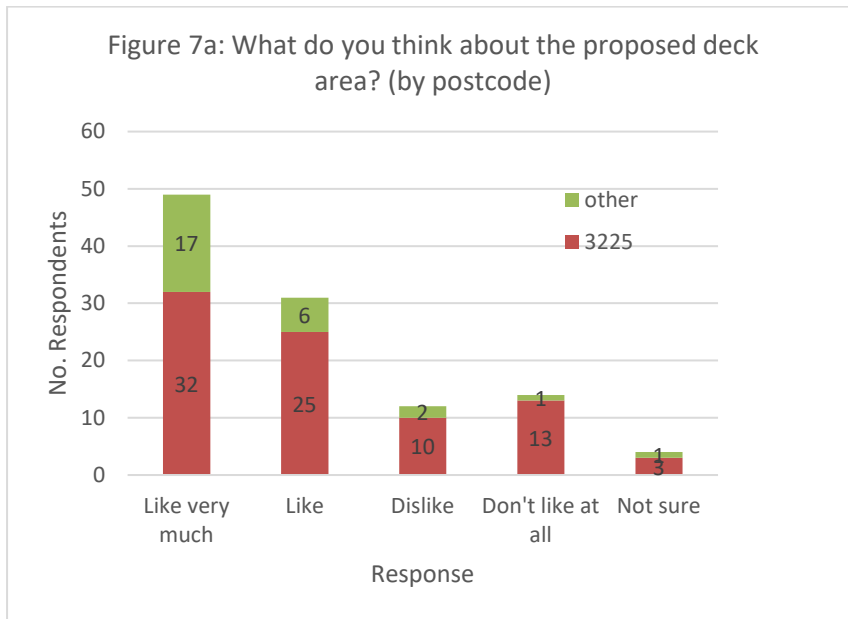
Most of the comments related to the location of the proposed building generally, rather than the provision of public amenities per se. Concerns included the potential loss of the three cypress trees, loss of cultural and heritage values and loss of ocean views down Hesse St due to the new kiosk building.



Stepped deck

A similar level of support was evident for the proposed deck area, which was designed to enhance ocean viewing and accommodate additional people from the kiosk. 73% of survey respondents (who answered this question) either 'liked very much' or 'liked' the design

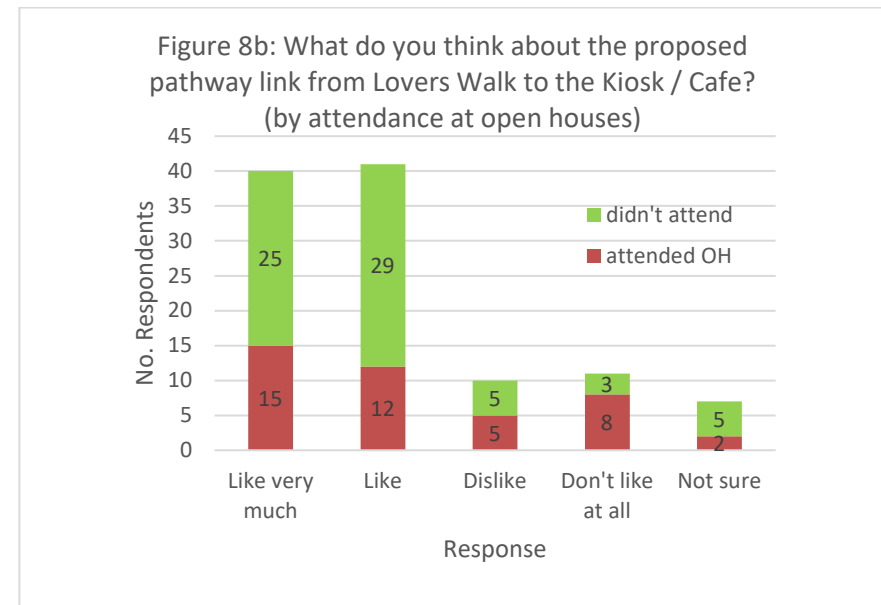
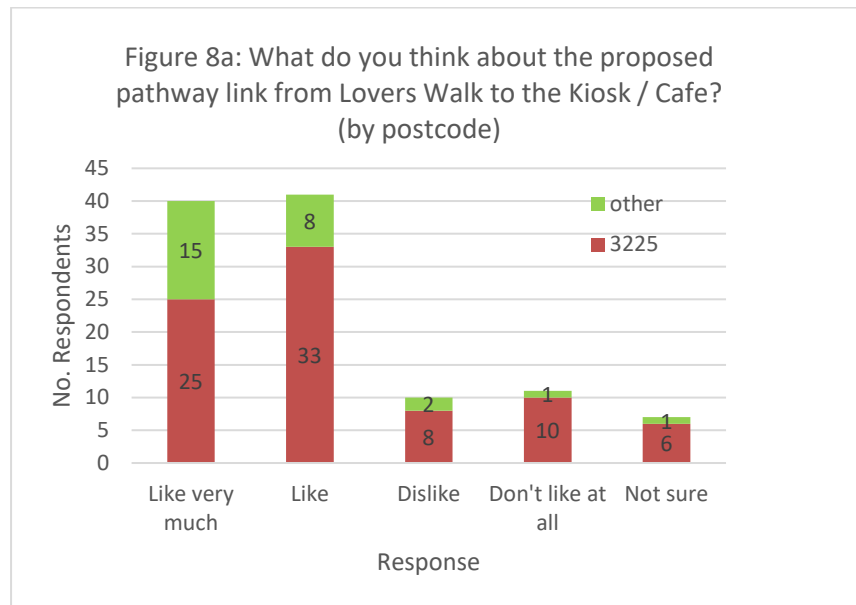
(49 and 31 respondents respectively). 24% of respondents either 'disliked' or 'did not like at all' the design proposal (23 respondents from postcode 3225, 3 from elsewhere). A greater proportion of the negative responses were from 3225 residents. People who did not attend the open house were generally more satisfied with the design.



Path linking Lovers Walk to proposed Kiosk location

There was strong support for the proposed pathway linking Lovers Walk to the Kiosk across both the postcode and open house parameter analysis. In total, 74% of respondents (who answered this question) either 'liked very much' or 'liked' the design concept (40

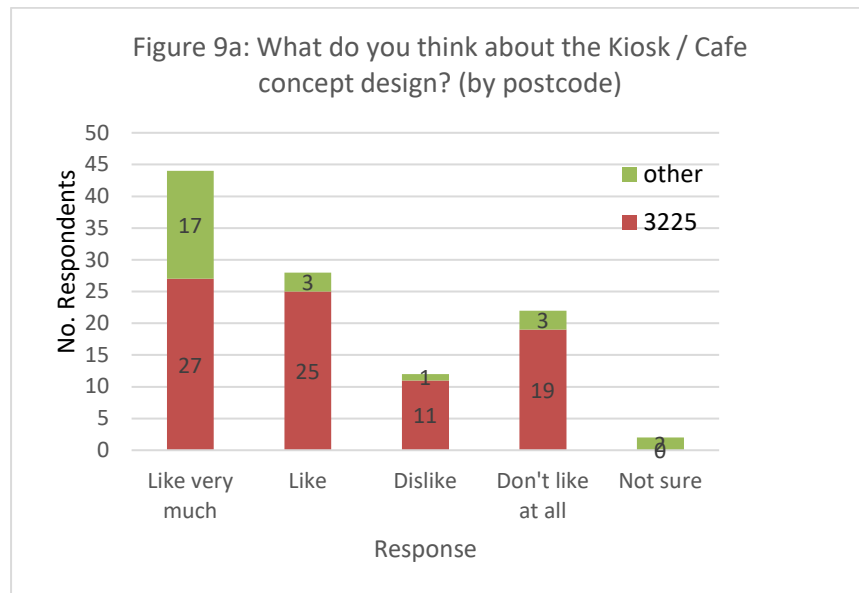
and 41 respondents respectively). 19% either 'disliked' or 'did not like at all' the design proposal (18 respondents from postcode 3225, 3 from elsewhere). People who live beyond 3225 and those who did not attend the open house session were generally more in favour of the design. Thirteen respondents did not respond to this question.



Kiosk/Café concept design

67% of survey respondents (who answered this question) either 'liked very much' or 'liked' the design (44 and 28 respondents respectively). 31% either 'disliked' or 'did not like at all' the design (30 respondents from postcode 3225, 4 respondents from elsewhere).

Respondents from postcode 3225 were generally more in favour of the concept design. People who did not attend the open houses were generally more in favour of the proposal; there were more

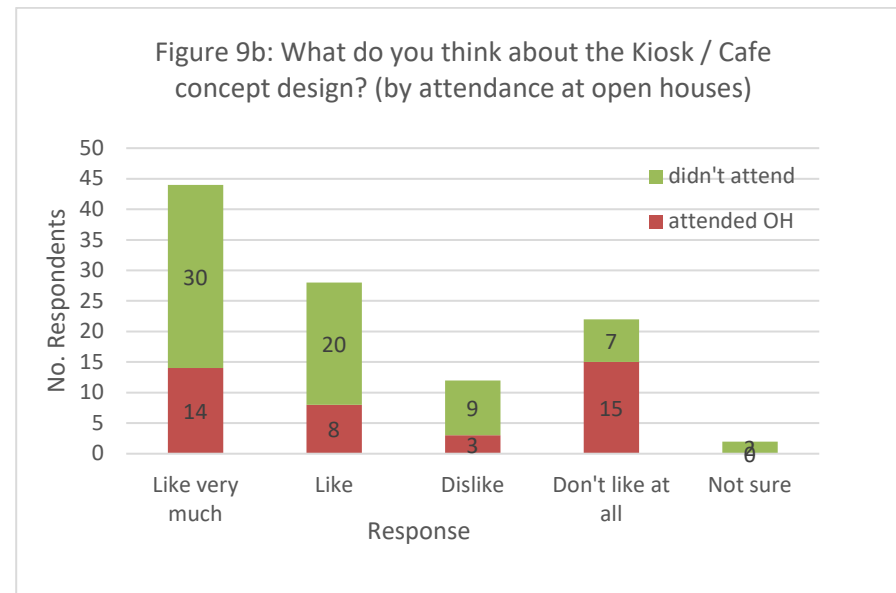


Comments about the Kiosk

Outlined below is a consolidation of indicative comments about the kiosk received from the open houses, written submissions and

open house attendees strongly disliking it than any other response category.

Of the comments received during the open houses, submissions and from the survey, themes related to people liking the linkages to the military history and the fort exterior, the kiosk needing to be protected from the wind and salt spray, the need for the design to complement the natural landscape (e.g Marine Discovery Centre), and that public amenities in this area were needed.



online survey (61 respondents answered the survey question, 61 skipped the opportunity to provide comment on this theme):

Comments (indicative, consolidated)

- *Impacts the view down Hesse St*
- *Kiosk needs to be tucked away from the wind and salt spray*
- *The kiosk is a much-needed asset – needs to provide take out/dine in options*
- *Kiosk should have shingle façade to tie into lodgings rather than red brick*
- *Upgrade kiosk on current site; move kiosk to the front of the fort*
- *Public toilets have been required in this area for years.*
- *Improved amenities and walking tracks are to be commended BUT the location of the kiosk takes up too much of the parking space and intrudes into the view up Hesse Street. It could be set further to the west.*
- *The overall 'toilet block' design of the kiosk seems to be poorly considered. It does not blend in with the natural surrounds, it is harsh and angular and does not reflect progressive design or make a statement for the future of the location. Once aged, it will look like a 1970's construction ageing it beyond its years.*
- *The design is very 50's/is too modern, looks like a toilet block, doesn't fit with the landscape*
- *Soften edges on design; incorporate nautical geometry*
- *The proposed design of the kiosk with the glass panels on the North and South walls concerns me. It may act as a visual treat for cars driving down the street but patrons sitting in the kiosk during the evening, half of which will be facing north, will be met with car lights hitting them (this is actually shown in one of the images on page/board F).*
- *The position of the kiosk obscures views to Point Lonsdale This is my favourite part of the whole development. What a great facility, great idea to liven up the foreshore.*
- *Design should complement the site, or be an absolute architectural feature terminating a viewline. E.g. Queenscliff Marine Centre which sits beautifully into the landscape*
- *I agree that a Café should be included and that a better walkway along the cliff, but I do not believe you should destroy the Bull Ring to do it. The café should be built at the back of the car park overlooking the park and the seafront and the fort.*
- *The public amenities should be all unisex facilities with a common/open handwashing area. All cubicles should be meet ambulant requirements. Examples in Geelong (near Cunningham Pier), Docklands and, pretty much, all of New Zealand.*
- *Provide plenty of bike parking.*
- *I highly commend the design of the cafe with its nod to the gun turrets and the Fort wall. The glass walls of the cafe allow for a wonderful view of the ocean & openness.*
- *The proposed kiosk location shows no regard for heritage or cultural values.*
- *Don't remove the 3 mature cypress trees at this site; want to understand health/heritage status of the cypress trees*
- *Ensure Lovers Walk remains a walking path, not for bicycles*
- *Include photos of the old kiosk in the new one*
- *Ensure kiosk operation is sustainable/minimises rubbish*
- *Incorporate public toilets with those proposed in Caravan Park*

4.4 Lodgings

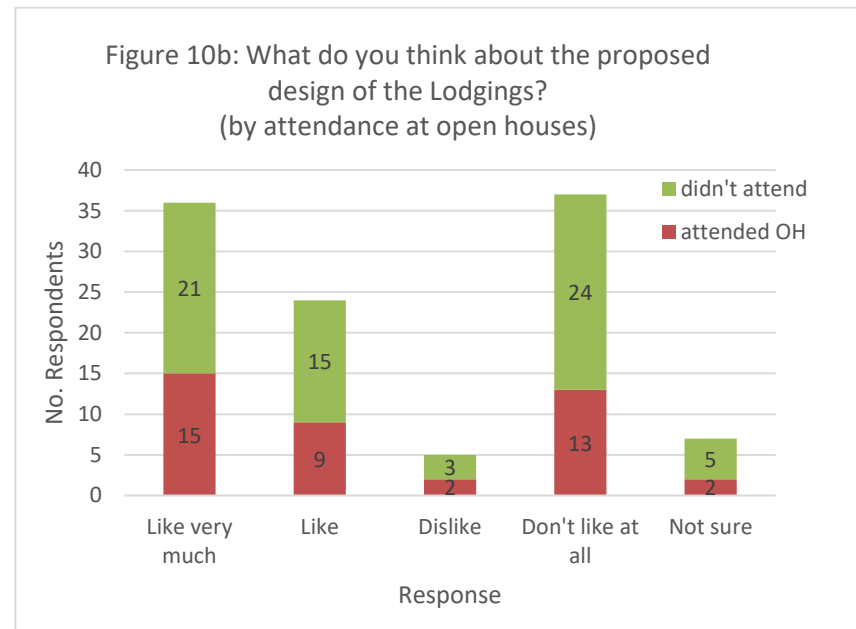
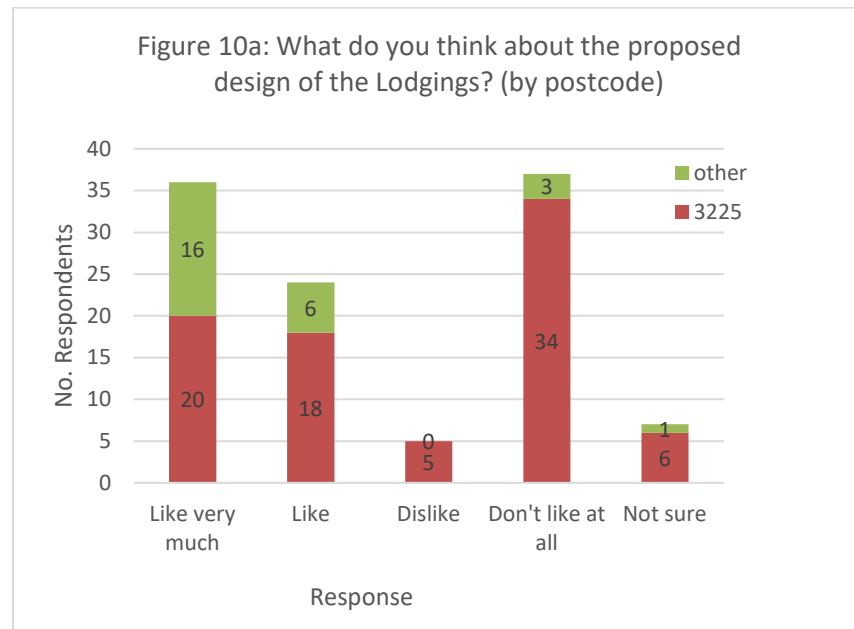
Public opinion concerning the proposed design of the lodgings was significantly vocal. Some open house attendees spoke of BoQ having a previous accommodation development planned in the precinct which the community strongly rejected and was eventually realigned. Community comments focussed on the height of the lodgings achieved by infill, parking for the lodgings, accessibility for patrons, and the overall design being sympathetic to the coastal dune environment.

Design of lodgings

Residents were asked to reflect on the proposed design of the 10 accommodation lodgings which are single storey buildings, slightly

elevated to minimise the impact on the landscape. Results indicate survey respondents (who answered this question) being divided with 33% 'like very much' (36 respondents) to the design concept or 34% 'don't like at all' (37 respondents, 34 of whom were from postcode 3225). It should be noted that some comments related to the ownership, operation or proposed location of the kiosk, rather than its design per se.

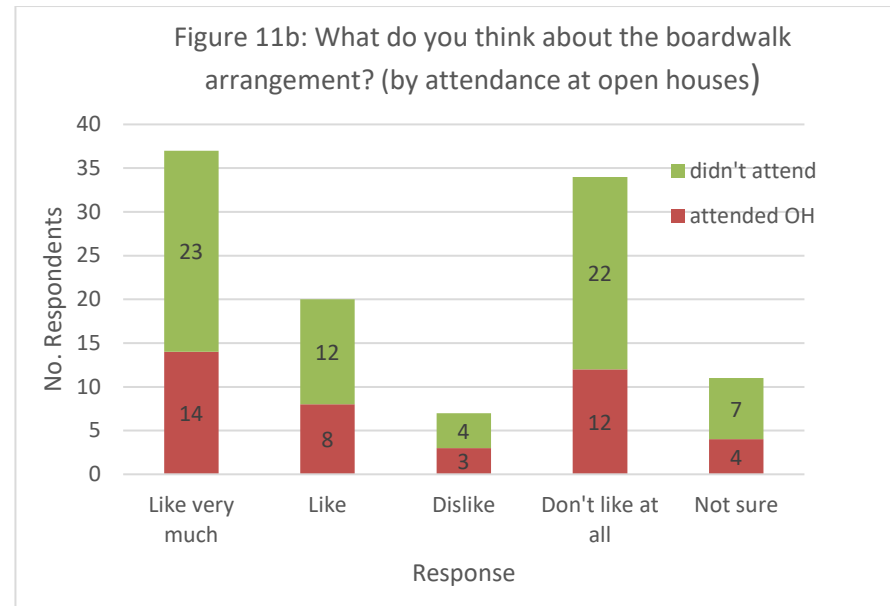
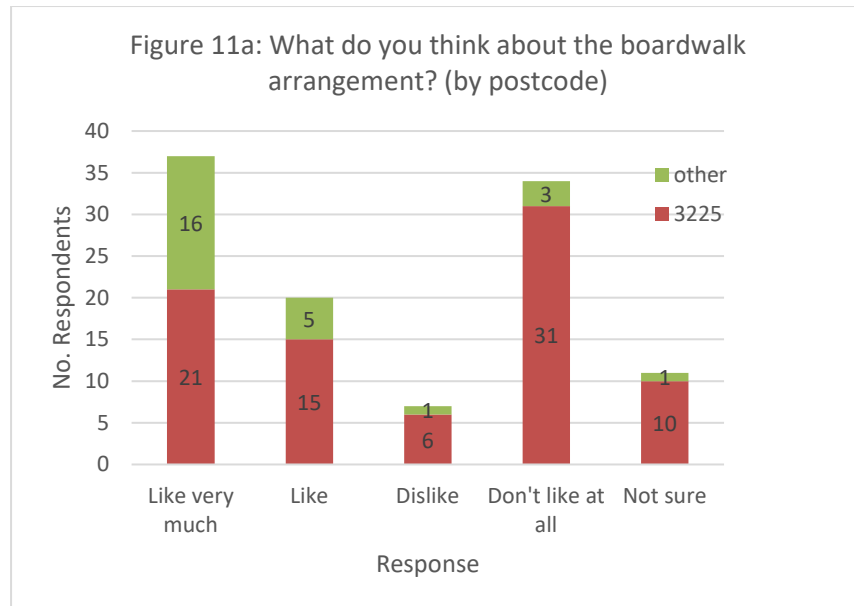
The polarity of views was regardless of open house attendance; slightly more people who hadn't attended the open house were opposed to its design. In total 49% of survey respondents were in favour of the design. Thirteen people skipped the question.



Access boardwalk

Opinion about the access boardwalk to the lodgings, which was designed to protect local ecology and views, was also strong. In total, 52% of survey respondents (who answered this question) 'liked very much' or 'liked' the proposed boardwalk (37 and 20 respondents respectively). 38% were opposed to the proposed design, with 34 respondents not liking it at all.

There was a greater proportion of 3225 residents strongly disliking the proposal (31 residents compared with 3 from elsewhere). There was no discernible difference in opinion among those who attended the open house compared with those who didn't; both groups had similarly polarised views. Thirteen respondents skipped the question.



Comments about the lodgings

Outlined below is a consolidation of indicative comments received from the open houses, written submissions and online survey in

relation to the lodgings (66 respondents answered the survey question, 56 skipped the opportunity to provide comment on this theme):

Comments (indicative, consolidated)

- *There is an opportunity to create a unique design that has nautical features such as porthole windows, a Lighthouse style deck with a semi-circle softer lines.*
- *I like the suggestion in the 3D model that the rear of the cabins has vegetation to separate the cabins from the road around the football ground. However, assuming the footprint of the new cabins is the same as the existing ones, I don't think the separation is achievable.*
- *This is a much better design consideration than the kiosk - articulated to respond to the site with materials reflective of the coast. All built form should be mandated to be international best practice in terms of sustainability (not just to Australian standards) like 6-star green star. They should not be visible from the coastline.*
- *Very clever. The town desperately needs accommodation, will be a huge economic benefit for the town.*
- *Hopefully you have looked at the Wilson Prom concept - the lodgings are minimal yet comfortable - and blend in with the environment*
- *Love the boardwalk. I think it is visually appealing and adds environmental value as the impact on the landscape will be decreased.*
- *Include access for emergency vehicles and maintenance. Where is the administration office?*
- *Concern about loss of vegetation/impact of realignment of Lovers Walk.*
- *The remote car parks and boardwalk provide an excellent access as per resort style facilities common across Victoria. The low profile and sustainable aspects are highly commended. The separation by elevation of Lovers Walk from the view lines from the accommodation is also highly valued.*
- *Please do not build a car park for these cabins. It is more practical (and cheaper) to provide vehicle parking at each cabin (the experience will be degraded if renters have to lug their stuff to and from a car park). Park cars under the cabins/is there enough parking*
- *The thought of having to walk with luggage and other items to my room is a bit of an issue, especially for the elderly, ensure disability access*
- *People using expensive accommodation will require direct access to their facilities - not carting all necessities along a board walk. Wrong location for high-end accommodation (next to football ground) – put the lodgings at Golightly Park.*
- *The end two cabins as proposed are set too far back, so the café will impact a lot on the sight lines (suggest moving these cabins forward and moving the café block back).*
- *I think the calibre of the accommodation is very much needed in the Borough to attract new visitors who currently are not serviced.*
- *They will be intrusive visually from the beach/foreshore.*
- *What is the financial impact of relocating the existing cabins? Should Council be in the business of running the café and lodgings?*

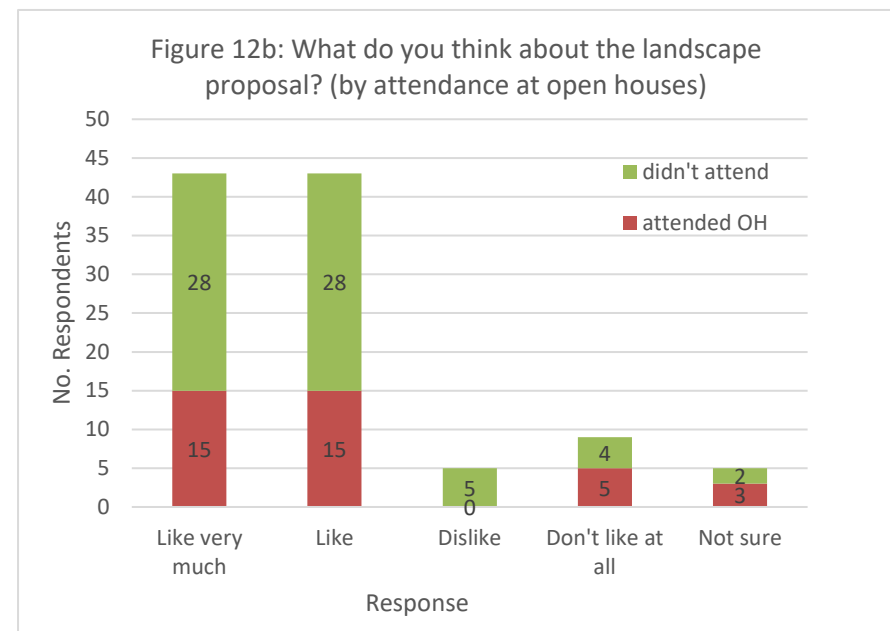
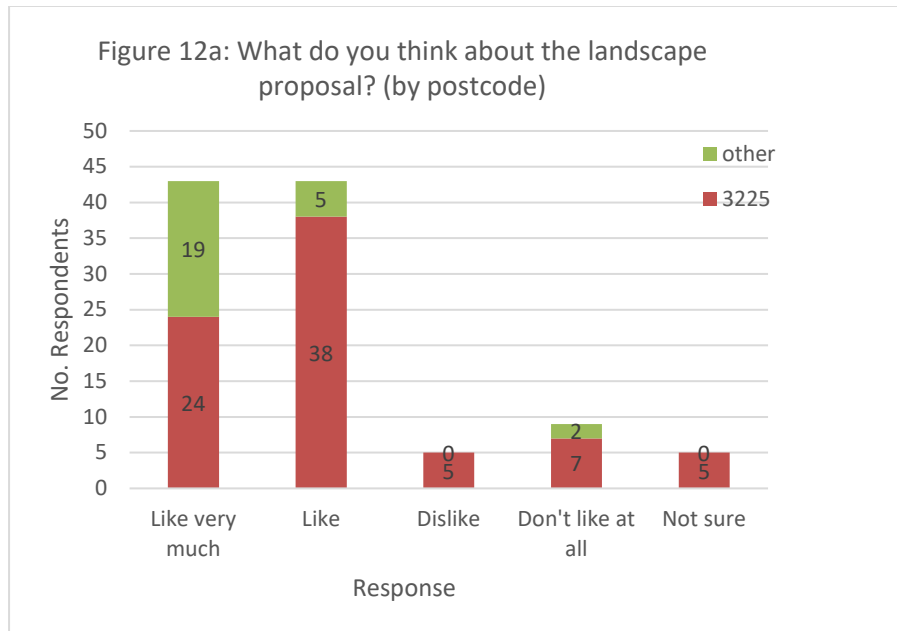
4.5 The Cultural Landscape/Lighthouse Reserve

There was overall significant support for the cultural landscape and the linkages the project provided to the military history, Indigenous cultural connections and environmental enhancement and protection outcomes. These opinions were reflected in all comments received and a snapshot of these is provided at the end of this section.

Queenscliff Lighthouse Reserve pathways and improved planting

Respondents were asked to reflect on the proposal for the Queenscliff Lighthouse Reserve to include pathways and improved planting to provide pedestrians with different options to enjoy the landscape and learn more about its natural and cultural value.

This was the design element most strongly favoured by respondents (82% of those who answered this question), with 43 respondents 'liking it very much' and another 43 'liking' it. In total 13% did not support the proposal. Only two people who live outside 3225 rejected the proposal. Seventeen people did not answer the question.



Comments about the Lighthouse Reserve

Outlined below is a consolidation of indicative comments received from the open houses, written submissions and online survey about the cultural landscape and the Lighthouse Reserve (49 respondents answered the survey question, 73 skipped the opportunity to provide comment on this theme).



Comments (indicative, consolidated)

- *Removal of invasive pest plants and revegetation should be a priority action. More grass and trees, less hard surfaces. More protection for our built and natural environment.*
- *Leave trees on Bull Ring.*
- *Enhancing the environment is commendable.*
- *The Cypress trees provide deep shade, are an iconic feature of Queenscliff and provide enormous relief and enjoyment to everyone - particularly families - leave them alone. What families need is more unbuilt spaces, more climbing trees and less cafe and glassed in permanent structures*
- *Excellent - could lead to a Military walk along the coast*
- *Retain the Flagstaff with the cross (has a time capsule)*
- *Being able to view the moat as an element of early defence is an important part of the story*
- *Refer to/acknowledge the significant seesaw light emplacement.*
- *Define and interpret cultural values, including military heritage + history.*
- *It would be beneficial to incorporate boardwalks through the dense scrub and treed areas. These would reduce the pedestrian and cycling impact and erosion. It would also deter pedestrians to wander off the path and causing vegetation damage. These would also elevate the height of the pedestrian, improving their view. These boardwalks could be similar to those near Queenscliff Pier.*
- *It would be great to see informative signage through the reserve about native vegetation and indigenous history.*
- *Source plants from Indigenous Plant Nursery. Consult Waddawurrung Cooperative for the history of First Nation for information boards.*
- *The Fort glacis should be protected, not landscaped.*
- *The Reserve is a 'passive celebration area'*
- *Love the idea of lighting the Fort wall/ don't want a light show/ not clear what the Fort lighting involves.*

4.6 Other comments

Over the course of the consultation period, community members provided feedback on other aspects of the Destination Queenscliff project (and beyond). In summary:

Community engagement	
<ul style="list-style-type: none"> Request for another round of community consultation following a review of the design (a common request across all engagement opportunities) before final decisions made Consider forming a consultative group to inform design (PLCA prepared to be involved) 	<ul style="list-style-type: none"> Greater engagement by the BoQ with important stakeholders such as Port of Melbourne, heritage groups requested
Environmental planning/overall design	
<ul style="list-style-type: none"> Plans need to consider the effects of climate change Integration required with contemporary coastal management and the new Victorian Marine and Coastal Strategy, Coastal Management Act, Queenscliff Coastal Management Plan Avoid excessive signage Concept Plan lacks detail and timing/staging of works 	<ul style="list-style-type: none"> Consider the principles of conservation of coastal ecosystems, such as sand dunes; avoidance of uses on publicly owned coastal land that are not coastal dependent; prevention of linear coastal development An existing conditions plan should be provided as part of the concept design to allow a better understanding of the changes
Tourism	
<ul style="list-style-type: none"> Clear signage to these new proposals is a must and constructed well before your approach the subject areas otherwise travellers/visitors are well on their way to other places beyond. (e.g. Signage at the Ferry area adjacent to the Maritime Museum or in the Hotel Q/ Royal Hotel area featuring a trail map.) 	<ul style="list-style-type: none"> Consider views from boats on the sea Keep Queenscliff's originality – it's not Sorrento or Torquay

Military history/cultural significance

- Stronger consideration to the military history of the area/“weave heritage stories into the design”.
- Bull Ring: WW1 first commemorative site, a place of reflection and remembrance
- Preservation of all memorials is highly important
- No reference to National Heritage Listing currently under assessment

Other considerations

- Calls for a Business Plan, operating costs, cost/benefit analysis, the effect on current business providers, competitive neutrality considerations, the input of key stakeholder interests, occupancy rates.
- Concern about impacts on existing local businesses
- The three current BoQ council projects (Destination Queenscliff, Caravan Parks Master Plan, awaited Fort Review) all interplay with each other and change to one may have implications for the others. Integration with these other projects should be more obvious.
- Further information requests on drainage plans, Planning Scheme/zoning and overlays, Heritage Act
- No need to replace existing lookouts – just upgrade them
- Is it BoQ’s business to be running commercial facilities? Is the project the Borough’s priority? Why are the timelines so rushed?
- Fantastic! Get on with it! Long overdue.



5. Summary

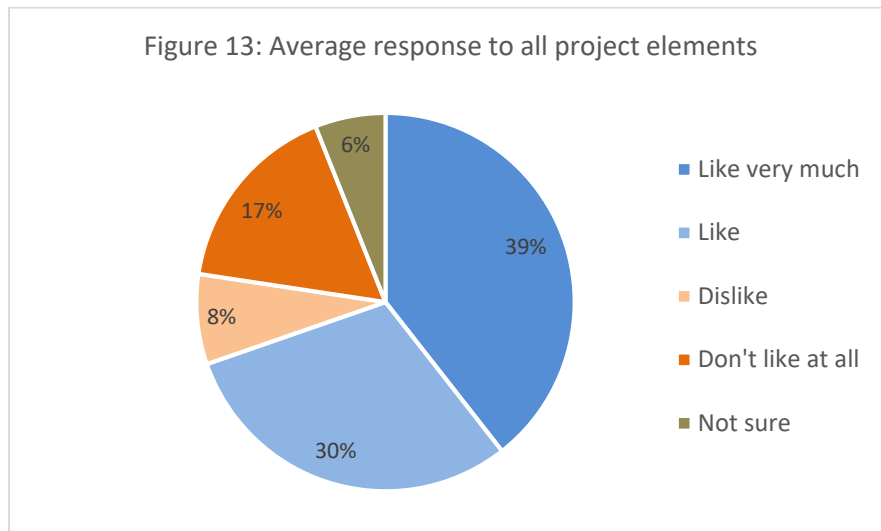
The open house commentary and many of the written submissions indicated a level of dissatisfaction with the proposed design, especially with to the respect to the kiosk placement and the Ocean View car park. However, the survey results generally indicate otherwise.

Survey respondents overall reacted favourably to most proposed elements, as shown in the table below.

The highlighted (last two) project elements revealed a polarisation of opinions among survey respondents. The third and fourth columns of the table below indicate the numbers of survey respondents from postcode 3225 who were in favour ('liked' or 'liked very much') and who rejected ('disliked' or 'did not like at all') the proposals.

Project Element	Response	Number of 3225 residents...	
		Favouring	Rejecting
Shared pedestrian and bicycle path to connect the township and the foreshore	82% in favour	69	9
Queenscliff Lighthouse Reserve pathways and improved planting	82% in favour	62	12
Pathway linking Lovers Walk to proposed Kiosk location	74% in favour	58	18
Public amenities in the Kiosk/Café building	73% in favour	57	24
Stepped deck near Kiosk	73% in favour	57	23
Proposed plantings down Hesse Street and in the car park	73% in favour	58	15
Improved car parking along the southern end of Hesse Street	70% in favour	54	24
The Kiosk Café concept design	67% in favour	52	30
Ocean View Car Park upgrade	66% in favour	53	27
Access boardwalk	52% in favour	36	37
Design of lodgings	49% in favour	38	39

Figure 13 shows an average of all response data, hence providing an indication of the general community reaction to aspects of the Destination Queenscliff design. Broadly speaking, project elements were generally supported by 69% of survey respondents, and rejected by 25% of respondents.



The question “Do you support the Destination Queenscliff concept overall?” was not asked, hence there is no data available relating to level of support of the project design in an overall sense.

Appendix A – Feedback from Open house sessions

The table below outlines the feedback provided by the community members to the Borough of Queenscliffe Councillors and staff, HASSELL consultants and the Kismet Forward consultant who

attended each open house. Feedback was captured on sticky notes and placed on a wall for review during each session. All comments were removed at the end of each session, so a new comments section or story could be captured at each open house. Consolidated feedback has been incorporated at the end of each section throughout the report.

Open House 1	Open House 2	Open House 3	Open House 4
<ul style="list-style-type: none"> The Flagstaff with the cross needs to remain as it has a time capsule contained in it. 	<ul style="list-style-type: none"> What is the economic benefit of the project? 	<ul style="list-style-type: none"> Shade is necessary from the outset for people with babies and older people 	<ul style="list-style-type: none"> Queenscliff and Coastal Holiday Services – What level of engagement has BoQ have they had to with them to understand market and demand?
<ul style="list-style-type: none"> Explore underground power, rather than overhead power lines as it obstructs the view down Hesse St. 	<ul style="list-style-type: none"> Park the cars under the new cabins (ie. provide the cabin car park spaces under the new cabins). 	<ul style="list-style-type: none"> Being able to view the moat as an element of early defence is an important part of the story 	<ul style="list-style-type: none"> What role does BoQ have in running the business of kiosk and lodgings? Doesn't this compete with private businesses and go against LGA policies?
<ul style="list-style-type: none"> Ensure environmental sustainability of the project. E.g. water permeability of surfaces. 	<ul style="list-style-type: none"> RV dump points. 	<ul style="list-style-type: none"> Positive that there is no children's playground; they can play on the beach. 	<ul style="list-style-type: none"> View from beach/boat will be ruined. Position and siting of elements are taking away from the natural environment. Do not agree with increasing commercial competition in the town.
<ul style="list-style-type: none"> Weave heritage stories into the design. 	<ul style="list-style-type: none"> Explore if the cypress trees are part of the memorial planting. 	<ul style="list-style-type: none"> The lodgings will be a huge economic benefit to the township 	<ul style="list-style-type: none"> Motorbike parking to be included
<ul style="list-style-type: none"> Access to the beach for wheelchairs. 	<ul style="list-style-type: none"> Recommendation: Another independent investigation into the health 	<ul style="list-style-type: none"> The glacia as an element of font design is important to interpret at it was intended 	<ul style="list-style-type: none"> Design of building is very 50's and looks like a toilet block. Should not block or disrupt view along Hesse

Open House 1	Open House 2	Open House 3	Open House 4
	and safety of the three cypress trees.		Street with build form, only natural elements.
<ul style="list-style-type: none"> Ensure the 10 lodges have individual views to feel private. 	<ul style="list-style-type: none"> Show access to football club on the model. 	<ul style="list-style-type: none"> The east outer wall of the RSL building offers a display wall for images adjacent to King Street 	<ul style="list-style-type: none"> The position of furniture and seating to be placed not to block views from people sitting in cars.
<ul style="list-style-type: none"> Issue with the removal of the three cypress trees behind kiosk (are they heritage listed?) 	<ul style="list-style-type: none"> No grass area. Car parking to be left as is. Asphalt can be maintained easier. 	<ul style="list-style-type: none"> Car parking to the edge of the bluff should be maintained 	<ul style="list-style-type: none"> Management of free campers and rubbish collection.
<ul style="list-style-type: none"> Opportunity for naval interpretive signage. 	<ul style="list-style-type: none"> RV and caravan parking in the car park – space and movement access for them. 	<ul style="list-style-type: none"> Kiosk – place back in the existing location 	<ul style="list-style-type: none"> In support of cultural landscape as it is bringing value to the site. Love the idea of telling stories and educating people about the history.
<ul style="list-style-type: none"> Issue with visual impairment from fort from the kiosk. 	<ul style="list-style-type: none"> Car parking: <ul style="list-style-type: none"> Allow for the rain to soak through. Less / no kerb and channel. 	<ul style="list-style-type: none"> Move the café to the left hand of the road, before you get to the car park – in front of the fort 	<ul style="list-style-type: none"> Car park designed well with shade, amenity and safe pathways for pedestrian refuges.
<ul style="list-style-type: none"> Are there planning permitting issues around proposed kiosk? 	<ul style="list-style-type: none"> Generally too formalised. Design should be more sympathetic to the natural elements of this quiet, restful place. Entrance to oval very cluttered. Will cause congestion. Kiosk should be less obtrusive. 	<ul style="list-style-type: none"> Test car parking – relocated to lodgings 	<ul style="list-style-type: none"> No car park direct access to lodgings to drop heavy luggage off.
<ul style="list-style-type: none"> Access Percy Everett (Public Works Archives) Landscape design plans for the area to 	<ul style="list-style-type: none"> Pleased to see no children's playground on the grass area. There is no need to have one in this natural area. 	<ul style="list-style-type: none"> Flip the kiosk 90 degrees on the current location 	<ul style="list-style-type: none"> Plinths too large, too dominant. Should be lower or consolidated into one memorial.

Open House 1	Open House 2	Open House 3	Open House 4
explore the historical association with future design.			
<ul style="list-style-type: none"> ▪ Lodges – fireplaces: something for warmth and ‘cosy’ factor. 	<ul style="list-style-type: none"> ▪ Cars in front for a water view. ▪ Kids and families behind the cars. 	<ul style="list-style-type: none"> ▪ Move kiosk back from the edge. Rotate kiosk to open the view 	<ul style="list-style-type: none"> ▪ How are caravans and big bus tours able to manoeuvre around and drop people off?
<ul style="list-style-type: none"> ▪ Greater clarity and community on how the project is funded. Is it fully funded? 	<ul style="list-style-type: none"> ▪ Provide parallel parks for RV and caravans in town. 	<ul style="list-style-type: none"> ▪ Café moved to existing location or left-hand side of Hesse Street 	<ul style="list-style-type: none"> ▪ Traffic – RV’s, large tourist buses. Ensure car park can provide for these movements.
<ul style="list-style-type: none"> ▪ Kiosk – soften ▪ external sharpen edges and add nautical geometry ▪ Internal warmth / light / timbers 	<ul style="list-style-type: none"> ▪ Trees/shrubs or ground plantings in the car park? 	<ul style="list-style-type: none"> ▪ Study and test viewshed from east cabins with kiosk structure 	<ul style="list-style-type: none"> ▪ Provide a marker to locate the old kiosk.
<ul style="list-style-type: none"> ▪ Include children’s all abilities playground in the precinct 	<ul style="list-style-type: none"> ▪ Shift the kiosk to allow a direct view down Hesse St. 	<ul style="list-style-type: none"> ▪ Move RSL to the fort – open up the view 	<ul style="list-style-type: none"> ▪ A photo journey of the kiosk in the new kiosk. Perhaps includes of the app also. ▪ Kiosk licenced.
<ul style="list-style-type: none"> ▪ Strong view about water sensitive urban design and permeable car park. 	<ul style="list-style-type: none"> ▪ New retaining wall will give extra space and can keep cars where they are. 	<ul style="list-style-type: none"> ▪ Presently 200+ car parks, now 120 parks! Half. 	<ul style="list-style-type: none"> ▪ All weather experience for all ages – not always an idealistic summers day experience.
<ul style="list-style-type: none"> ▪ Keep the cypress trees. 	<ul style="list-style-type: none"> ▪ 60-degree parking along Hesse St. 	<ul style="list-style-type: none"> ▪ Bring proposed new structure back from the foreshore. Give nature a break. 	<ul style="list-style-type: none"> ▪ Does the design of the grass and car parking cater to the ageing population? Accessibility?
<ul style="list-style-type: none"> ▪ Strong view to keep the cypress trees. 	<ul style="list-style-type: none"> ▪ Maritime accident plinth to be elevated. 	<ul style="list-style-type: none"> ▪ Luggage and disability access requirements for the 10 lodgings 	<ul style="list-style-type: none"> ▪ Integrate access and experience of the coastal lookouts along the bluff foreshore edge – great views and lookout experience
<ul style="list-style-type: none"> ▪ Referencing old kiosk (e.g. use of photos within new kiosk) 	<ul style="list-style-type: none"> ▪ Use the King St lawn area in front of fort wall for viewing of lighting wall. 	<ul style="list-style-type: none"> ▪ Great to see the open grass area and car park moved back 	<ul style="list-style-type: none"> ▪ Move kiosk across so view down Hesse St isn’t interrupted

Open House 1	Open House 2	Open House 3	Open House 4
<ul style="list-style-type: none"> Individual arborist to review cypress – the value of trees and health 	<ul style="list-style-type: none"> Move kiosk out of view line of Hesse St. 	<ul style="list-style-type: none"> Protect/keep existing trees 	<ul style="list-style-type: none"> Do not use the Pyrus species along Hesse St in this project
<ul style="list-style-type: none"> Kiosk precinct: <ul style="list-style-type: none"> Underwhelming Could seat more people Could be more contemporary All year functions Events / functions Celebrate artillery; brick house is not the approach 	<ul style="list-style-type: none"> Explore bringing car parking area forward slightly to enhance view around the point; thereby reducing grass area. 	<ul style="list-style-type: none"> No tree loss should be contemplated cypress trees. Retain moonahs. 	<ul style="list-style-type: none"> Management and marketing of the new lodgings will be critical to their success. The BoQ should get experts in to run the new lodgings.
	<ul style="list-style-type: none"> What about shade on the lawn? Umbrella pop-ups? 	<ul style="list-style-type: none"> Remove ugly power lines along Hesse Street south. This would greatly improve the streetscape for all. 	<ul style="list-style-type: none"> My son likes the open green space near the beach, and it's safer to have the car park further away.
	<ul style="list-style-type: none"> Upgrade or new lookout points in current locations – best views at the foreshore. 	<ul style="list-style-type: none"> Remove pest plants from Shortland Bluff area is heavily infested with Polygala and Italian Buckthorn. 	<ul style="list-style-type: none"> Like footpath down Hesse St. Like public amenity (toilets)
	<ul style="list-style-type: none"> Building more natural and organic kiosk and boardwalk area to blend in with dune environment e.g use the Marine Discovery Centre as a reference. 	<ul style="list-style-type: none"> Have a replanting program for the area. 	<ul style="list-style-type: none"> The design is too modern; rather it to be more “Queenscliff” – would like it to be more interest – tie design into fort brick colouring.
	<ul style="list-style-type: none"> Accessibility towards the beach. Can the form and function of the building fit more into the dune location – more organic to capture the views. 	<ul style="list-style-type: none"> Queenscliff Environment Forum would like to be involved in vegetation program 	<ul style="list-style-type: none"> Provide “seal the loop” bins.

Open House 1	Open House 2	Open House 3	Open House 4
		<ul style="list-style-type: none"> ▪ Raise angle of car park to engage/promote views from the back of the car park 	<ul style="list-style-type: none"> ▪ Car parking on Hesse St should be on 45degrees or 60degrees angled parking.
		<ul style="list-style-type: none"> ▪ Kiosk operator needs clear guidelines of operating expectations (ie. all year round / alternative uses etc) 	<ul style="list-style-type: none"> ▪ Proper and high-quality signage and information are needed.
		<ul style="list-style-type: none"> ▪ Pop up café rather than fancy underused café 	<ul style="list-style-type: none"> ▪ Lovers Walk – it is a walk and not a cycle track – design to be a walk
		<ul style="list-style-type: none"> ▪ Broaden names of sub-areas to give proper, and respectful, recognition of land and sea military services 	<ul style="list-style-type: none"> ▪ Ship watching is an important pass time for Queenscliff locals and tourists – this needs to be maintained
		<ul style="list-style-type: none"> ▪ Keep it simple. Too ambitious. 	<ul style="list-style-type: none"> ▪ Talk to Jarred Boord: Melbourne Down Under about environmental strategies – Litter by the Bay program.
		<ul style="list-style-type: none"> ▪ Project delivery and fine detail always an issue 	<ul style="list-style-type: none"> ▪ Good signage at the roundabout to encourage people to come into the southern end of Hesse St
			<ul style="list-style-type: none"> ▪ Like the overall design – position of the kiosk, car park, grass, lodgings. The overall design is not overdone.
			<ul style="list-style-type: none"> ▪ Consult and consider groups/users: <ul style="list-style-type: none"> ▪ Hot Rod show ▪ Cycling Event ▪ School groups ▪ Christmas Motorbike Run
			<ul style="list-style-type: none"> ▪ Addition of cigarette butt disposal unit in precinct

Open House 1	Open House 2	Open House 3	Open House 4
			<ul style="list-style-type: none"> ▪ Kiosk operators to be encouraged to be plastic/single-use rubbish free to maintain the pristine environment
			<ul style="list-style-type: none"> ▪ Providing appropriate bike access and parks are important to capitalise on bike riding groups in Queenscliff
			<ul style="list-style-type: none"> ▪ Consideration of the sea level rises – next 50 years up to 1metre
			<ul style="list-style-type: none"> ▪ With an increase in visitors, will the car parking be timed? ▪ And, will the beach be manned for safety – in consultation with Surf Life Saving Club?

Appendix B – Summarised feedback from submissions

(names of submitters withheld for privacy reasons)

Submission 1

- Point Lonsdale cenotaph to include a hardstand area

Submission 2

- Like the pedestrian/bike path link to the town
- Underground power
- Integration of Moonahs on western side Hesse St
- Remediate the Monterey Cypresses in Hesse St (need care and maintenance plan), incorporate into the design, over time replace as new plantings mature
- Siting of kiosk not appropriate; downsize and build on the existing footprint
- Ensure the lodges are not visible from the beach
- Like the 'Green', good that there is no playground planned
- Treed car park looks good
- Need another round of community consultation

Submission 3

- Need overall Coastal Management Plan to provide strategic context
- Use Indigenous coastal vegetation
- Like Hesse St proposals but don't include the 90° parking (will impede views)

- Underground power, remove ugly fences, improve the look of the RSL building
- Support pedestrian link to town if sensitively sited and constructed
- Kiosk not supported – upgrade existing kiosk, keep the existing pine trees
- Don't support the car park reconfiguration because of loss of vegetation
- New lookout unnecessary. Refurbish the old one
- Don't support the lodgings. Not best practice coastal management
- Proceed with elements in stages O2, O3 and H, I, J, K of stage O1. A-G Stage O1 needs further work.
- Need to consider climate change impacts

Submission 4

- Need more consultation – the community should help develop design principles
- Concerned about loss of heritage values (inc Indigenous, naval, marine etc) – no evidence of consultation with relevant stakeholders
- Protect Moonahs, better maintenance of cypresses
- Don't support the lodgings or the kiosk (loss of views, impact on dunes and heritage values)
- Underground power lines

- Needs a business case, competitive neutrality analysis, drainage/engineering plans, a reference to zones, re to Heritage Act, traffic analysis (many questions of detail included)
- No need to alter Ocean View car park; put the lawn at the rear of the car park
- Project too ambitious
- Wants info about progress

Submission 5

- Need more consultation – the community should help develop design principles
- Concerned about loss of heritage values (inc Indigenous, naval, marine etc) – no evidence of consultation with relevant stakeholders
- Protect Moonahs, better maintenance of Moonahs
- Don't support the lodgings (siting or design) or the kiosk (loss of views, impact on dunes and heritage values)
- Underground power lines
- Needs a business case, competitive neutrality analysis, drainage/engineering plans, a reference to zones, re to Heritage Act, traffic analysis (many questions of detail included)
- Enhance existing lookouts
- Supports landscaping/beautification of Shortland Bluff/Queenscliff Headland
- Don't support 90° parking along Hesse St

- Don't support the loss of parking in Ocean View car park; put the lawn at the rear of the car park
- Supportive of pathways/links to town, prefer soft surfaces
- Supportive of the Fort walk and lighting of the wall (if sensitive)

Submission 6

- Supports Hesse St upgrade – but new parking configuration may not be safe
- Supports revegetation/beautification of Shortland Bluff/Lighthouse Reserve and path upgrades
- Supports the Fort walk and lighting of the walls
- Supports the walking loop linking to Lovers Walk
- Supports featuring of township's 'green belt' and principal view lines
- Need underground power
- Retain the existing kiosk/location
- Repair/restore searchlight emplacements
- Don't support the lodgings (siting or design)
- Don't support the loss of shoreline parking in Ocean View car park; put the lawn at the rear of the car park
- Don't support the scale/location of the kiosk; retain the Bull Ring and the 3 mature cypresses
- Need more community consultation

Submission 7

- Use a refurbished train carriage for the kiosk design

Submission 8

- Don't support site of the new kiosk (interrupts views, too pretentious)
- Put the lawn at the rear of the car park; retain existing car park configuration
- Retain existing Rip lookouts
- Don't support the lodgings – too big, not appropriate on Public Land, needs an economic study
- Don't construct paths/do landscaping in the Reserve until the Federal Heritage Listing is resolved
- No loss of trees in Hesse St or Ocean View Lookout area or loss of public open space
- Underground power lines
- Planting within the recreation car park
- Lighting of the wall behind the RSL hall.

Submission 9

- Reconfigure plan and do more consultation
- Don't support site of the new kiosk (interrupts views)
- Recognise heritage and cultural values of the Bull Ring area
- Protect Moonahs
- Don't support the lodgings –not appropriate on Public Land, should not be seen from Bull Ring

- Need reference to planning zones, overlays, Coastal Management Act, Victorian Coastal Strategy
- Put the lawn at the rear of the car park
- Concerned re loss of vegetation
- Must protect dunes
- Underground power lines

Submission 10

- Concern about the impact on own business
- No business case
- Retain ability to sit in Ocean View and watch the ships
- Don't support the lodgings
- Don't encourage tourism

Submission 11

- Don't support site of the new kiosk (interrupts views)
- Use WSUD including permeable car park surface
- Don't support the lodgings – keep cabins as is
- Need business case

Submission 12

- Concern re lack of consultation to date
- Don't need another café in Queenscliff; concern re impacts to views, loss of Public Land, loss of the cypresses, impacts of lights. Keep existing kiosk
- Need competitive neutrality analysis

- Need business case (esp for the lodgings)
- What is the funding source?
- Leave Ocean View car park as is – retain views
- Repair existing Rip Deck lookout
- Need reference to Coastal Management Act 1995
- Recognise heritage and cultural values
- Underground power lines
- Want further consultation

Submission 13

- Need business case etc
- Hates the kiosk: loss of Commando Memorial, cultural values, suggested materials/design
- Support connecting pathways
- No change needed to Hesse St (except more trees) or Ocean View car park (other than better drainage)
- Put lawn at the rear of the car park
- Underground power lines
- Siting of lodgings acceptable (prefer Golightly Park). Ensure they are accessible, concerns re westerlies, elitist, not enough privacy, hate the architectural style
- Boardwalk to cabins not supported
- Consider views from the ocean
- Reference to National Heritage Listing
- Consider climate change impacts

- Engage local conservation and community groups in reinvigorating Shortlands Bluff area
- No business case

Submission 14

- Suggest that the picnic area be placed behind the parking area rather than losing parking bays at the front of the ‘Bull Ring’
- Retain the large cypress trees
- Concerns re digging up of existing car park as dune/cliff area is vulnerable and there is an old drainage system there; potential impacts from earthworks on nearby residences
- Don’t like boardwalk proposal – fragile dunes/cliff area, removal of vegetation would result in erosion
- Retain view from Hesse St to sea – place café to the right of the existing site
- Concerns re access, safety, cleanliness, impacts to navigation from café
- Height and design of the lodgings – how will they look from the reserve and path behind
- Uncertainty about the intended clientele of the lodgings
- Like the boardwalk between the lodgings and their car park

Submission 15

- The plan is not relevant to community needs
- Need to retain the ability to watch ships from cars at Ocean View car park

- Current low-key, family-friendly kiosk with tree shelter is appreciated as it is
- Attempts to bring Queenscliff 'upmarket' is to deny its unique quality

Submission 16

- The plan lacks detail sufficient to evaluate the concept proposal
- Community not able to determine if the concept meets the project brief as the brief was not publicly available. The brief should be part of the consultation process
- Terms lack definition ie 'reconfigure the park', 'repairing the indigenous landscape', 'ship viewing platform'
- Lack of consideration of the National Heritage Listing application
- Lack of an existing conditions and limitations plan. Key existing facilities eg Telstra Tower, Monahan Centre and vegetation are not shown
- Information provided fails to create a starting point for community consultation
- No timeline or staged development program
- Reduction in car parking a concern
- The Bull Ring should be tied into the site's history
- Inadequate consideration of protection of view lines
- Inconsistencies in the plan regarding vegetation species

- Difficult to determine the intended capacity/scale of the kiosk; siting inappropriate as it impacts on view lines; in direct competition with existing hospitality businesses
- Concerns re lodgings in terms of uncertain as to the market they are pitched at; should be located at Golightly Park, Pt Lonsdale; layout plan doesn't indicate views; inadequate car parking provision, 'planting and earth mounding to provide screening' requires clarification; proposed heights, internal layouts, disabled access,

Submission 17

- Must protect all sites, items and aspects of the Queenscliff Fort precinct for military history e.g. bricks from the obelisk, Sea Saw Light Emplacement, Fort wall, glacis on the Fort's south side, views from the Fort
- Any works must be cognisant of the potential National Heritage and World Heritage Listing of the white lighthouse and defence infrastructure
- Incorporate traditional white timber post and rail fencing into the landscape design works to provide for continuity within the town
- Retain view lines down Hesse St
- Protect the WW1 significance of the cypress trees within the circled enclosure
- Siting a multifunction café, Visitor Information Centre and toilet in a highly significant landscape are short-sighted. Instead, these facilities could be sited back near the existing kiosk

- Preserve the open space as a significant landscape feature free of commercial structures and able to be utilised for Anzac Day services
- Who benefits from the plan? The accommodation and hospitality offering is in direct competition with existing businesses

Submission 18

- Lack of consideration for heritage attributes of the project
- Concerns re planning issues, funding, access, impacts to National Heritage Listing application, impacts to existing accommodation providers, financial modelling, protection of significant views of the lodgings component
- Concerns re access, the effect on the viability of existing businesses in Hesse St, capacity, operating hours, impacts on view lines from the proposed kiosk
- Retain existing car parking and views by placing lookout platform behind the car park
- Improved pedestrian access/pathways are welcomed if undertaken sensitively
- Infrastructure and facilities need to support major commemorative events
- concerns re increased congestion from a reduced number of car parking spaces, separation of vehicles and pedestrians, runoff and management of compliance in the car park
- power lines should be placed underground in Hesse St south
- concern re loss of mature trees between the Bowls Club and Rec Reserve and loss of cypress trees in the Bull Ring

- support a coastal loop that links Citizens Park (Thwaites Walk) to Lovers Walk
- interpretation should be a critical element of the project

Submission 19

- Lodgings in the wrong location (between football ground and carpark) – put at Golightly Park

Submission 20

- Generally supportive of the plan
- Cypress trees should be retained
- The proposed kiosk will be a much-needed asset if it offers quality eat-in and take away food
- Red brick and old-fashioned lattice brickwork on the kiosk should be replaced with the same shingles used to construct the cabins
- Retain ability of people to sit in cars and enjoy uninterrupted views; do not place proposed grassed area in front
- Boardwalk planting will fill with rubbish and require a high level of maintenance

Submission 21

- Need to protect the Rip Memorial located to the right of the path going to the beach – this memorial disappears in the plan. Also, need to protect the navy memorial in front of the car park and the WW2 concrete lookout

- The shared footpath is not needed - bikes and pedestrians should be separated. Minor upgrades to the current footpath and parking area only are required
- Don't support the reduction in car parking
- Retain the existing views from the car park
- Another kiosk is not needed as there are several in Queenscliff already
- The cabins will be used by a few only to the detriment of existing accommodation providers. Open space will also be lost

Submission 22

- The real Queenscliff is Shortland's Bluff, the Bull Ring, the cypress trees, the view from Hesse St. through to the open sea and the Heads.
- It is the car park where anyone, in any weather can sit and gaze out to sea, and feel at peace.
- It is the respect for our history, be it maritime, military or community. It is the chance to gather at this historic site to commemorate that history.
- Concern re commercialisation of 'precious and beautiful land that belongs to the community'
- Inappropriate and unwanted development.
- There has not been enough transparent community engagement.

Appendix C – Stakeholder Meetings

Point Lonsdale Community Association meeting with BoQ 26/6/18

Summary of points raised:

- Concern raised about the environmental impact (particularly sand dune and cypress trees) on the proposed development especially the kiosk/café and board walk viewing areas.
- Concerned about impact to the views to ocean given the location of the kiosk/café and changes to the carpark.
- No provision for buses or larger RVs included
- An existing conditions plan should have been provided as part of the concept design to allow better understanding of the changes
- Integration with the Caravan Park Master Plan
- Avoid excessive signage
- Carparks should not have any kerb & channel as part of the design
- Environmental outcomes not properly considered
- There is no mention of the projections or exactly what and where the lighting of the fort wall involves
- Minimal cultural heritage has been included in the concept designs, Council should have sought public comment and feedback from locals who know the importance of view lines and history
- There is no reference or acknowledgement of the see saw light emplacement which is one of only four in the world
- The significance of the headland does not seem to have been thought about or considered
- Concept plan lacks detail and timing/staging of works

- A consultative group should be established to inform design work even if this doesn't suit Council timing of the project
- PLCA members are willing to be involved/ provide input
- There is no detail on the internal layouts of the lodgings and how has the sizing been determined, there must have been a design somewhere.
- Another round of public consultation on amended concept plans that address community issues should be undertaken before town planning process commences
- The precinct is being commercialised in direct competition with existing local business
- The fort glaxis should be protected and not landscaped.

Queenscliff Community Association meeting with BoQ 26/6/18

Summary of points raised:

- Heritage and environmental aspects don't seem to be the top of mind for the concept designs presented and don't seem to be aligned with Hassell's own environmental policy
- Will the lodgings be visible from the beach/ what view from the football oval?
- Interested in the carbon footprint of the development for the lodgings given cabins which already exist, like for like replacement so why is this being done at all
- Concern at loss of 3 cypress trees
- Want the cabins/lodgings operating (marketing and running) costs/ financial disclosure on the project

- Not convinced that the high-end accommodation offering next to the footy oval will work
- What are the emergency services or maintenance access needs for the cabins?
- How do the lodgings fit in to the Coastal Management Act and the Council's Coastal Management Plan, Planning Scheme?
- What is the extent of vegetation removal for the cabins in the recreation reserve
- What is the detail of the internal layout of the cabins
- What is the environmental impact of the lovers walk realignment
- Have you considered the cemetery in the area near the Bull Ring and Lovers Walk realignment?
- Queenscliffe does not need another family friendly park. There are existing family friendly facilities in Gellibrand Street
- Fort glaxis needs to be protected
- Concern re the impact on views down Hesse St with the new kiosk
- Why is the kiosk so large, should Council be replacing it with something similar that's currently existing?
- The appears to have been no respect on the history associated with the Bull Ring
- Why doesn't Council incorporate the new public toilets with the proposed ones at the caravan park to save money?
- Concern raised about the addition of the new kiosk and impact on local traders
- Has Council considered the National Heritage Listing submission currently under assessment in the lighthouse reserve area?
- Not comfortable with the impacts to the current carpark (viewing etc)

- What is the proposed impact on the Moonah tress in Hesse St
- Why doesn't council spend the money on removing the overhead power lines
- The lighthouse reserve is a passive celebration area
- Is there sufficient car parking for the cabins (i.e. is one per cabin enough)?
- What is going to happen with the current kiosk operator, has Council discussed with them?
- What is the revenue impact of the relocation for the existing cabins?
- Car parking proposal down Hesse St is dangerous and should be reconsidered
- What are the overall master planning arrangements given the work being done by Deloitte associated with the future Fort opportunities
- Consider the impact of tree on the views from the Fort and also impact on Anzac Day service/celebrations
- Where is the administration office for the new cabins?
- QCA request input into next decisions before Council recommends next moves
- Need a business plan to ensure a white elephant is not being created