



City of Victor Harbor Community Plan 2036 and Strategic Directions 2016-2020

STAGE ONE CONSULTATION REPORT

City of Victor Harbor Community Plan 2036 and Strategic Directions 2016-2020: Stage One Consultation Report

INFORMATION

The following report outlines the results of the consultation process undertaken in relation to the first stage of the development of a new community plan for Victor Harbor, and the subsequent changes proposed to the draft vision, themes and related functions, and structure for the plan.

The new plan was being developed in 2 stages. The first stage involved the development of a shared vision for the future of the city and identification of broad themes that reflect the things that need to be in place to achieve our vision.

THE CONSULTATION PROCESS

Information was displayed at the Civic Centre

Hard copies of a folded A3 information brochure were available which included information on the vision and themes, and detailed how people could provide comment. Feedback could be provided by post, online, email, phone, or via a listening post.

Groups could request a council representative to be a guest speaker

Guest speakers attended Investigator College on 16 November 2015 and spoke to around 40 Year 10 Geography students.

Are series of Listening Posts were held with elected members and staff in attendance

Around 250 people provided feedback during these listening posts.

Date	Time	Location/Event	Number of people
Thursday, 12 November	11am to 1pm	Ocean Street (near Post Office)	40
Tuesday, 17 November	10am to 12noon	Civic Centre / Library	50
Saturday, 21 November	9am to 12noon	Victor Harbor Farmers' Market	60
Wednesday, 25 November	4pm to 6pm	Civic Centre / Library	10
Monday, 30 November	11am to 1pm	Victor Central	70
Tuesday, 1 December	9.15am to 9.45am	Civic Centre / Library	10
Wednesday, 2 December	9.45am to 10.30am	Civic Centre / Library	10

Information was available on Council's website

- 161 unique page views
- 63 people 'informed' themselves by clicking a link out more or downloading a document
- 6 people engaged with the consultation

Promotion of consultation

- Information emailed through Victor Viewpoint (November) – 630 subscribers
- Public notice in The Times – 5 November 2015
- Editorial in The Times – 19 November 2015
- Advertisement (early general news) in The Times – 26 November 2015

Consultation with staff

Council staff were provided with information through email and the intranet and encouraged to provide feedback. Staff were also asked to discuss the development a new community plan at Council committee meetings as appropriate. Feedback was provided through:

- Council’s Managers Forum held 26 November 2015
- Fleurieu Region Community Services Advisory Committee held 10 November 2015
- Community Services Team Meeting held 11 November 2015

FEEDBACK RECEIVED

Written submission

21 written submissions were received.

Council representative to be a guest speaker

Feedback from guest speaker attendance at Investigator College on 16 November 2015.

- Improve public transport
- Bowling alley
- Areas for people to use trail bikes and mountain bikes
- Heritage is important although many old buildings need some upgrading
- Upgrade walkway over the Causeway
- Look after the Fairy penguins
- More shopping facilities
- Main street is important
- Need a local shelter for homeless people
- Develop the fairgrounds by the Causeway – good for tourism
- Good to have Crispy Cream Donuts in Victor Harbor
- More local festivals and events
- Better mental health services
- Lifestyle is important
- Vision is good – clear and concise
- Rather than a high tech future go back to the 50’s and 60’s

Listening Posts

Feedback obtained through the listening posts is included as an attachment.

Council’s Managers Forum held 26 November 2015

- Suggestion that vision be varied to read “A place that celebrates life, empowers opportunity and inspires community.”
- Need to develop meaningful performance indicators that support continuous improvement.

- 20 years for community plan is good, but why 4 years for a strategic/corporate plan?
- There needs to be strong connection points between Council's plans including the development of a framework for review of plans.
- Theme – Healthy Environments – change “waste water” to “water management”
- Theme – Services and Infrastructure – change “hard waste” to “waste management”
- Theme – Thriving Local Economy – move “renewable energy” to “Healthy Environments”

Fleurieu Region Community Services Advisory Committee held 10 November 2015

- 20 year time frame for community plan with a 4 year corporate plan is a strength, but need to be flexible and adaptable to respond to changing circumstances and take advantage of opportunities that arise.
- Vision is clear and concise. The broad themes relate well to the vision and would be easily understood.
- It is important to have a strong understanding of current and emerging issues and opportunities to adequately plan for the future.
- Regular review is important to identify what is working and what can be done to do things better.

Community Services Team Meeting held 11 November 2015

- Include “arts and cultural development” under Lifestyle and Sense of Community theme
- Partnerships and networks are important
- Vision is good – “life” is better than “lifestyle” which has a narrower meaning
- Include under Lifestyle and Sense of Community “accessibility” and “cultural awareness and diversity” which could also include indigenous culture and heritage.
- Include a description of the future assuming our vision is achieved.

DISCUSSION

In relation to the vision the following specific feedback was received:

- Vision is good – clear and concise
- Vision is clear and concise.
- Vision is good – “life” is better than “lifestyle” which has a narrower meaning
- Suggestion that vision be varied to read “A place that celebrates life, empowers opportunity and inspires community.”
- “I agree with Council’s vision which needs to embrace both future development while not losing the charm and appeal of our region”
- “The vision looks good but unless it is translated into practical outcomes it will not be any use.”
- Suggestion that the vision be expanded to include “...whilst acknowledging the heritage of the past”
- “Vision is good – if it can be achieved”

In relation to the themes the following specific feedback was received:

- Theme – Healthy Environments – change “waste water” to “water management”
- Theme – Services and Infrastructure – change “hard waste” to “waste management”

- Theme – Thriving Local Economy – move “renewable energy” to Healthy Environments
- The broad themes relate well to the vision and would be easily understood.
- Include under Lifestyle and Sense of Community “accessibility” and “cultural awareness and diversity” which would also include indigenous culture and heritage.
- Include “arts and cultural development” under Lifestyle and Sense of Community
- “I think that Arts & Cultural expression and support is a key theme that is missing. Not only is it a key theme but it also weaves its way through all the other themes.”
- “These are all important components and worth achieving. All decisions made in Council should tick as many as possible of these themes.”
- Theme – Thriving Local Economy – add “small business”
- Theme – Services and Infrastructure – add “law enforcement (policing)”
- Theme – Healthy Environments – delete “climate change”

In relation to the plan being for 20 years the following specific feedback was received:

- 20 years for community plan is good, but why 4 years for a strategic/corporate plan?
- There needs to be strong connection points between Council’s plans including the development of a framework for review of plans.
- 20 year time frame for community plan with a 4 year corporate plan is a strength, but need to be flexible and adaptable to respond to changing circumstances and take advantage of opportunities that arise.

PROPOSED CHANGES TO VISION, THEMES AND STRUCTURE AS A RESULT OF THE CONSULTATION PROCESS

After consideration of feedback from the consultation process, the following changes were proposed to the vision, themes and related functions, and structure of the plan:

Feedback – Formal Consultation	Proposed Change
Vision be varied to read “The City of Victor Harbor - A place that celebrates life, empowers opportunity and inspires community.”	Vision to read “Victor Harbor – A city that celebrates life, fosters opportunity and empowers community”
Theme – Healthy Environments – change “waste water” to “water management”	Change “waste water” to “water management”
Theme – Healthy Environments – delete “climate change”	Change “climate change” to “climate adaptation”
Theme – Services and Infrastructure – add “law enforcement (policing)”	No change “crime prevention” included under Lifestyle and Sense of Community
Theme – Thriving Local Economy – add “small business”	“Small business” included
Include “arts and cultural development” under Lifestyle and Sense of Community	“arts and culture” included
I think that Arts & Cultural expression and support is a key theme that is missing. Not only is it a key theme but it also weaves its way through all the other themes.”	As above

Include under Lifestyle and Sense of Community “accessibility” and “cultural awareness and diversity” which would also include indigenous culture and heritage.	“accessibility” and “diversity” included
Theme – Thriving Local Economy – move “renewable energy” to “Healthy Environments”	“renewable energy” deleted
Theme – Services and Infrastructure – change “hard waste” to “waste management”	“hard waste” changed to “waste management”
Other feedback	Proposed change
Healthy environments	Change “public health” to “environmental health”
Lifestyle and sense of community	Change “built and cultural heritage” to “heritage”
Lifestyle and sense of community	Change “housing diversity” to “housing”
Services and infrastructure	Change “water resources” to “drinking water”
Services and infrastructure	Change “drainage infrastructure” to “storm water”
Services and infrastructure	Change “public toilets” to “public amenities”
Services and infrastructure	Change “schools and post-secondary education” to “education”
Leading and innovative council	Change to “Innovative Council empowering the community”
Leading and innovative council	Change “infrastructure planning” to “infrastructure management”
Leading and innovative council	Change “organizational development and workforce” to “organizational and workforce development”
Proposed structure for new plan	No changes proposed

With the proposed changes incorporated, vision, themes, functions and structure are as follows:

Vision

Victor Harbor – A city that celebrates life, fosters opportunity and empowers community

Themes

Healthy environments

Includes open space, coastal and marine areas, landscape and scenic amenity, air quality, climate adaptation, water management, biodiversity, environmental health services, and animal and pest plant control.

Lifestyle and sense of community

Includes urban design, land use planning, town character, heritage, community events, volunteering, halls and community buildings, sport and recreation, arts and culture, accessibility,



diversity, crime prevention, housing, parks and reserves, walking trails, cycle paths and playgrounds.

Thriving local economy

Includes tourism, primary production, small business, economic development, information technology, employment and event management.

Services and infrastructure supporting the community

Includes emergency services, health and community services, library, transport, parking, electricity, drinking water, roads, footpaths, storm water, waste management, cemetery, street lighting and street furniture, public amenities, education and information services.

Innovative Council empowering the community

Includes community engagement and responsiveness, leadership, intergovernmental and regional relationships, efficient service delivery, financial planning, asset and infrastructure management, organizational and workforce development.

Structure for a New Community Plan

Structure of the new community plan to be 20 years, with a 4 year corporate plan sitting under the community plan.

GENERAL COMMENTS

Much of the feedback received from the Listening Posts and written submissions included specific suggestions on things that Council could do to contribute to achieving the vision. This feedback was considered in Stage 2 of the development of the community plan, specifically the development of strategies and actions.

Even though there was a wide range of suggestions and diversity of views, there appeared to be a number of common themes in the feedback:

- People like Victor Harbor the way it is – the lifestyle, natural environment, scenic amenity, sense of safety, friendly people, sense of community and access to services. While there is an understanding that Victor Harbor will continue to grow, people want growth managed in a way that does not impact on those things that are important to the community.
- The town character is important. While there is support for higher density housing close to the town centre, people do not want to see high rise development, especially if it impacts on coastal views. The main street is seen as an important part of the town character, although there are differing views on what the main street should be like, what needs to be done, and who should be responsible for doing it. People value having agricultural land close to the city and do not want to see urban sprawl.
- A vibrant economy is seen as important. A number of suggestions were made on how to further develop tourism. Many people were OK with retail development at McCracken/Hayborough but were concerned about the impact on the town centre.

- People see good footpaths, pedestrian crossings, pram ramps, walking trails, bike paths and playgrounds as important.

ATTACHMENT ONE:

NOTES FROM LISTENING POSTS - VICTOR 2036 - SHAPING OUR FUTURE

12 NOVEMBER 2015 - OCEAN STREET

- “Best place in Australia”
- Don't rely on private enterprise, state and commonwealth governments
- Council should show leadership – private enterprise will follow
- Good access to services
- Main street is a bit drab – show leadership
- Good climate
- Better toilets for people with a disability
- Cemetery is well run
- Low rise development only
- Shopping centre at Hayborough is a good idea
- Transport is a problem for people who cannot drive
- Footpaths are not always accessible
- “Victor Harbor is a great place to live – just don't stuff it up”
- Extra shopping at Hayborough is OK
- Love the library and swimming pool
- Need more for young people
- Need to do more for families – Victor Harbor is not just older people
- Need to look after heritage – disappointed with Mount Brechan
- Scenic views are important
- Lots of schools – choice is good
- The people are what makes Victor Harbor special – people are friendly and helpful
- “Nice place”
- Good doctors and medical services – hospital is good
- Council staff are good – always very helpful
- Council is good – rang about a pothole and it was fixed almost straight away
- Improved access for gophers
- Tourists like to do shopping as well
- Council does not meaningfully consult especially in relation to rubbish bins and aquatic centre
- Don't like Council
- Ocean Street should be a mall
- Too many holiday homes – leads to crime
- Like Victor Harbor but do not support the pool

17 NOVEMBER 2015 - CIVIC CENTRE

- Victor Harbor is beautiful but more trees
- Salt water swimming pool on the beach

- Leaving Victor Harbor due to “unreasonable planning regulations”
- Don’t want uncontrolled population growth – getting to be too many people and too many cars
- Parking is OK
- Don’t want high density housing in town centre
- Victor Harbor is a beautiful place
- Look after the coastal views and hills – no development on the Bluff
- Every day is like a holiday
- More pedestrian crossing
- Need more parking at the Bluff for people without boat trailers
- Need to widen kerb ramp at pedestrian crossing by VHR-7 School
- Need toilets at the Bluff boat ramp
- Keep footpaths clear of vegetation
- Better facilities to enable older people to go fishing
- “Don’t let Victor Harbor lose it’s sole”
- Victor Harbor is unique – don’t turn it into a Glenelg
- “Old world character” is what people want
- People complain about Ocean Street but lots of people like it
- Look after heritage and old buildings
- Steam train and Granite Island “are special”
- Better footpaths
- Young people should be the ones to talk about the future
- If bicycle paths exist people should be required to use them
- Why are parts of the road dedicated to cyclists, but they do not pay registration?
- Would like to see a marina in Victor Harbor – could be located off Kent Reserve
- Rubbish collection – blue bins should be collected every week. The person had had experience with fortnightly collection in Sydney, they said they were an avid recycler and the initiative didn’t work
- Very happy with the aquatic centre, would like to have something like the Barossa
- Planning and development – excited with what is happening in Victor Harbor.
- Services important – comes to Victor Harbor from neighbouring council area
- Rubbish collection – fortnightly collection doesn’t work, had experience in Salisbury
- Love the Victor Harbor Library!
- Would like to see a heritage plaque for the Saltwater Pool that used to be off the Causeway

21 NOVEMBER 2015 - VICTOR HARBOR FARMERS MARKET

- Protect the beaches
- No high rise development along the foreshore
- Keep building heights reasonable to protect views
- Enliven the main street – but don’t know how to do it – Sorrento is a good example
- “Really like Victor Harbor”
- Undercover playground – to protect from rain and sun
- Playgrounds are good but need toilets at playgrounds
- A nature playground
- A good choice of schools
- Lots of underdeveloped tourism opportunities with steam train, paddle steamer, Granite Island etc
- 3 in 1 pass is fantastic – works well for locals to show visitors local attractions
- Have steam train running more frequently – people don’t want to be on diesel train
- Improve transport especially for older people and youth
- “Really like Victor Harbor – have travelled all around the world but Victor Harbor is a special place”

- Need more competition to encourage buildings in Ocean Street to be upgraded
- Proposed retail at McCracken/Hayborough is a good idea but don't want to detract from town centre
- Need to be able to change and adapt
- Fleurieu Families is a fantastic service – feel very fortunate to have it
- Need community based immunization service – not a medical centre based service
- Look after the natural environment – beaches, hill etc
- Good the Council is keen to hear what people think
- Worried about environmental impacts of Oceanic Victor proposal
- “Victor Harbor – love it – lifestyle, natural environment, sense of safety”

25 NOVEMBER 2015 – CIVIC CENTRE

- More for youth to do in the area
- Seagulls a problem on the foreshore
- Development in Victor Harbor is important
- Would like to see more footpaths and existing footpaths (in bad condition) repaired
- Need more car/boat parks at the Bluff Boat Ramp
- Re-use water going into the Inman River. Is it A-Class? Could we look at other options for the use of this water?
- Concerns about being a refugee friendly city
- Happy for development to occur in Victor Harbor (Coles, Bunnings, Aldi), concerned that Council's DPA was refused and then initiated by the Minister, happy with fortnightly rubbish collection

27 NOVEMBER 2015 - VICTOR CENTRAL SHOPPING CENTRE

- Victor Harbor is safe (would like to keep it that way) / Granite Island and penguins are important / more for youth
- Granite Island, penguins, restaurant / development, happy for Aldi / Mainstreet needs to be developed
- More activities for youth
- There needs to be more / Victor Harbor has the framework to be a great place but we can do better / Mainstreet / Planning (Coles / Aldi) / Traffic Treatments (roundabouts)
- Footpaths are important – more attention around Bay Village – trees are ripping up the paths
- Rubbish – would like to see weekly collection of blue bins remain
- Rubbish – happy with councils recent decision about not going to fortnightly collection
- Swimming Pool – concerned there will be a rate rise
- Footpaths – the ones behind Victor Central particularly / deciduous trees a problem, make place look untidy and roots are damaging footpaths
- Would like to see a water park along the foreshore – like Geraldton
- Rubbish – happy for blue bin to remain weekly / more things for youth / Ocean Street should be a mall at the Southern end / Granite Island is important
- TRIPPO Waterslide – questioned the impact on existing businesses
- Arts Centre needs to be developed in Victor Harbor – someone easily accessible / Rivers (Inman / Hindmarsh), let them flow and allow people to kayak in there
- Railway Terrace developed into a tourist attraction
- More shopping / transport and public transport within Victor Harbor (particularly between Encounter Bay and Victor Town Centre)
- Would like to see something like Knightsbridge Adventure Playground Developed in Victor Harbor
- Council should use less consultants
- More facilities for youth

- Develop the natural beauty of Victor Harbor / Granite Island is an asset we need to look after
- Schools in the area important – more public education opportunities?
- What are we doing to attract international business? / hard to get a meal at a restaurant after 8pm / opportunity for cellar doors here in Victor Harbor / more outdoor dining in Town Centre / Granite Island is important / Mainstreet shops not open enough / Foreshore carpark should be developed into restaurants etc
- Council shouldn't spend money on the Mainstreet, private business should take some responsibility
- Want to see Aldi, Coles and Bunnings in Victor Harbor, and would also like to see an underpass (concerned about traffic issues)
- Bins, happy that blue bins will be continued to be collected weekly
- Happy with developments like Coles, Bunnings and Aldi coming to Victor Harbor
- RSL – council should assist more
- Need pedestrian crossing on Crozier Road near Victor Central shopping centre
- Torrens Street /Crozier Road intersection is a problem
- "Don't make Victor Harbor any bigger – it is nice the way it is"
- Shopping at McCracken is OK but shopping centre on Waitpinga Road does not make sense
- Rural land close to the town is good – don't want urban sprawl
- "Have everything I need"
- Lots of litter around Oval Road and Inman Road
- Graffiti removal service is very good
- People should get 10% discount on rates if they pay all up front
- Services are good -Everything is OK
- Good to more housing close to shops – up to 3 stories is OK
- Stop farm land being turned into housing estates
- Housing estates can lead to isolation
- Need to keep farm land to feed the people
- Concerned about jobs especially for young people –develop tourism - Granite Island etc
- Bowling alley would be good for locals and visitors
- Need drop in centre for young people
- Need community centre that can offer cheap meals
- More local training and education
- Young people need to leave the area
- "Take some risks – Victor Harbor can get better"
- Need to care more about each other
- New swimming pool is good
- Main street needs to be developed but not just for tourists – local need to use it as well
- Main street need to be "a part of the community"
- Lots of old signs on top of shops in Ocean Street need to be changed
- Victor Harbor is good – needs to keep its character
- Victor Harbor is getting too busy – was much better 7 years ago
- Victor Harbor is good – don't want it to become huge – don't want high rise development
- Need more job – tourism and hospitality – especially for young people
- Port Elliot is a good example of how a few key shops can enliven a main street
- Main street is important – need to have more cafes
- Need to take a holistic approach to impacts of climate change
- Need to educate young people about sustainability
- Need to engage the community in impacts of climate change – Transition Towns Movement
- Sand replenishment on beaches to improve swimming
- Vision is good – if it can be achieved

1 DECEMBER 2015 - CIVIC CENTRE & LIBRARY

- Happy to live in Victor Harbor
- Main street has lost its charm – need more character shops and less commercialisation
- Protect views of the coast
- Transport is a problem especially for older people
- Clean air
- “A liveable place close to Adelaide”
- A new performing arts centre would be good
- Upgrade the town hall fold out seating like at Goolwa Centennial Hall would be good
- Need better footpaths
- Great playgrounds – great beaches
- Library does a fantastic job – especially children’s section
- More venues for music
- Buses are cheap but do not run often enough
- “Relaxed atmosphere – you feel like you are living a holiday”
- Bigger swimming pool – 25 metres is too small
- Lots of elderly people but also need a more family oriented focus
- Hospital is a disgrace
- No on call local doctors
- Doctors are too expensive for pensioners
- Council does not offer pensioners gutter cleaning, gardening and other home support services

2 DECEMBER 2015 - CIVIC CENTRE & LIBRARY

- “Like it as it is”
- Whale Tail is feature for Victor Harbor
- Promote more whale watching
- Need more job opportunities – computers and IT
- Improved public transport around Victor Harbor and to Goolwa/Port Elliot/Adelaide
- More petrol stations – existing stations seem very busy
- More employment services not linked to Centrelink
- Assistance for job seekers not linked to Centrelink
- Central online information hub for local services in Victor Harbor
- More free training for community members – skill sharing sessions
- More community events that are open and inclusive
- “Leave Victor Harbor as it is”
- Enjoy natural environment, going for walks
- People are friendly and it is nice when people say hallo
- People in the library are friendly
- Markets are great
- “So much better since Council has fixed all the footpaths”
- Bikeway is good – walking and cycling are good
- Whale watching is good
- Parks and grassed areas are great
- More music programs for young children
- Keep library’s Baby Bounce and Rhyme

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- More access to doctors, after hours medical, home visiting
 - Need emergency mental health services
 - Improved access to doctors after hours
 - Swimming pool could have been designed better and be bigger
 - More local medical specialist
 - “In two minds – want to see more happening but don’t want to lose the quaint country feel”
 - Jobs down here are not high income so may deter some people
 - “I like the busy periods when the tourists are here”
 - “The main street is heading in the right direction - important to keep as the main hub of Victor Harbor”
 - Very happy that can walk to everything