Surf Coast Shire

People Place Future

Community Panel Report

19 May 2021

Introduction

A group of enthusiastic and passionate SurfCoast Shire residents have spent the last 8 weeks engaging in a consultation process with the Council to help define our future vision. Together we spent 938 hours understanding each of our individual perspectives whilst negotiating an agreed point of view. We're excited and proud to share our vision and recommendations with the council and will eagerly wait to see how we can impact the future plan.

Final Vision

From the hinterland to the coast, from the first peoples to the children of the future, we are an active, diverse community that lives creatively to value, protect and enhance the natural environment and our unique neighbourhoods. We will leave the Surfcoast better than we found it.

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Principles

Principle 1 - Protect, conserve and restore our natural environment

Description

Protection, conservation and restoration of the environment should drive the decision making processes now and into the future.

We value, preserve and prioritise our unique natural features and cultural heritage sites, hinterland, waterways and coast.

The community works collaboratively with council, relevant agencies and government to ensure that outcomes protect, improve and restore the natural environment and are not compromised.

#	Heading 5-7 words (what should we do more/less of or differently?)	Description (1-2 sentences)
A	Community collaboration to help lead decision making	Initiate consultation with community to collaborate and co-design during key stages of decision making Council is accountable to ensure the delegate's report has addressed the environment - the report is made available to the public prior to council meeting.
В	Protection of planning zones	Revise and strengthen current planning zones to protect remnant vegetation and the current town boundaries. There should be an action plan for controlled growth in the future that does not harm the environment
С	Protection and enhancement of remnant vegetation	Increase the budget to allow more active protection and enhancement of council owned land. Actively manage the pest plant and animals of remnant bushland and seek opportunities for revegetation for biodiversity and carbon sequestration. Ensure the use of locally indiginous plant species in all tree planting and garden areas, including community green spaces, parks, reverse and streetscapes.

One of our drivers was to be more specific about what we required the council to change e.g. focus on decision making process sustainable

Initial and ongoing consultation is fundamental.

Principle 2 - Planning for Growth

Description

Understand that our population will increase but this should not be at the detrimental expense of our unique neighbourhoods or the natural environment. Land release, estate design and infill development must follow council and town structure plans in line with community expectations.

Council must take action to ensure estate developers construct innovative infrastructure to create a better place to live and work.

Council must take action to ensure housing estates contain a mix of dwellings to meet the breadth of economic needs of our diverse and seasonal population.

#	Heading 5-7 words (what should we do more/less of or differently?)	Description (1-2 sentences)
4	Implementation of sustainable living	Mandatory requirements for all future housing and development must include smart green design and leave minimal footprint and impact (e.g. water & waste management, passive home design, recyclable materials where possible, low energy sources, solar, etc.) Alternative ways of living to serve local residents and seasonal workers, and to address low income housing (which may include regulated eco villages). Council should advocate to the state government for caps on fixed population for each township based on individual strategic plans.
В	Increase revenue, funding Infrastructure and manage traffic & visitor impact	Manage visitor impact and increase revenue by introducing charging for services including parking at appropriate locations (eg. Torquay, Lorne), tax/toll for tourist buses of all sizes using the Great Ocean Road.
		Local people are not part of the user/pay economy. Explore traffic calming, more bicycle access and pedestrian only areas.
С	Planning for historical & environmental preservation of unique community characteristics	Identifying areas of historical significance and indigenous flora and fauna and zoning it for preservation and protection. Zoning designated expansive green areas for the future.
	ondiacteristics	Apply SBOs (Special Building Overlays) or Caveats to protect

conservation areas and neighbourhood characters.
Apply rigid overlays to planning zones to protect the town boundaries based on a defined strategic plan for controlled growth in the future that does not harm the environment.

How did you decide what to do 'more of' and what to do 'less of'? What were your thoughts/considerations, what were your drivers or things you weighed up? (a few key dot points)

Cost efficient development should not be at the expense of the environment or community livability. There are plenty of examples of more innovative and responsible ways of living to draw on.

We need responsible urban planning and we need to better use land that we have, e.g. large acres blocks could have tiny homes or be owned in a cooperative structure.

We must reduce the impact of traffic and over-loving the Great ocean road to ensure we protect what we have.

Our priority is services for our community. Tourism needs to pay for itself.

We're concerned about the proposal for paid parking, particularly in smaller villages. Very opposed to a blanket approach across the Shire. We want to encourage people to stop in smaller places. Perhaps have time limits for parking in high season or busy periods. Have longer term parking (8 hours for workers)zones, or parking permits for workers in certain places, to allow leisure/tourists access to prime spots.)

Heritage and historical information is important to educate people and make them aware about the significance of our environment, aborignal sites and historical buildings and why we are trying to protect them.

Principle 3 - Sharing our Home with the World

Description

We welcome visitors to the coast and hinterland and encourage them to respect and appreciate our home, heritage and lifestyle.

Encourage small scale, locally owned and operated tourist businesses.

Promote experiences and the use of existing infrastructure that are accessible and unencumbered.

Provide adequate visitor facilities that contribute to a better tourism experience and encourage visitors to stay longer, return or spend more via a circular economy so the benefits of tourism remain in the region.

#	Heading 5-7 words (what should we do more/less of or differently?)	Description (1-2 sentences)
A	Support Local	Encourage local businesses that reflect the diversity of our regions, produce/services and environment.
В	Use existing infrastructure	Work with GORCAPA to manage coastal assets and develop events, experiences and routes that encourage 'slow or experiential tourism. Existing and new infrastructure should be sympathetic to the environment, leave a small footprint and support local business. Some experiences may be expensive but many should be affordable for families and the disadvantaged. Egs. Mary Cairncross Scenic Reserve near Glasshouse Mountains in Qld. Egs. Improve signage and display for existing tourist sites in region (Point Addis Aboriginal Walk, Points/lookouts along Coastal Walk).

Encourage visitors Encourage visitor facilities that contribute to a better tourism experience so visitors want to stay longer and contribute to our economy. Under Principle 4: Work with GORCAPA to provide more focus to off-season events specific to our region such as (Night star gazing, Bird watching) to improve utilisation of accommodation and other services(eg The Sands, Wynham, Mantra Lorne).

How did you decide what to do 'more of' and what to do 'less of'? What were your thoughts/considerations, what were your drivers or things you weighed up? (a few key dot points)

We thought that the 3 bottom sentences in the principles were actually recommendations. Therefore we've incorporated these into the recommendations. EDITING Group comment: As we can't go back and revisit the principle, we do recognise that there is some repetition in the recommendations, however, we don't recommend any changes.

Principle 4 - Identify and Maintain our Community Identities

Description

Protecting the distinctive and diverse communities from State Government/ external rulings that impact our long held community values and lifestyles. Supporting community events that celebrate the character of each unique township.

A	Council should explore ways to expand community partnerships with community groups, conservation groups, schools and local businesses. For example Community Tree Planting Days Surf Coast Arts Trail	Council provides the plants and expertise to determine what and where to plant, while the community provides the labour. Takes place twice a year (first weekend in autumn, first weekend in spring) Promote large and small scale events that enhance unique neighbourhoods and identify and maintain identity at a town and Shire level.
В	Council will vigorously protect township boundaries to maintain small town feel, outdoors lifestyle and the rural and natural environment	Continue to explore differential rating on rural properties engaged in primary produce. This will enable the viable maintenance of rural properties and hence the distinct communities in the Surf Coast. Council will oppose moves by bodies which seek to undermine the distinct communities and boundaries and community values.
С	Promotion of cultural Diversity	To promote more diverse cultural activities embracing migrant communities and multiculturalism ie: art, music,food,celebrate cultural festivals.
D	Promote community identity through specific areas such as the coast, hinterland, rural and urban areas	To promote the identity the community has with the coast, organise a surfing competition. Eg Bolt Blowers. Hinterland - Mountain bike events. Rural - Farmers markets Urban - Skate competitions. Promote participation of local residents of the shire to compete and take part. All are welcome to visit and support. (the event could be hosted by different townships)
E	Intercommunity festive interactions throughout Surfcoast Shire	Develop intercommunity events such as annual food and wine or cultural significance to the area Each community could rotate hosting. Develop community events register Council run workshops/ incubator for the development of new local events. This could also serve as a networking

We want to keep the surf Coast "the surf coast" and not allow it to be annexed by Geelong or become some amorphous coastal suburbia. We want the hinterland to remain rural with independent and distinct townships with their own particular identities and values.. We want to make our communities more friendly by encouraging people to take part in events which foster interaction and participation and which do not require Council to spend a great deal of money.

A distinct aspect of our community identity is feeling safe. By organising community events that promote face to face interaction will encourage us all to be familiar and feel comfortable with each other.

A major aspect of preserving the identity of the surf coast shire is the speed of growth and development. Managing the rate of growth will enable the community to integrate change while maintaining its identity.

Principle 5 - Equitable delivery of community services

Description

A commitment to the basic physical and mental health needs for the community as a whole, encompassing infant welfare, immunisation, aged care services, community mental health/wellbeing.

More community engagement for the aging, the vulnerable - targeting loneliness, suicide prevention, alcohol/drug abuse and domestic violence issues.

#	Heading (what should we do more/less of or differently?)	Description (1-2 sentences)
A	Implement a Zero Tolerance Policy on abuse/violence in the community.	Encourage safety and security for all people across the surf coast shire. To work with all associated bodies to achieve this. Should include educators, police, medical, social support personnel.
		Organisations such as State government, ambulance, workplaces, disability services, DHHS, Universites, AMA all implement Zero Tolerance Policy
		Promote Zero Tolerance behaviours and advertising to drive it as a social movement
В	Surf Coast Shire is a leader in supporting a healthy lifestyle.	Recreational facilities meet the needs of our communities. Promote and support organisations that provide nutritional advice and food distribution. Enabling our community to engage with each other. Compile an online directory of all community activities from all providers eg. Council, Tafe, U3A, Community groups, maternal and child health.
С	Improvement of Social services and Community Development	In addition to community housing, information to also be provided in Council website Clearly differentiate social from community services. Social services is about providing aid to disadvantaged, distressed and vulnerable people. It is about basic safety and security. Community development is more about social interactions.(eg bridge clubs, community house) Recommendation that they be separated into their own distinct category on principle

Council should acknowledge the value of Social services within the council structure and lead the way to provide support at local government levels. Redevelopment of the social services and community services to include a team of skilled community social workers who have the capacity to support individuals, make referrals, provide support and assist in navigating the social services system Council should build on and improve its current commitment to social services and lead the way to provide support at local government levels. SCS facilitates the start up and support required for community group activities. Clear and easy online Website development to outline initiatives on how local and D accessibility to other interested parties can be involved, visibility of actions, a services place to post, ideas, directions, anonymous feedback on ongoing improvement of services Council address the gap in referral services for vulnerable people.

How did you decide what to do 'more of' and what to do 'less of'? What were your thoughts/considerations, what were your drivers or things you weighed up? (a few key dot points)

This has been an area of concern for a long time. As community workers on the ground, regularly see gaps in the system and areas that could be improved upon.

Health, nutrition and fitness are pivotal to a healthy lifestyle, and council should capitalise on our environment which supports this.

Principle 6 - Tackling Climate Change and Implementing Climate Resilient Strategies

Description

Lead and advocate to deliver effective solutions to key climate influences such as waste minimisation strategies, renewable energy alternatives, carbon emissions, water management, deforestation management.

Delivering Initiatives within planning strategies to improve home and business energy ratings and efficiency

Lead in the protection of the natural environment, with salinity and soil management strategies to alleviate negative impacts on the natural habitat such as coastal erosion and ground pollution

Ensure that bushfire and sea level rise, management planning is undertaken.

#	Heading (what should we do more/less of or differently?)	Description (1-2 sentences)
A	Lead in facilitation, lobbying and collaboration	Coordinate community groups, local residents, state and federal government, nonprofits, special interest groups, research and educational bodies and any other specialist organisations including first nation representatives to engage with climate principles and strategies. As part of any development approval, Council actively encourages improved design standards to minimise environmental impacts - develop sustainable design standards as a clause their planning schemes)
В	Climate Events and Public Safety	Impact studies required for all major projects (eg. Alcoa site), events and tourism development, (eg. cycling, surfing, music) to address safety and traffic issues for residents and visitors. Research to better support affected people, implement a distribution network, new technologies and assist emergency services by providing council equipment, staff and use of council facilities for coordination. Take positive action to limit and respond to climate events in particularly bushfires.

Council accountability for tackling the climate emergency

C

Hold the council accountable for their commitment to] the Shire's Climate Emergency Short Term and Long Term Corporate Action Plans to actively educate and mobilise the broader community, embed First Nations land management advice. Take a more aggressive stance with new incentives to tackle the climate emergency. Be a leader like other councils (example: Yackandandah)

How did you decide what to do 'more of' and what to do 'less of'? What were your thoughts/considerations, what were your drivers or things you weighed up? (a few key dot points)

Many of the elements outlined in the principle are impacted and/or extensively controlled by other government agencies. We also understand that the council does not have a large amount of funds

Key issues that we brought into our rationale were as follows:

- 1) From our experience in group discussions, there was sometimes a frustration at council not hearing/not taking action on concerns raised by individuals and/or community groups in relation the issues outlined in the principle
- 2) Council has a limited budget, but there are many external programs and organisations that could be invited by council to deliver programs or provide specialist knowledge that would assist with meeting the principles objectives. Many of these have outside funding.
- 3) Visibility and knowledge among residents of actions that the council **is** taking regarding these principles and what capacity and control the council has regarding actions/restrictions is felt lacking among some members
- 4) There were different views among different residents about what specific actions should take place. This is a complex topic and needs further community involvement and actions.

In response to the above key issues, we took the approach that the council does not need to deliver and/or pay for these initiatives all themselves. However, it is key that they take a visible and accessible leadership approach in actively coordinating initiatives that address the principles concerns.

This includes visibility to residents and how they can be involved and what actions are taking place. This is a win/win situation as it reduces the need of council to deliver these all themselves and creates opportunity for external expertise and support. It also creates an extension of trust between residents and council by providing visibility and accountability.

Principle 7 - Accountability through timely, consultative and transparent communication about proposed council decisions.

Description

It is very important to be informed and engaged in advance (through accessible open communication) about upcoming decisions (particularly fiscal).

As a diverse community, we want continued and improved opportunities to participate in the decision making process.

#	Heading 5-7 words (what should we do more/less of or differently?)	Description (1-2 sentences)
A	Council communication app	Develop a comprehensive Council communication app as the key mechanism for direct and early sharing of information and as a feedback mechanism for the community. Such an App would include a notification process to users for events and information such as upcoming council meetings, draft documents (eg. budget, large projects), available for public scrutiny and input. It would also include ways to contact Councillors. Significant council-community consultations, health and safety alerts specific to Surf Coast.
В	Transparent process for all major projects.	Notification and broad community consultation for large asset projects/issues in a timely manner, including exhaustive tendering processes E.G. swimming pool, Spring Creek and Alcoa. The council should advocate the community position more proactively & broadly with other Government depts.
С	Diversity of communication methods	A range of communication methods to enable broad access to Council processes and decisions for all parts of the community, in particular identifying & considering the needs of groups with difficulty accessing information with council.

(A)There is currently no regular detailed feedback or engagement with the community from the Councilors. This a change from the past and it is becoming a large concern to the community. There is a feeling councilors stand for the election and then seem to become increasingly inaccessible.

The community is very keen to work with the council on the scope of the App.

There is the chance to look into existing technologies to harness or to share the load/costs with other Councils/shires (eg G21)

An App would allow easier and faster access to all council processes and upcoming/proposed decisions.

As well as allowing a quick and efficient means of communication from the community to their councilors.

It can provide information such as how each councilor stands or intends to vote for any and all upcoming decisions in the community.

A range of levels of information allowing a person to delve as deep as they wish into an issue.

Examples of app initiatives, links to monthly zoom meetings, weekly newsletter, short surveys on upcoming issues/projects, links to councillors that allow direct communication. "Council wants to know your view on..." allowing peoples opinions to quickly be heard.

- (B) Big projects have broad implications for many parts of the shire and everyone needs a chance to be actively involved at all parts of the process.
- [C] town hall meetings, newsletters, phone calls other options for those that are not tech savvy

All of the Guestbook comments made were considered but the explanations in the description section addressed the initial concerns.

Principle 8 - Commitment to a community that promotes cultural and recreational activities

Description

Enable the community to participate in physical, recreational and cultural activities to enhance a healthy lifestyle.

Council funds and actively seeks to secure resources from the State and Federal Government in order to provide the necessary infrastructure to support these activities.

#	Heading 5-7 words (what should we do more/less of or differently?)	Description (1-2 sentences)
A	Increase opportunities for youth engagement	As a direct means to reduce social issues by providing more facilities and programs (public and private) that engage youth.
		Support peer development courses / programs for youth e.g. arts, sports referees, skills to broaden beyond just surfing and football.
		Engage with schools in the region to identify where SCS can assist in developing appropriate programs.
		Work with community services and youth services to assist with mental health issues.
В	Increased activities for the growing elderly population	Across the shire, more community activities for older populations, such as hobby groups; art groups; card nights; exercise facilities; meeting places; repair cafe; mens/womens sheds. The council should run some of these events and support other organisations to deliver them as well.
		Continue to invest in and develop the nature trails, coastal walks including picnic facilities around the area, well recognised as a great and accessible feature of our region.
		Facilitate access to these facilities for elderly and disabled people.
С	Maintain the many positive elements of the culture of the Surf Coast Shire	Recognise that the SCS is already an aspirational shire in which to live due to its lifestyle and livability. This needs continued focus and nourishment of our identity, rather than radical change.

		Surf coast communities have traditionally been very personable and strong, and a continued need to foster this is needed as populations rise. Promote the diverse cultural elements of the shire
D	Local volunteer groups	Actively promote and support volunteers as a key vehicle to enrich the culture and build the community.
		Utilise existing communication channels to foster a culture of involvement.
		Council to facilitate the removal of administration pressures and provide support such as Community Liability pack so people can understand how to manage these issues appropriately.

Learnings from drug affected communities is that lack of supervision and boredom are the key drivers for drug and social issues. We feel there are not sufficient programs to engage the shire youth, examples include many more half-court basketball facilities at local community halls or parks (rather than just focusing on major stadiums).

The statistics show that there is an increasing average age of residents. Whilst the traditional activities of surfing and football are well developed, more focus is needed to engage and bring together the elderly population.

Many personal experiences from panel members identified that volunteer groups are an engine for developing and enriching the culture and community interaction. Volunteer groups keep costs to a minimum and create pride through involvement. However we feel that current laws, insurances and the like are roadblocks that the council must remove in order to revitalise volunteerism within the SCS.

Principle 9 - A place to nurture, acknowledge and promote innovation, the creative arts and industries

Description

Build a place that acknowledges and encourages creativity and innovation to resolve problems and promote a positive future.

Enhance the visibility, capacity and growth of our creative communities.

Activate, maintain and create places for the arts, creative industries, local museums and community hubs for the benefit of everyone.

Design collaborative networks to develop new pathways and inform decision making.

#	Heading 5-7 words (what should we do more/less of or differently?)	Description (1-2 sentences)
A	Promote and advocate Innovative Grant Programs	Council identifying grant opportunities and making Shire residents aware of them via effective promotion to encourage their application and participation Have a new grants program tied to innovation - not tied to a specific area/industry. Council develops a Big ideas/grant program to support innovative ideas or projects developed by the community to develop the Surfcoast as a creative destination.
В	Encourage synergy between arts and our built and natural environment	Utilise the creative and cultural community so it serves as a conduit to inform the broader community of the values the area has. Leveraging the arts and creative industries to enhance communication throughout the community.
С	Pragmatic use of innovation and creativity in technological	Apply creative, innovative and artistic design principles to any commercial, service and community applications to consider the unique environment and its challenges, such as public safety and visitor management.

advancements a solutions

Council itself needs to be innovative in its approach to its grants process

Principle 10 - Respectful Engagement and Consultations with First Nations

Description

With self determination at the centre, we will strengthen relationships to collaboratively achieve meaningful change as we continue along the reconciliation journey.

Surf Coast Shire must engage and collaborate with the appropriate Aboriginal representatives including Eastern Maar, Wadawurrung registered Aboriginal parties, and Wathaurong Aboriginal Cooperative to ensure all actions respect the traditions, culture, health, social and other needs of the Aboriginal communities.

Recommendations towards council planning (4-10 years)

#	Heading 5-7 words (what should we do more/less of or differently?)	Description (1-2 sentences)
A	First Nations representation	SCS ensures an inclusive approach to consultation with First Nations to include all voices, by inviting any interested First Nations organisations and groups to participate, focusing on culturally appropriate approaches as identified by First Nations people.
В	Educate community	Celebrate First Nations traditions and educate at our Tourist information sites school and early learning centres Local businesses Encourage the learning and integration of local language, customs and stories.

How did you decide what to do 'more of' and what to do 'less of'? What were your thoughts/considerations, what were your drivers or things you weighed up? (a few key dot points)

Conscious that we didn't want the SCS to "tick the box' by the Community Panel nominating or limiting who to engage from the First Nations People groups

Other recommendations not linked to Principles

Recommendations towards council planning (4-10 years)

#	Heading 5-7 words (what should we do more/less of or differently?)	Description (1-2 sentences)
A	Establishment of an ongoing review of the panel process	Regular reviews using the existing panel format by the community of council plans. Panels should include randomly selected new members and a proportion of existing members for continuity. These should encompass socio-demographic and geographical populations. The review process should be shorter than this current community review. The community review panel should have access to current reports and data.
В	Three distinct communities of the shire voice their highest priorities	Urban, hinterland and coastal indicate their highest priorities for the council. Council should commit to taking an annual pulse survey of each of these communities highest priorities and respond to them. We're concerned that in a broad shire with one large and a range of small communities, small voices may be lost This is a specific recommendation

How did you decide what to do 'more of' and what to do 'less of'? What were your thoughts/considerations, what were your drivers or things you weighed up? (a few key dot points)

- A) This process has been valuable and should continue on in the future to hold the council accountable.
- A) Working at a meta level on shire futures can mean the unique voices of each type of communities get lost