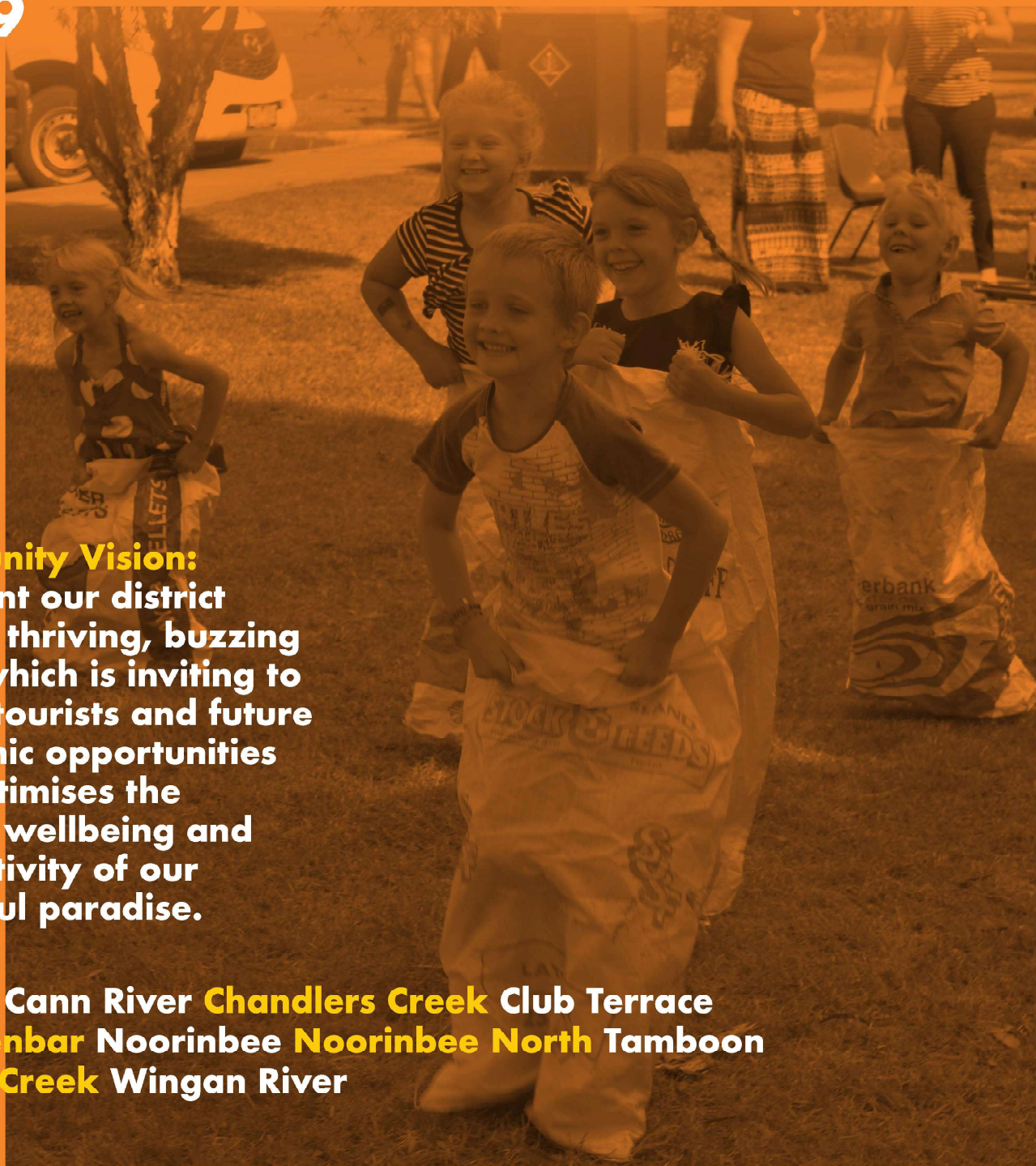


Cann Valley District Community Plan 2019



Community Vision:

We want our district to be a thriving, buzzing place which is inviting to locals, tourists and future economic opportunities and optimises the health, wellbeing and productivity of our beautiful paradise.

**Buldah Cann River Chandlers Creek Club Terrace
Combienbar Noorinbee Noorinbee North Tamboon
Tonghi Creek Wingan River**



Australian Government

BUILDING OUR FUTURE



**EAST GIPPSLAND
SHIRE COUNCIL**



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Acknowledgements

East Gippsland Shire Council and the community of the Cann Valley District acknowledges the Gunaikurnai, Monero and the Bidawel people as the Traditional Custodians of the land that encompasses East Gippsland Shire, and their enduring relationship with country. The Traditional Custodians have cared and nurtured East Gippsland for tens of thousands of years¹. We pay our respects to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders past and present.

The community members of the Cann Valley District have made a significant contribution in the development of this plan in terms of time and kilometres travelled to meetings, in addition to the completion of the community survey. The commitment of the community to the process is testament to their passion for the future of the District.

Place Planning is a major initiative within the East Gippsland Shire Council Plan 2017 – 2021². Resources were committed to undertake a pilot of the place-based planning approach.

Council officers from the Community Planning team and across a range of other departments have supported the place-based planning approach including the facilitation of workshops and providing information to community.

Minds@Work, an independent consultancy group, facilitated sessions and skilled up staff and community around the IDEA model.

The importance of our partner agencies and local service providers in being involved in the process and the delivery of information workshops has been critical in understanding how we are and can all 'work in place'.

The One Place One Plan Project was funded by the Australian Government through the Building Better Regions Fund and has been run across the Cann Valley District, Errinundra to Snowy District and Twin Rivers District.

Key Terms:

ABS:
Australian Bureau of Statistics

CFA:
Country Fire Authority

Council - East Gippsland Shire Council

DCRG:
District Community Representative Group

DELWP:
Department of Environment, Land, Water & Planning

DET
Department of Education & Training

DHHS:
Department of Health & Human Services

ORH:
Orbost Regional Health

RRV:
Regional Roads Victoria

SES:
State Emergency Service

References:

¹ [East Gippsland Shire Council Reconciliation Action Plan 2015 – 2018](#)

² [East Gippsland Shire Council Plan 2017 – 2021](#)



Kuark Forest in Spring
(Photo: Judy Deland)

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Other documents related to this plan:

Visual Summary of the District Community Plan

Community Toolkit

Action Plan

A Guide to Reading this Plan

This is the first District Community Plan (the Plan) for the Cann Valley District. The Plan provides a strategic direction for the people living and working in this community and the agencies that support them. A separate Action Plan will accompany this document and be updated to reflect the achievements and changes that occur over time.

Section 1:

Introduces community and place planning and the purpose of this community plan in this district. It provides details about the timeline of the project, engagement activities and community participation in the journey to develop the Plan. It includes an overview of the process used to develop the Plan and the IDEA model used to support community thinking from ideas to actions.

Section 2:

Provides a detailed community profile of the people living in this community, drawing on demographic data and the findings from the community survey and community workshops. The history and geographical location of the district is explored providing context to the key assets that were mapped in the district. The community profile provides insight into the people that live in the district and what is important to them. Four outcome areas are identified and discussed in detail with the support of data gathered through the community survey:

1. **Healthy & Sustainable Environments**
2. **Thriving Economy**
3. **Safe & Healthy Communities**
4. **Resilient & Connected Communities**

Section 3:

Focuses on the implementation of the Plan and how this will be undertaken. It does not have specific details about each priority and timeframe, this will be captured in the Action Plan that will be developed by the community and agencies. It will be reviewed and refined regularly to implement this District Community Plan. The future challenges and opportunities for each of the four outcome areas are explored. (see pages 30 to 33). Through the workshops, the community prioritised the 82 ideas from their Ideas Bank (see page 34) to six ideas that were worthy of further development. These are highlighted and outlined in this section. Described as priority ideas, the role of the community, Council and partner agencies is included for each.

It outlines the formation and role of a District Community Representative Group (DCRG) in monitoring and implementing the Plan.

Section 1: Development of the Cann Valley District Community Plan

**"Community
cohesion,
students
empowered
in the
community"**

Local Resident

"Unity"

Local Resident

**"More
cohesive
village"**

Local Resident

**"Cohesion
with belief
in a positive
future"**

Local Resident



Developing the Plan at the
Making it Happen workshop

Introduction

Purpose of the District Community Plan

To provide a comprehensive insight into the community of the Cann Valley District, and the people who call this 'place' home. It will give community members, East Gippsland Shire Council (Council) and partner agencies an understanding of:

- The people who live in the district and their needs
- The vision the community has for itself and what it values
- How the community currently operates and supports services
- The assets, resources and strengths available in this community
- The top priorities the community wants to work on
- The roles and responsibilities of community, Council, and partner agencies in making the plan happen
- An Ideas Bank, that community can draw on throughout the life of the District Community Plan

This plan provides a new direction for how community, Council and partner agencies can work together to achieve positive outcomes for the people who have chosen this district as their home.

Council and other agencies have a number of strategies and plans which underpin and inform what they do. The District Community Plan (the Plan) provides a platform at a place-based level to integrate Council and agency strategies and plans with the local community priorities to achieve the best outcomes.

Separate documents accompany the Plan including an action plan that will be revisited by community, Council and partners on an annual basis (the Annual Action Plan), and a toolkit with a range of resources and information to support community, Council and partner agencies in implementing the Plan.

This district now has a District Community Representative Group (DCRG) to work together on the priorities within the Plan on behalf of all people in the district. The DCRG enables the community to coordinate and cooperate to achieve their outcomes and provide a means for Council and agencies to engage with and work alongside a group that is representative of this district.

Place Planning

Some, but not all communities in East Gippsland have had Community Plans for nearly a decade. A review of the previous Community Plans identified the need to change the way Council works with the community. This new approach is called Place Planning. Twelve districts were identified across East Gippsland, each with its own distinctive history, culture, people and natural environments.

Council was successful in obtaining a grant from the Australian Government through the Building Better Regions Fund, to pilot the development and delivery of a place-based planning approach in some of the most remote districts within the Shire. This project has brought together community and agencies to share information and

exchange ideas that will enable informed decision making about how best to meet identified needs.

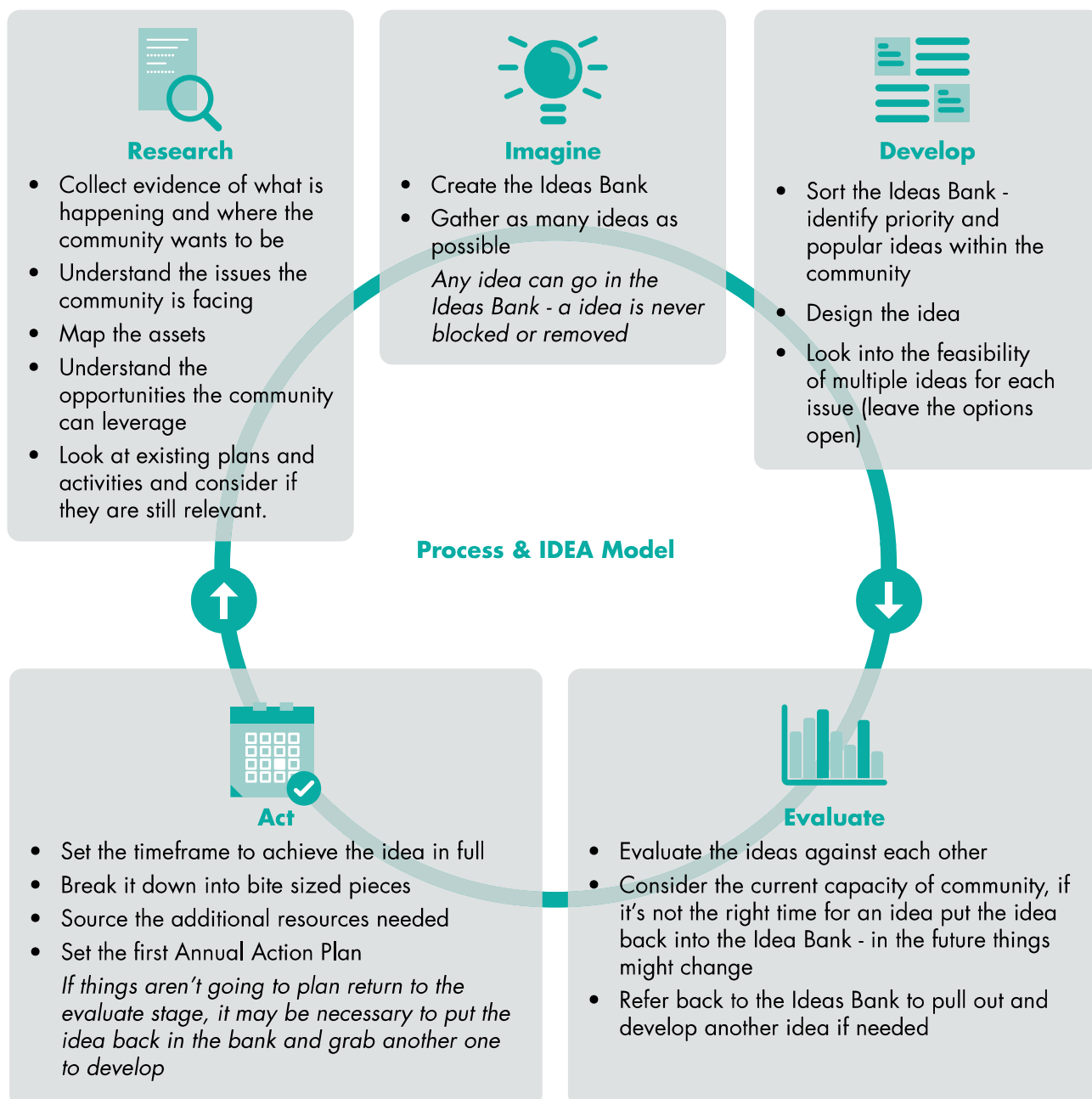
Developing a comprehensive understanding of the needs of the people that live in the district is central to Place Planning. The District Community Plan brings together detailed demographic information about who the people are that make up the district, why they live where they live, what is important to them, their future aspiration for their communities and how they will work together and with key stakeholders to achieve their outcomes.

The priorities within the Plan are not a 'wish list', they are ideas that were identified by the community that have been prioritised using the 'IDEA' Model, which is outlined further on page 7. Prioritisation is based on the evidence gathered around the issues, challenges and opportunities within the district.

The process of creating the Plan has focused on building relationships and trust between community members and groups, Council and other key agencies. It outlines how the community will work together and live their values. The Plan establishes an agreed set of local priorities and provides evidence of local investment needs. It will inform future planning decisions and where resources can most effectively be targeted around services and infrastructure. It aims to help clarify the roles and responsibilities of the community, Council and other agencies around the identified priorities in the Plan.

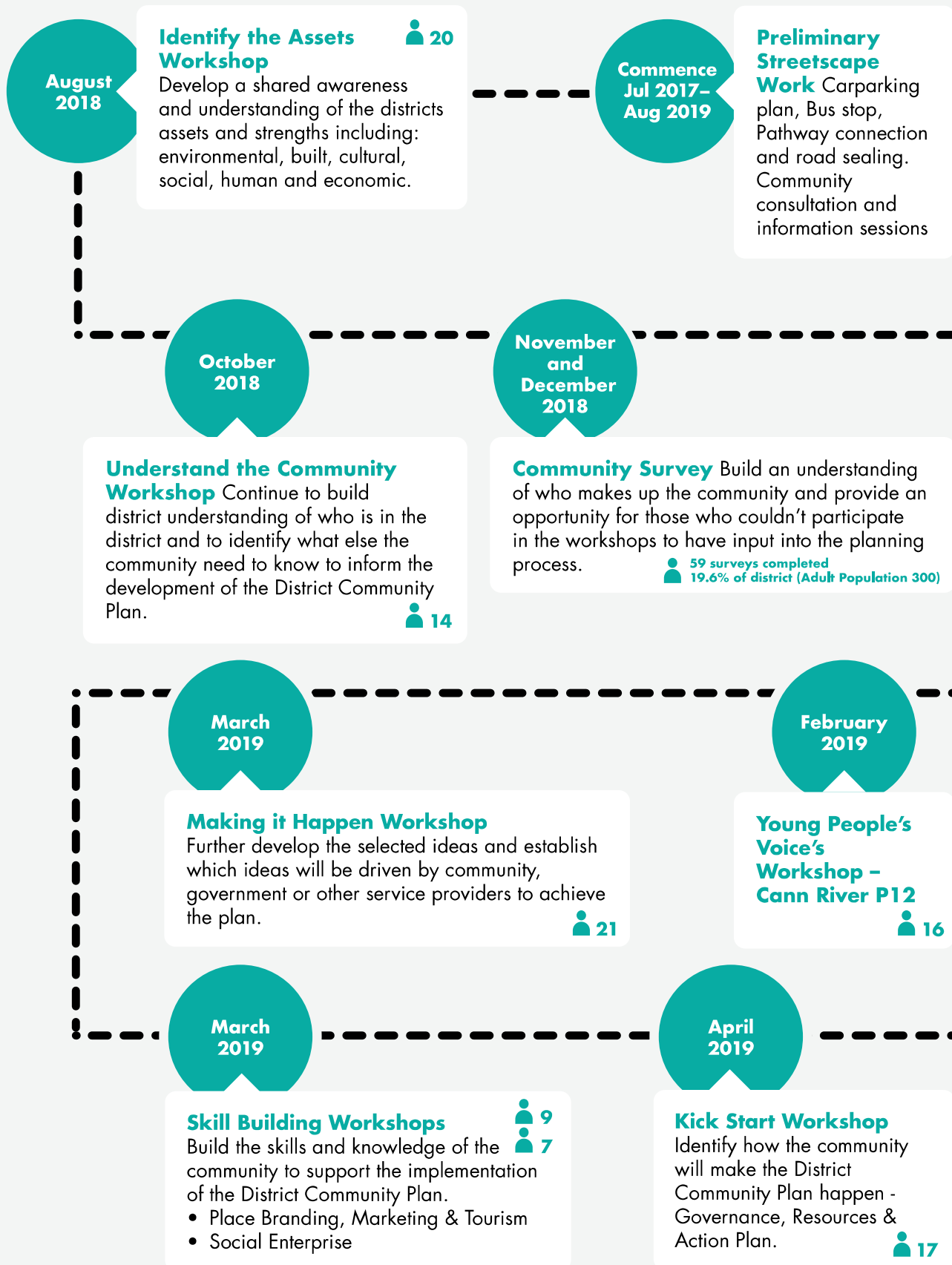
Process & IDEA Model

The IDEA Model is a way of helping people to think through their ideas and develop something from an idea into well thought out and planned actions.



A Community Toolkit that includes tools as well as data collected through the research stage is available by contacting Council, contact details are on the back of this document.

How the Plan was Created



419hrs



hours collectively contributed by the community to the process

66 people



involved in workshops

71%



of workshop attendees met new members of their community

57%



improved their existing relationships with their fellow community members

86%



of workshop attendees felt the workshops were worthwhile

Young People's Voice's Workshops – Cann River P12

Students in the district were engaged in a series of workshops to capture the voices of young people in the District Community Plan.

2 workshops
16 students

December
2018

Our Community Our Vision Workshop

Develop a vision for the future and to identify the values that are important to the community.

16

December
2018

Community Information Expertise Sessions

Community Information Expertise Sessions
Provide further information around a number of topics that had been identified to inform the development of the District Community Plan.

- Department of Environment, Land, Water and Planning, Parks Victoria & East Gippsland Catchment Management Authority

8

February
2019

Creating the Plan Workshop

Selecting ideas to create the vision the community want to see and to assess these based on value and effort.

21

February
2019

September
2019

Draft District Community Plan – Community Feedback

December
2019

Final District Community Plan to East Gippsland Shire Council

Annual

Annual Action Plan and Plan Report Card

KEY:

= Attendees

Section 2: Community Profile

Community Vision:

We want our district to be a thriving, buzzing place which is inviting to locals, tourists and future economic opportunities and optimises the health, wellbeing and productivity of our beautiful paradise.



Community spirit

community looking out for community and the trust in fellow community members



Peace & quiet

times when things are buzzing with activity balanced with time to enjoy the quiet



Relaxing vibe

the feeling that it is a place to escape to



Environment

from the mountains to the valley and the coast



Safety

community feels like a safe place to be



Sense of pride

the strong feeling that "this is home"

Community Values:

We must acknowledge the tension with our greatest asset, our environment and the future role it has for growth in our district.



Pumpkin contest at the Cann River
Harvest Festival in 2017

The District

The district is comprised of a number of smaller settlements, serviced by the township of Cann River. Cann River is located at the junction of the Princes Highway and the Monaro Highway, which are key routes between Sydney and Melbourne and transport connections through to Canberra.

The district is notable for its proximity to several spectacular national parks providing access to the ancient rainforests of the far east, excellent fishing, bushwalking and camping¹. To the south of Cann River is Tamboon Inlet, Point Hicks and its historic 1890 lighthouse which is notable for being the first land on the east coast of Australia to be sighted by Europeans².

History

The Cann Valley is considered a special place to a number of Aboriginal groups including the Bidhawal (also known as Bidawal and Bidwell), Monero-Ngarigo (Ngarigu), Gunaikurnai and Yuin nations. These first peoples moved across the district and into New South Wales and were passionate about the country known today as Cann Valley.

The area has seen significant changes in human settlement patterns, with people attracted to the district for its natural resources and beauty. A range of industries have developed over time that have created boom periods followed by periods of economic decline.

In the late 1890s gold mining was active around the district with the main activity around Club Terrace with the discovery of gold³.

The clearing of land for agriculture in the district commenced in the 1870s. Cattle were run on the fertile floodplains of the Buldah, Combienbar, Tonghi, Bemm and Cann Flats⁴. The first land grants for agricultural activities occurred in the 1890s resulting in permanent settlements across

the district. Activity was driven by small farms, mostly dairy, pigs and beef cattle⁵. Cream production led to the establishment of a butter factory at Cann River in the early 1920s but closed in 1936 with the cream being transported to Orbost. Agriculture continues to be an important industry for the district.

Timber harvesting was the major post war economic activity, with many European migrants providing labour in the hardwood mills situated in all the small settlements in the district. The timber industry has seen significant change over the last twenty years. In 1999, the timber allocation from Cann River was 183,000 cubic metres with half processed locally at 3 mills, supporting 9 contractors and the employment of approximately 80 people. There were 22 trucking companies working from the area. In 2019, the allocation is 30,000 cubic metres of timber, with no local mills and 13 people employed in harvesting and transporting of timber outside the area⁶.

The district has undergone significant economic change. The decline of its primary industries has mirrored a reduction in the government and professional services in the township. Throughout the planning process, residents have lamented and acknowledged this change and are optimistic about the next stage in the district's development.

References:

¹ [Explore Australia Publishing \(2010\)](#)

² [Victorian Places \(2015\)](#)

³ [Bendoc Progress Association \(2019\)](#)

⁴ [East Gippsland Catchment Management Authority \(2019\)](#)

⁵ [Cann River and District Historical Society](#)

⁶ [Department of Environment, land and water \(2019\)](#)

District Map



*Distances from district boundary

Travel within the district

Cann River to:	KM	TIME
Club Terrace	30	25min
Combienbar	52	53min
Tamboon	46	1hr 16min
Noorinbee Nth	19	17min

	Cann Valley District	East Gippsland
Population	376 (2016 ABS)	46,142 (2017 ABS)
Land area TOTAL	325,645 ha (3,256 Km2)	2,093,053 ha (20,931 Km2)
Council Land Area	4 ha	
Crown Land Area	305,216 ha	
Private Land Area	16,804 ha	

District Assets

The following pages summarise the assets that the community identified in the workshops and survey. It is important for the community,

Council and agencies to have a good understanding of the assets in the district and to use this to guide planning. The assets have

been grouped under the outcomes of the District Community Plan.



People

Provides a snapshot of those living in the district based on the community survey and ABS Census Data 2016.



Healthy & Sustainable Environments

Environmental assets include air, land, water, plants, animals, mineral and energy resources that support all life and human activity.



Thriving Economy

Economic assets include current and future industries, and employment opportunities to support people to live in the district.



Safe & Healthy Communities

Assets relating to health and wellbeing include personal and community safety and access to services.



Resilient & Connected Communities

Built, social and cultural assets relate to how the district connects and communicates and the facilities which bring the community together.

People



This profile has been drawn from ABS 2016 Census Data and a community survey to build an understanding of the people who call Cann Valley home. People have come to this district for work, the environment and housing affordability.

This community has a high proportion of older people, with 33% over 60 years of age. More than a third are living in lone

person households and half of the total population live in the smaller settlements spread across the district.

The feeling of 'looking out for each other' and the trust in their fellow community members contributes to the community spirit. The people of Cann Valley have a strong sense of pride in their community, which 'feels like home'.

Demographic representation of the survey

59 surveys were completed representing 19.6% of the district Adult Population

Place of residence

Cann River	61%
Noorinbee	14%
Noorinbee North	7%
Chandlers Creek	5%
Club Terrace	4%
Combienbar	4%
Wingan River	4%
Tamboon	2%

Age

25 to 34	2%
35 to 49	24%
50 to 59	22%
60 to 69	24%
70 to 84	27%

The top five things that people value about the district

(Community survey, 2018)



1. Natural Environment



2. Friendly Community



3. Peace & Quiet



4. Healthy Lifestyle



5. Country Living

Who We Are

(ABS 2016)



Total Population

Age Groups

12

Babies & Preschoolers (0 to 4)

34

Primary Schoolers (5 to 11)

44

Young people (12 - 24 years)

159

Adults (25 - 60 years)

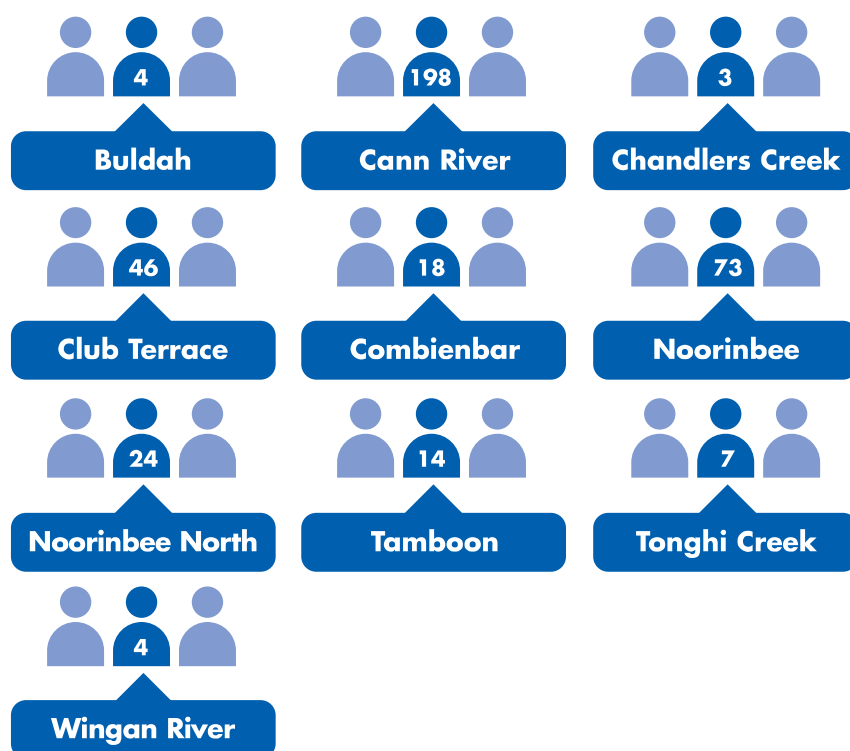
126

Older adults (60+)

Median age 54
(East Gippsland 50)

Township & locality population

(ABS 2016)



People



Identity & diversity

Aboriginal & Torres Strait Islander 2.4%
(East Gippsland 2.9%)

(ABS 2016)

Cultural Diversity	Cann Valley	East Gippsland	Victoria
Overseas born	10%	11%	28%
Language at home other than English	6%	3%	26%

Housing

Housing affordability, for both purchasing and renting is one of the draw cards for people to the Cann Valley District. There is a larger proportion of households who own their home; a smaller proportion purchasing their dwelling; and a smaller proportion who were renters in Cann Valley District compared with East Gippsland Shire. One third of the people living in the district live on their own.



79% Agreed that they were happy about their housing situation

47% Agreed that they felt they have adequate options in the district for their future housing needs

39% Agreed that there is enough housing in the district to meet the demand their housing situation

(Community survey, 2018)

Housing	Cann Valley	East Gippsland
Own	49%	42%
Purchasing	15%	26%
Renting	20%	21%

Affordability

Mortgage Repayments <\$1,200 per month	78%	44%
Rent Payments <\$1,000 per month	76%	58%

Households

Families with children	18%	29%
Families with young children	16%	15%
Families with mixed age children	2%	4%
Families with older children	3%	10%
Couples without children	25%	32%
Lone Person Households	34%	28%

(ABS 2016)

Living in the district

56% Of the respondents had lived in the district for more than 10 years

65% Definitely will stay in the district.

19% Probably won't stay or are unsure due to accessibility issues and work

(Community survey, 2018)



Mick Baum Park, Cann River

Healthy & Sustainable Environments



Cann Valley is home to several significant natural attractions including the Croajingolong, Coopracambra, Errinundra, Alfred and Lind National Parks. The far eastern region of Victoria is unrivalled in terms of the state's biodiversity⁷.

Croajingolong National Park is 100km of undeveloped coastline which runs from Mallacoota Inlet to Bemm River. It is one of the most significant coastal parks in Victoria with outstanding conservation, recreation and wilderness value and has been designated by UNESCO as a Biosphere Reserve⁸.

From grass tree plains, woodlands and coastal heath to tall, wet forests and rainforests, this region supports a greater number of vegetation communities than any other region of comparable size in Victoria⁷. With 29 species of eucalypts found in the area, the region is one of the most diverse in the country⁷.

Coopracambra National Park is one of the most significant conservation areas in south-eastern Australia. The ancient fossil footprints discovered in the Genoa River Gorge are of international importance and the Park's flora and fauna include a number of rare or threatened species⁹.

The Point Hicks Lighthouse was built in 1887-88. The remote location of this significant asset makes access by road difficult. The one hour, 46km trip is on a windy, corrugated dirt road. Poor road infrastructure to the coast and national parks currently limits the potential of these assets for tourism and has been identified by the

community as important to their future economic prosperity.

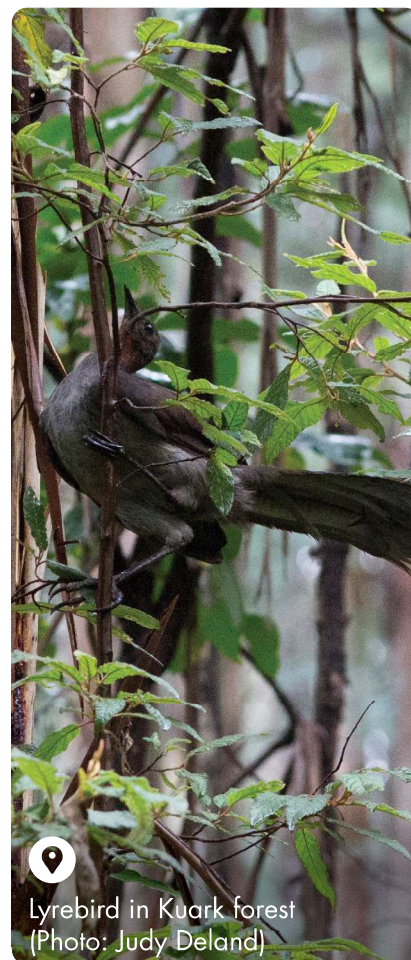
The Cann River runs through the township and is an important natural asset, with limited access to its banks. Flooding has been an issue experienced within the township, and over the past two decades, significant restoration works have been undertaken to improve the river and its floodplain by the East Gippsland Catchment Management Authority¹⁰. The health and access to the river is important to the many aspects of tourism, agriculture and investment in the district.

Water security, climate change, fire risk and environmental sustainability were identified in the top ten challenges and opportunities for the district in the community survey.

Achieving environmental sustainability in the broadest sense, that is allowing our society and economy to flourish within the capacity of the natural environment to support them, will require continual change to the way we live our lives and conduct our business¹¹.

The Victorian Government has identified Gippsland as being warmer and drier in the future due to climate change. One third of the respondents of the community survey indicated that this might mean increased fire danger for the district and for a lesser number of the respondents that this might mean impacts to agriculture and tourism (12% each). Respondents of the survey felt that water management would be important along with education

and increased resources for fire management to tackle the effects of climate change in the district.



Lyrebird in Kuark forest
(Photo: Judy Deland)

References:

- ⁷ [Goongerah Environment Centre \(GECO\), The Wilderness Society & Environment East Gippsland \(2017\)](#)
- ⁸ [National Parks Service Croajingolong National Park Management Plan \(1996\)](#)
- ⁹ [Parks Victoria Coopracambra National Park Management Plan \(1998\)](#)
- ¹⁰ [East Gippsland Catchment Management Authority \(2019\)](#)
- ¹¹ [East Gippsland Shire Council Environmental Sustainability Strategy 2014-2017](#)

Thriving Economy



Employment

There are many seasonal and part-time employment roles in the district which can impact people's ability to access adequate income and the amount and type of work that they want. In 2016, 35% were employed in part-time positions and 37% were full time workers (ABS, 2016). The four highest industry sectors for employment in the district in 2016 were:

- Agriculture, Forestry and Fishing (21%)
 - Accommodation and Food Services (18%)
 - Health Care and Social Assistance (12%)
 - Public Administration and Safety (11%)
- (ABS, 2016)

There has been a decline between 2011 and 2016 in the number of people employed in Cann River. In 2016, of the 22% of unemployed people, 16% were looking for fulltime work and 6% were looking for part-time work.

Businesses In The District 2019

Firewood, Earth Moving, Towing, Welding, Marine Services, Farming, Post Office, Plumbing, Landfill, Wreckers, Sawmill, Petrol Station, Accommodation, Supermarket, Food Services, Furnishings, Nursery, Gold Mining & Prospecting, Art & Craft and Op Shop.

Reference:

¹² [Regional Roads Victoria \(2019\)](#)
For further information contact
Gippslandproject@roads.vic.gov.au

The Visitor Economy

The location of the Cann River township sees it having a local, municipal and regional role in servicing current and future tourists. It provides a critical road side stop over that was recognised with a significant upgrade of the townships streetscape in 2018/2019 by Regional Roads Victoria (RRV) and Council, making it safer for cars and pedestrians.

The district is the entry point to Victoria for tourists travelling from NSW and Canberra. There is a caravan park, various motel/hotels as well as a good mix of commercial businesses including supermarket, petrol station, bakeries and cafés in the Cann River township. The district is well placed to capitalise on tourists travelling through the township and its significant environmental assets.

The district has identified the importance of increasing the number of visitors, length of stay and spend in their district. Traffic count data collected over a 7 day period during the peak holiday time of Christmas 2018 to New Year 2019, identified approximately 18,045 pedestrian movements recorded in the Cann River main street between 8am to 4pm¹².

A total of 28,189 vehicles were also counted over this period of time in the township. On average a car had 3.4 occupants visiting for 32 minutes with long vehicles such as caravans having 3.2 occupants and staying an average of 43 minutes¹². This data provides a foundation for understanding the potential visitor market in the township.

A separate qualitative survey was undertaken during the same period by Council to understand the visitor's experience in Cann River. The majority of those surveyed were heading further south into Victoria, reinforcing the significance of Cann River as an entry point to the Victorian visitor experience and not yet a destination in its own right. A traditional visitor information service is provided in Cann River. With the changes occurring in the tourism experience, the new Gippsland Destination Management Plan 2019 will provide guidance on the most appropriate model for provision of visitor information services.

A vibrant local community, that offers a point of difference and a unique visitor experience will be well positioned in the visitor economy. The feeling of pride in the community and the district is very strong in Cann Valley and this is important for a district that is wanting to attract tourists.

Both the survey and the workshop participants saw nature based tourism as an important opportunity for the district, and selected the development of a local tourism strategy, as one of the top priorities for the district. The community recognises the quality of the tourism experiences that the nearby national parks offer and believe that the opportunity exists to enhance the visitor experience in the district through increased services and activity. Collaboration with and support from public land managers such as DELWP and Parks Victoria is integral to advancing this.

Thriving Economy



A Transport Hub

The Cann River township is an important hub for the transport industry. These arterial roads play a vital role in the East Gippsland and broader Gippsland region's economy. The produce grown across Gippsland relies on this route to get product to market in Sydney, Melbourne and beyond.

The township provides heavy vehicle/long haul operators and bus companies with parking and services that enable drivers mandatory rest breaks and an opportunity to check their vehicles. For those tourists using public transport, two VLine coach services stop at Cann River between Canberra to Melbourne, Batemans

Bay to Melbourne with a train connection in Bairnsdale.

Traffic counts undertaken during peak vegetable and farming activity in March 2019 identified between 300-350 heavy freight travelling through the township during a 24 hour period¹³. There is a current planning permit for an upgrade to the United Service station in the township, that would see a 24/7 service station providing shower, parking and rest stop facilities for heavy and long vehicles, this is scheduled for construction in 2020.

Global Trends in Travel¹³

1. Destinations need to avoid sameness and identify a point of difference
2. Focus on growth market opportunities;
 - Active families
 - Active 55+ year olds
 - Contemporary women
 - Millennials
 - Visiting friends and relatives
3. Experiences over destinations such as;¹⁴
 - Experiential travel - guides and tour operators who offer more immersive experiences
 - Transformative travel - self discovery and trying new things
- Serendipity and surprise - visitors discovering hidden treasures
- Health and Wellbeing - cycling and walking trails with add on experiences
- Food and Drink - local people offering immersive, curated and unique experiences
4. High quality service standards expected and environmental sustainability and social responsibility increasingly important as a point of difference
5. All markets are digitally connected and an online presence is important as it is used as the platform for information and bookings

Income

48% are unsure or think that they do not have adequate income.



Employment

39%

agreed that they have the type of & access to employment they would like



28%

agreed that they have access to work opportunities in the community that support the lifestyle they want

23%

agreed that they have access to services that support them gaining employment

29%

agreed they have access to non-school training and education (Community survey, 2018)



Cann River SES fundraising

References:

¹³ SKIFT Insight (2017)

¹⁴ Destination Marketing Store (2019)

"To develop a wonderful eco-tourist strategy that highlights the best of the district and is mindful of the impacts that the human footprint may have."

Local Resident

"Different people with different cultures come to town"

Local Kid

"More things to do, more tourism"

Local Resident

"More attractions"

Local Resident

"Action, wealth & tourism soon"

Local Residents

"Bring the business to the meeting"

Local Resident



Camping under the stars
in Far East Gippsland
(Photo: Judy Deland)

Safe & Healthy Communities



Safety

The Cann Valley District has experienced significant bush fires and this remains an ongoing challenge for the district into the future, affecting the feeling of safety for the community. Fire Authorities have assessed Cann River as having a very high bushfire risk due to the surrounding vegetation. The Cann River and Tamboon communities have recently developed a Local Incident Management Plan (LIMP).

Anecdotal evidence along with feedback in the community survey indicates that there is still an issue with residents accessing information to prepare for and manage an unexpected event. This is of concern given the recent impact of fires and ongoing risk in the area, with 66% agreeing that they can access the information to prepare for and manage an unexpected event.

Ensuring that residents and tourists have sufficient information to prepare for and manage an unexpected event continues to be something that the agencies in the district are working to improve, such as the exploration of a radio repeater. Agencies with Emergency Management responsibilities meet regularly on this matter, as does the community through the Cann River Emergency Preparedness Committee. A new approach to

emergency management in remote and ageing communities with declining SES and CFA brigade membership and high risk profiles is needed.

Ageing Population

As with many other townships across East Gippsland, the population in the district is ageing with one third over the age of 60. East Gippsland is one of Victoria's highest per capita populations of ageing people, and it is projected that almost 40% of the population will be over 60 years by 2020. East Gippsland is one of 19 municipalities within Victoria already considered super aged¹⁵.

The ageing of the population in the district raises concerns around the ability of its residents to continue to sustain the functions and governance of community and service groups. The physical labour and service required for groups such as CFA and SES will present a challenge in membership.

The provision of Home and Community Care (HACC) services and palliative care by the Cann Valley Bush Nursing Centre (CVBNC) provides some service to those wishing to age in place, however there are no specific aged care facilities located within this district.

Health

Whilst two thirds of the survey respondents felt that they had excellent health, this wasn't felt as strongly around the health and wellbeing of the overall community. Approximately half of the survey respondents agreed that they have adequate access to health services in the district.

The CVBNC has been in operation since 1972, being the main provider of health services across the district. This service operates five days per week with an on-call service that provides care for emergency situations. The Centre provides a range of Allied Health Services, however its remoteness can make it difficult to recruit and retain professionals in these disciplines. Currently a doctor service is provided on a weekly basis, a dentist visits on a monthly basis and a massage therapist, drug and alcohol counselor and podiatrist visit regularly.

At least half of the survey respondents go outside of the district for health and medical services on a monthly basis and 40% rarely do. Of those who do go outside of the district the most common locations to travel to for health and medical services were Orbost followed by Bairnsdale. Nearly half of the survey respondents indicated that they would expect to be able to access health and medical services in the district.



Mother and child on the slide at Mick Baum Park

Reference:

¹⁵ [East Gippsland Shire Council Ageing Well in East Gippsland; Age Friendly Communities Strategy 2017 – 2030](#)

Safe & Healthy Communities



Outside of the district, depending on the health services required, residents have the choice of going to:

Destination	Distance / Time from Cann River	Services
Orbost	75KM / 1hr	Pharmacy, Hospital, General Practitioner (GP), Dental Clinics
Bairnsdale	165KM / 1hr 55min	Regional Hospital, Specialists, Pharmacy, GP, Dental Clinics
Lakes Entrance	132KM / 1hr 30min	Pharmacy, GP, Dental Clinics
Mallacoota	69KM / 55min	Pharmacy, GP
Eden, NSW	110KM / 1hr 20min	Pharmacy, GP
Bombala, NSW	86KM / 1hr	Pharmacy, Multi-purpose Service, GP

Cann Valley operates its own voluntary ambulance service that provides early intervention and support for patients while awaiting the arrival of an ambulance. These First Responders are dispatched at the same time as the 000 Ambulance and most likely to arrive first on the site

of a road accident, respiratory and cardiac incidents or other incidents requiring emergency care. The community is reliant on the ambulance from Orbost or Mallacoota for paramedic intervention or transportation of seriously ill or injured people.

Services

The township is well serviced, with police, health, education and community services located in Cann River.

Safety

85%
agreed that the community is a safe place to live



68%
agreed that the community has a reputation for being a safe place



66%
agreed that they can access the information to prepare for and manage an unexpected event



Health

66%
agreed that in general, they have excellent health



53%
agreed that they have adequate access to health services in the district



26%
agreed that the health and wellbeing of the community is strong



(Community survey, 2018)

Cann River Community Centre (CRCC)

Provides a range of social, educational, recreational and support activities through primary funding from the state Department of Health and Human Services Neighbourhood House Coordination Program. A centrelink agency is provided through the federal government and a Council Outreach and library service and Visitor Information Service is provided through Council funding. Operates an op shop and art & craft shop as local social enterprises.

Located in Cann River.

Ambulance Victoria

Provides early intervention, patient transport and emergency care by Community Ambulance Officers (volunteers).

Located in Cann River.

SES

Provide on the ground support during emergencies and support communities to better understand the 'who, what, when and how' for emergency events.

Volunteer Unit based in Cann River, regional office located in Bairnsdale.

Victoria Police

Provides policing services to promote a safe, secure and orderly society

Located in Cann River.

East Gippsland Shire Council

Provides fortnightly mobile library/customer service bus, waste management, environmental / public health inspection and compliance, land use planning and regulation, public amenities, parks and gardens & maintenance of assets.

Outreach/Information Services contracted to CRCC.

Royal Flying Doctor Service

Provides outreach mental health support services in Cann River.

Located in Orbost.

Cann Valley Bush Nursing Centre (CVBNC)

Provides a range of clinical, allied health and community services through primary funding from Department of Health and Human Services & Department of Health and Ageing.

Located in Cann River.

Parks Victoria (PV)

Public land manager, visitor experiences and service across National Parks and reserves.

Some service provision located in Cann River, offices based in Orbost & Bairnsdale.

Cann Valley has a range of services that support the residents within this district.



East Gippsland Catchment Management Authority

Provides for the integrated management of land, biodiversity and water resources and responsibility for the planning and delivery of river health works, and several statutory activities.

Located in Bairnsdale.

Snapshot of the Cann Valley District Services

Regional Roads Victoria (RRV)

Provision of upgrades including safety and maintenance improvements of roads.

Located in Bairnsdale.

Orbost Regional Health (ORH)

Provides a range of hospital, aged care, medical, dental and community services.

Located in Orbost.

Cann River P12 College

Provides a learning environment for students from prep through to Year 12 with a whole-school approach to the social and academic learning of each student.

Located in Cann River.

Moogji Aboriginal Council

Provides a range of clinical, allied health and community services.

Located in Orbost and provides outreach to Cann River.

Department of Environment, Land, Water & Planning (DELWP)

Provides a range of services related to environment, energy, wildlife, heritage, climate change, planning, marine and coast, forest fire management, property and land titles water and catchment and forest and reserves.

Some service provision located in Cann River, including seasonal fire fighting.

Offices based in Orbost & Bairnsdale.

Cann Valley Kindergarten

Provides integrated 3 & 4 year old kindergarten / childcare managed through Uniting Gippsland

Located in Cann River.

CFA

A volunteer and community based fire and emergency services organisation which works together with communities to keep them safe from fire and other emergencies.

Volunteer Brigade based in Cann River.

District 11 Headquarters located in Bairnsdale.

Resilient & Connected Communities



The gradual decline in the population of the district has had an impact on social and recreational opportunities. With over one third of residents in the Cann Valley District living on their own, there is a need to create connections to reduce potential social isolation.

Sport & Leisure Opportunities

The Cann Valley District has limited sporting clubs and groups. In the past there was netball, pony club, soccer and junior football teams however as the population has declined these clubs have become unviable. Young people travel to Orbest or to New South Wales to participate in sport. Only one in five of the survey respondents felt that they had access to a range of sports and leisure activities within the district. Young people living in the district would like to see more activities and things for them to do.

Community Groups

There are many active community and service groups throughout the Cann Valley District, this contributes to the district's feeling of community spirit. There are currently 16 active community and service groups identified in the Cann Valley District varying from three members to 42 members. As is the case in many small communities, there are a number of people who volunteer on multiple committees. A higher proportion of people volunteered for an organisation or group in Cann Valley compared to East Gippsland Shire (27% and 25% respectively) (ABS, 2016). In the community survey, 64% indicated that they volunteered with an average of 11 hours per month

20% of respondents indicated that they volunteer for the social opportunities and 34% to be part of something.

Opportunities to Connect

There are some key celebratory events across the district which bring the community together, such as:

- Australia Day and Christmas celebrations
- Anzac and Remembrance Day
- Art & Craft Show
- School Production
- Biggest Pumpkin Festival

Less than half of the survey respondents felt that there was adequate acknowledgement of traditions and celebrations in the Cann Valley District.

Both the CVBNC and the Cann River Community Centre (CRCC) provide a range of social groups and opportunities as a way for people to connect with others and to engage socially.

Harnessing the identity and diversity of the Cann Valley District is an opportunity that can be built upon. There is a rich local history which many in the community would like to preserve and promote with ideas around this identified in the Ideas Bank to explore for the future.

Communication

People in the Cann Valley District currently access information from a range of sources. The town newsletter "The Jinga" is produced by the Cann River P12 College on a fortnightly basis during school terms. Agencies such as the CRCC and CVBNC provide valuable connection using Facebook and

notice boards. General word of mouth from other community members is another avenue as are the numerous noticeboards that are located around the town including the Post Office.

Road and Related Infrastructure

Road infrastructure is vital for both residents, tourists and the freight industry. Whilst the district is geographically isolated, their location does provide them with being equal distance to Bairnsdale and Eden/Merimbula/Bega in NSW and is a critical freight route as already identified in this plan.

The community survey identified the availability of convenient pedestrian/cycle pathways was seen as inadequate with only 6% satisfied with the infrastructure, 29% neutral, 41% dissatisfied. Note: The survey was undertaken prior to the completion of the current township upgrades and connecting footpaths.

The road network in this district is the lifeblood of the community. Both the Princes Highway and Monaro Highway feed directly into the township of Cann River. The VicRoads Road Improvement Program 2018-2020 saw \$10M allocated to works on the Monaro Highway to improve freight connectivity and safety. Load checking bays, installation of slow vehicle turn outs and pavement widening (including load turn around areas for truck/long vehicles in event of road closures) have been implemented.



"Greater cohesion amongst the community - inclusiveness and caring for each other"

Local Resident

"Having more facilities so more stuff to do so we can all live less boring lives"

Local Residents

"I would like everybody to be included"

Student

"United and connected community"

Local Resident

"Community working together"

Local Resident



Young people on the swing in Mick Baum Park

Community involvement



70%

agreed that they felt valued by their local community

80%

agreed that they were proud to live in the community

51%

agreed that they could change the things they cared about in their community

59%

agreed that they got involved with most community issues

Access to activities

42%

agreed that they had access to a range of arts and cultural activities within the district

24%

agreed that they had access to a range of sports and leisure activities within the district

66%

agreed that they had access to participate in social activities

Identity & diversity



42%

agreed that the district has a defined identity

33%

agreed that the community's local history is being preserved and promoted

44%

agreed that the community acknowledges traditions and celebrations

52%

agreed that a diversity of culture and tradition is present

(Community survey, 2018)

Cann Valley Landcare Group

Approx members: 42

Number of meetings per year: As required

Cann Valley Bush Nursing Centre Board

Approx members: 229 (9 on Board)

Number of meetings per year: 11

Cann River Community Centre Committee of Management

Approx members: 55 (10 on Committee of Management)

Number of meetings per year: 12

Cann River P12 College Council

Approx members: 8

Number of meetings per year: 10

Club Terrace Community Reserve/Hall Committee

Approx members: 3

Number of meetings per year: As required

Cann River Hall Committee of Management

Approx members: 4

Number of meetings per year: As required

Community Groups in the Cann Valley District

Combienbar Public Hall & Recreation Reserve Committee

Approx members: 9

Number of meetings per year: As required

Noorinbee Public Purpose Reserve/Hall Committee

Approx members: 7

Number of meetings per year: As required

Tamboon Progress Association (Tamboon South)

Approx members: 20-25

Number of meetings per year: 2

Cann Valley Cemetery Trust

Approx members: 7

Number of meetings per year: 4

Cann River SES

Approx members: 15

Number of meetings per year: Approx. 24 (one meeting, one training day per month)

Cann River CFA

Approx members: 8

Cann River RSL

Approx members: 30

Number of meetings per year: 3-5

Resilient & Connected Communities



Transport

The CRCC and the CVBNC have community buses that support residents to attend appointments and group activities. The feeling that people have adequate access to transport was mixed, 56% agreed that there was adequate access, 8% neutral, 22% believing that there is insufficient access. A large proportion of the community get around the district by car. Public transport options are limited.

Community Facilities

Cann Valley District has three halls, two tennis courts and three recreation reserves which the survey identified as being rarely or never used by respondents. For each facility, over half of the respondents felt that the facility was important or very important, with less than half planning to use each facility in the future. The changes in population across this district have seen a change to the purpose and use of community facilities. As settlements across the district have declined, schools have

closed, halls left unused and small numbers of people left responsible for the assets.

Infrastructure and facilities are only relevant to the use and purpose that people provide them. This process has identified the need for Council and DELWP to work with the community to review the facilities across the district so that they are fit for purpose and sustainable for current and future use.

Community & relationships

76%

agreed that they could trust their neighbours to look out for their property



66%

agreed that if a stranger, someone different to them, moved into their community they would be accepted and welcomed



55%

agreed that the community is connected and inclusive; everyone feels welcome



72%

agreed that people in their community are very willing to help each other out



80%

agreed that the local community feels like home



(Community survey, 2018)

In the past 5 years, respondents of the survey had

joined in a local community action to deal with an emergency

32%

taken part in a local community project or working bee

32%

Getting around



58%

agreed that they have OK access to transport to allow me to do the things I want to do within my district

13%

agreed that the district has safe and convenient pedestrian/cycle pathways

44%

agreed that the district has sufficient pathways to connect the community

Section 3: Implementing The Plan

Outcomes & Priorities

This section outlines the four outcomes the Cann Valley community wants to achieve and their priority ideas. A separate Annual Action Plan accompanies this District Community Plan and will be reviewed and updated regularly.

Determining the Outcomes

A total of 82 ideas were harvested from the workshops and community survey to create an Ideas Banks for the community to draw upon, (See page 34). The ideas were then refined to 18 interesting ideas. Work was done to define what each idea meant to the community which was used to group the interesting ideas into the four outcome areas: Healthy and Sustainable Environments, Thriving Economy, Safe and Healthy Communities, Resilient and Connected Communities.

The community then identified the priorities that they would concentrate their energy and resources on for the first 12 months, from these interesting ideas. The amount of time, resources, skills, and availability were considered to ensure energy for existing group activities was retained.

Priority projects are represented with a star.



Working Together: Roles & Responsibilities

Not all ideas can be delivered by community, many ideas need the support of agencies (i.e. government land managers) and services (i.e. health providers). Each of the priority ideas have identified the roles and responsibilities:

- Where community can do it themselves;
- Where community and agencies partner together providing support, funding, resources or advocacy;
- Where agencies take the lead, keeping community informed about the when and how.

The remaining ideas were not chosen for work in the first 12 months of 2020. At the end of this period the DCRG will review the Annual Action Plan and decide whether to continue with the priority projects they are working on, or introduce additional projects from the interesting ideas already defined or the Ideas Bank.



Community gather on Australia Day in 2018 in Mick Baum Park

Future Challenges & Opportunities

The rate of change in society today is accelerating. Whether it is change to the economy, environment or the community, the reality is that people will experience an increased rate and impact of change. The capacity of communities in East Gippsland to respond and adapt to these changes will be critical in order for them to achieve their vision for their communities.

Top Five Future Challenges & Opportunities

The results from the community survey indicate what people see as the future challenges and opportunities in this district. They reflect the changes that this community has seen over the last 10 years and their growing awareness of their reliance on the natural environment and its sustainable management to secure their future prosperity.

Individual

1. Isolation
2. Service Access
3. Fire Risk
4. Ageing Population
5. Climate Change



Community

1. Industry Decline
2. Service Access
3. Population Decline
4. Unemployment
5. Fire Risk/Ageing Population



District

1. Industry Decline
2. Fire Risk
3. Environmental Sustainability
4. Road Infrastructure
5. Water Security/Agriculture



Economic Opportunities

The future prosperity of Cann River is highly reliant on its location at the junction of the two major highways. The streetscape upgrade addressed many of the road safety and pedestrian connectivity issues. The current plans to upgrade the United Fuel Stop to a 24 hour truck stop will improve the services offered to truck drivers.

The businesses in town and the presence of amenities in Mick Baum Park enable visitors to take a break. The challenge for Cann River is to increase the spend within the township by extending the length of stay of those visitors and the types of services and activities offered during their stay.

The proximity to natural assets such as the Cape Conran, Croajingolong National Park and Point Hicks Lighthouse provide numerous opportunities around nature based tourism. Parks Victoria have identified the Croajingolong National Park as a potential Iconic Coastal Wilderness Walk, with planning and development flagged over the next five to ten years.

In 2019 the Victorian Government announced funding to implement a great outdoors package. This includes \$105.6M for camping grounds, better four-wheel-drive-tracks and new walking trails. In East Gippsland, \$1.5M to undertake planning for an iconic Sea to Summit hiking trail – creating a world-class multi-day walk modelled on the Grampians Peak Trail. The Sea to Summit is one part of the Emerald Link Project.

The other sections of the project will be scoped in late 2019.

Environmental Sustainability: Water Security/Climate Change

East Gippsland Shire is vulnerable to coastal hazards, inundation, fire and extreme natural events and climate change has potential to increase our vulnerability. Work is continuing to understand the nature and extent of future impacts on communities. Council is committed to assisting communities to adapt to future conditions in a planned way¹⁶

Children & Young People in the District

A number of students from Cann River P12 College participated in three sessions during the development of the District Community Plan to ensure that their voice was captured. Children and young people (0 – 25 years) make up almost one quarter (24%) of the population in the Cann Valley District. Children and young people have so much to offer the Cann Valley District and this should be encouraged and supported. The students at Cann River P12 College are taking the lead on the Mick Baum Park Redevelopment Project.


Reference:

¹⁶ [East Gippsland Shire Council Environmental Sustainability Strategy 2014-2017](#)

Outcomes and Priorities


Outcome 1. Healthy & Sustainable Environments

What this means to community:

<div></div> <div>1.1 Access to the Cann River</div>	<ul style="list-style-type: none">• Improve connection between the river and the caravan park and township so that visitors enjoy the river and can walk along the river bank.• Identify how to improve swimming opportunities so that young people have somewhere to swim.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	<p>Establish a working group on this priority. Cann Valley Landcare is taking the lead on the joint project with the EGCMA.</p> <p>The community via Cann Valley Landcare undertake planting and revegetation works in 2019/2020.</p>	<p>EGCMA, Council and DELWP work in partnership with the community around the access to the river.</p>	<p>Coordination between all three agencies DELWP, EGCMA and Council for:</p> <ul style="list-style-type: none">• Land manager consent;• Maintenance• Issuing of approvals• Planning for new works <p>EGCMA – health of the river</p>
1.2 Access to the beach	<ul style="list-style-type: none">• Seal the road to Point Hicks to improve the safety and accessibility for residents and tourists to the beach.• Open up the tourist potential of Point Hicks enabling all to access this wonderful natural asset.• Encourage people to stay longer and spend more time and money in the district.• Reduce the travel time on this dirt road, thereby increasing usage and tourism visitation		
1.3 Access to the National Parks	<ul style="list-style-type: none">• Enable local community to create new enterprises that offer activities and build the visitor economy by improving infrastructure to and within the National Parks, i.e: roads, camping, infrastructure.• Create local jobs		

Outcome 2. Thriving Economy

What this means to community:

2.1 Mechanics Workshop	<ul style="list-style-type: none">• Provide employment opportunities for local people whilst offering a service for locals and visitors.• Youth skill building using existing infrastructure at the DELWP workshop.		
2.2 Hospitality Training	<ul style="list-style-type: none">• Provide people with the opportunity to learn new skills locally.		
2.3 More local jobs (outsourcing, agencies, social enterprise)	<ul style="list-style-type: none">• Provide people with meaning, belonging, purpose by retraining.• Earn a living and being able to stay in the community. Having enough money to live a good life.• For our kids (connection), a reason for them to come back home.		
2.4 Toilet Upgrade	<ul style="list-style-type: none">• Provide an important amenity necessary to meet the needs of the visitors to our community year round, including peak times.		
<div></div> 2.5 Develop Local Tourism Strategy	<ul style="list-style-type: none">• Co-create a plan with people with expertise in tourism to improve the local economy, create jobs and help businesses to thrive.• Showcase our town’s people and natural assets.• Develop a plan on how to increase visitor spend through number of nights stayed and dollars spent in our district.• Work with DELWP and Parks Victoria to improve access to our National Parks and increase visitation and tourism activities within them.		
Roles and Responsibilities			
	What community does	What community and partner agencies do together	What agencies do
	Establish a working group to identify what the district currently offers by way of nature based tourism	Development of a local nature based tourism plan for Cann Valley.	Council: support the development of a tourism local destination action plan.
	Understand how we can utilise the regional and municipal tourism strategies to implement our own plan to improve our local economy.		Council: advocate to State and Federal agencies, seek funding opportunities, liaise with Destination Gippsland and EG Marketing.
	Identify the roles of business and community in implementing the plan.		Other agencies include Parks Vic, DELWP, Destination Gippsland, EG Marketing, Regional Roads Victoria, Regional Development Victoria (RDV).


Outcome 3. Safe & Healthy Communities

What this means to community:


3.1 Fuel Reduction Burning	<ul style="list-style-type: none"> • Improve the safety of the community • Explore cultural burns as a means of managing the landscape. • Provide long term solutions for our environment and us.
3.2 Emergency Preparedness	<ul style="list-style-type: none"> • Increased knowledge and understand will lead to increase feelings of safety. • Increase feelings of safety through improved knowledge and understanding of how to prepare for an emergency. • Advocate for coordinated risk reduction works to be undertaken by all land managers. • Advocate for a new approach to emergency management in remote communities with an ageing population. • Continued collaboration between Emergency Management Agencies and Cann River Emergency Preparedness Committee (CREPC) to achieve this.
3.3 Pool Access	<ul style="list-style-type: none"> • Improve the health and wellbeing of the community especially the ageing population. • Currently the community travel to NSW for heated pool therapy and rehabilitation.
3.4 Regional Fresh Food Hub	<ul style="list-style-type: none"> • Utilise our existing resources (people, skills, soils and rainfall) to create fresh food production jobs.
3.5 Fitness Facilities	<ul style="list-style-type: none"> • Ability to access equipment within the township to maintain community members health and wellbeing.

Outcome 4. Resilient & Connected Communities

What this means to community:


4.1 Activities for Young People	<ul style="list-style-type: none">• Engage our young people in facilities and activities in positive ways.• Create safe environments for young people to connect and hang out.• Upgrade the skatepark and playground to meet the needs of locals and visitors.• Provide more things to do for young people so it is less boring.		
 4.2 Festivals & Events	<ul style="list-style-type: none">• Provide opportunities for tourists to come to town and stay, participating in cultural activities and events.• Create events that are inclusive of everyone and enable community to come together.• Showcase our local talent and products through events		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Establish working groups to organise events and festivals.	Share information about funding and other opportunities to support community celebrations and events.	Council (community grants program), RDV, Regional Arts Victoria: Provide funding for a variety of arts and cultural events.
4.3 Connected Walking Tracks	<ul style="list-style-type: none">• Provide opportunities for residents and tourists to walk safely around the township, capturing the history of the district.• Link existing tracks around the township to create a circuit walk that can be used to promote walking for health and wellbeing.		

Outcome 4. Resilient & Connected Communities (Continued)

 4.4 Community Centre Refurbishment	<ul style="list-style-type: none"> The building that the CRCC operates from at present is not fit for the purpose for a Neighbourhood House, with storage/service issues for community groups. That the CRCC has a facility it can operate from that is fit for purpose. Resolve storage and service issues affecting the CRCC and community groups that also use the space.
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Roles and Responsibilities

	What community does	What community and partner agencies do together	What agencies do
	Identify the needs of community groups and services.	Share information about the current community groups and services provided across the District, usage rates and current/future needs.	Review community facilities in the Cann Valley District with key agencies including DELWP and DET: Council.

 4.5 Mick Baum Park Upgrade	<ul style="list-style-type: none"> Redevelop the park so that it is multi-functional and can meet the needs of residents and visitors. The park is a central location within the town that is used for a variety of purposes and events. Renew and upgrade the equipment in the park to cater to the needs of teenagers. Their suggestions include: <ul style="list-style-type: none"> More seating and shade for people throughout the space Better skating facilities (the existing skate park is rusty, too small, not designed for bikes which most of the local teenagers ride) and is mainly used by visitors rather than locals as a result. A basketball court, web climbing frame and fitness stations Renew and upgrade the public toilet facilities in the township to cope better with peak periods. These facilities are the most used within the shire.
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Roles and Responsibilities

	What community does	What community and partner agencies do together	What agencies do
	Cann River P12 students: Take the lead on collecting information about park infrastructure and the needs of residents and visitors.	Share information about the current and future needs of residents and visitors for facilities within Mick Baum Park.	Council: Open space and community facilities planning. Create a precinct masterplan for the park as part of the community facilities review.

 4.6 Maximise use of community facilities	<ul style="list-style-type: none"> Review the facilities in the district and establish how community want to use them. Activate community spaces. Make it easier to run community facilities.
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Roles and Responsibilities

	What community does	What community and partner agencies do together	What agencies do
	Identify and document needs of the community and advocate to relevant authorities	Work in partnership to understand policy and process and investigate options	Work together to review facility management to meet the needs of community: DELWP and Council

Ideas Bank

Business

- Access to a variety of affordable foods
- Fitness facilities
- Laundromat
- Local farmers markets
- Mechanic workshop in town
- Places to eat at night
- Regional fresh food hub
- Shopping centre
- Social enterprise
- Community enterprise
- Community banking
- Cinema
- Wind Farm
- Solar Farm

Community

- Relationship with Vic and NSW councils
- Working together as team Cann
- More social opportunities
- New ways to welcome new residents

Groups

- Active CFA local group
- Groups and services to amalgamate facilities
- Cross border committee
- Over arching group to drive community plan

Marketing

- Promote Cann River – media

Recreation

- Pool
- Skate park
- Sports
- Recreation Reserve
- Connected walking tracks
- Fishing
- High ropes course

- Gym
- Basketball court

Tourism

- Tourism
- Map of bike trails

Infrastructure

- A better caravan park
- Extra car parks and toilet in the park for visitors
- Housing
- Infrastructure for tourism
- Local attractions
- More parking for trucks
- Parking for long vehicles
- Roads
- Stop over progress
- Toilet facilities
- The Hall
- Community kitchen
- Access to the river
- History/museum

Health

- Additional health services access
- Health & fitness options
- Tourist and healthy living hub

Signage

- Good signage welcoming visitors to area
- Have something in place that tells the history of the town e.g. Mill

Sense of place

- Similar to how it is now
- Clean up all the rubbish behind the hotel along river

Jobs

- All agency work should be offered to the local community before outsourcing.
- Bring more local jobs back to the area, i.e. DELWP, Parks Vic, CMA could all employ in this far east Gippsland area
- More employment opportunities

Services

- Better access to services
- Community Centre refurbishment
- Law & order
- Tourist facilities and services
- Update technology services
- Access to the DELWP facility (mechanics)

Transport

- Public transport

Safety

- A detailed resilience plan tailored to Cann
- Fire safety
- Fuel reduction burning
- Good lighting in town
- To ensure we had the infrastructure to protect this amazing region during a disaster

Events

- Activities for teenagers
- Annual event i.e. jazz festival to bring tourist here
- festivals & markets
- Yearly annual event



Tree fern at Kuark forest
(Photo: Judy Deland)

District Community Representative Group

The District Community Representative Group (DCRG) will provide a mechanism for implementing the District Community Plan. Council is committed to supporting the community to establish this group. The purpose of the Cann Valley DCRG is to drive the District Community Plan by:

- Representing the whole district
- Working together
- Being strategic not operational
- Spreading the workload
- Co-ordinating effort and communication
- Managing relationships with agencies on district issues
- Be the voice of the community

The role & responsibilities of community groups nominated representative participating on the DCRG is to:

- Put your group hat on, representing views of the group when at the DCRG, not individual view
- Two-way information. Report to the group about what was discussed at the DCRG and report to the DCRG about activities of the group
- The DCRG is focused on the District Community Plan outcomes and implementation, coordinating District Community Plan activities and relationships with agencies

Time was spent through the community planning process working with participants in the workshops to develop standards of behaviour that reflect the values that the community wish to realise. The list below reflects how the community will work with each

other to implement their plan:

- Respectfully with courtesy and honesty
- Friendly & fun
- With open minds
- Creative
- Inclusive
- Reliable, committed & accountable
- Listening
- Supportive & empowering

The DCRG includes representation of the community groups across the district as well as geographic and demographic representation. The following groups were identified as active and to provide a nominated representative to participate on the DCRG:

- Cann Valley Bush Nursing Centre Board
- Cann River Community Centre Committee
- Cann River P12 College Council
- Cann River Hall Committee of Management
- Cann River SES
- Cann River CFA
- Cann River RSL
- Cann Valley Cemetery Trust
- Cann Valley Landcare Group
- Club Terrace Recreation Reserve/Hall Committee
- Combienbar Public Hall & Recreation Reserve Committee of Management
- Noorinbee Public Purpose Reserve/Hall Committee of Management
- Tamboon Progress Association
- District Community Plan Working Group Conveners

Working Groups

Working groups have been established to take carriage of the delivery of the priority projects. Working Groups will have representation on the DCRG. The membership of the working groups may include partner agencies and others in the community outside of the DCRG. The role of a Working Group is:

- Do the doing
- Report back to the representative group and to work within the brief
- Don't expand the brief beyond the 12 month plan
- Make recommendations about changes to approach or the brief

Annual Action Plan

An action plan will be developed for the key projects and areas of focus. Working Groups will develop the action plan for each priority idea, which will outline:

- Partners/stakeholders
- Steps and actions
- Timing
- Who is responsible and the roles of different agencies or community

It will then be reviewed and accepted by DCRG. A report card will be used to provide a way of measuring achievements. The Action Plan accompanies this District Community Plan.

"Consensus and effort"
"A co-operative group"

Local Residents

Contact us in person

Bairnsdale: 273 Main Street

Lakes Entrance: 18 Mechanics Street

Mallacoota: 70 Maurice Avenue

Omeo: 179 Day Avenue

Orbost: 1 Ruskin Street

Paynesville: 55 The Esplanade

Bendoc: 18 Dowling Street

Buchan: 6 Centre Road

Cann River: 13 Princes Highway

Front Cover Image:

Children compete in a sack race
at Mick Baum Park in 2017

 1300 555 886

 03 5153 9500

 feedback@egipps.vic.gov.au

 PO Box 1618, Bairnsdale 3875

 eastgippsland.vic.gov.au

 @eastgippyshire

Errinundra to Snowy District Community Plan 2019

Community Vision:

A remote district of exceptional natural beauty, which has the infrastructure and support to provide for a safe, healthy, productive and culturally diverse experience for its community, its businesses, its visitors and environment.

Bendoc Bonang **Cabanandra** Deddick Valley **Delegate River**
Dellicknora **Goongerah** Haydens Bog **Tubbut**



eastgippsland.vic.gov.au



Australian Government

BUILDING OUR FUTURE



Acknowledgements

East Gippsland Shire Council and the community of the Errinundra to Snowy District acknowledges the Gunaikurnai, Monero and the Bidawel people as the Traditional Custodians of the land that encompasses East Gippsland Shire, and their enduring relationship with country. The Traditional Custodians have cared and nurtured East Gippsland for tens of thousands of years¹. We pay our respects to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders past and present.

The community members of the Errinundra to Snowy District have made a significant contribution in the development of this plan in terms of time and kilometres travelled to meetings, in addition to the completion of the community survey. The commitment of the community to the process is testament to their passion for the future of the District.

Place Planning is a major initiative within the East Gippsland Shire Council Plan 2017 – 2021². Resources were committed to

undertake a pilot of the place based district planning process. Council officers from the Community Planning team and across a range of other departments have supported the district community planning process including the facilitation of workshops and providing information to community.

Minds@Work, an independent consultancy group, facilitated sessions and skilled up staff and community around the IDEA Model.

The importance of our partner agencies and local service providers in being involved in the process and the delivery of information workshops has been critical in understanding how we are and can all 'work in place'.

The One Place One Plan Project was funded by the Australian Government through the Building Better Regions Fund and has been run across the Cann Valley District, Errinundra to Snowy District and Twin Rivers District.

Key Terms:

ABS:
Australian Bureau of Statistics

CFA:
Country Fire Authority

Council:
East Gippsland Shire Council

DCRG:
District Community Representative Group

DELWP:
Department of Environment, Land, Water & Planning

DET:
Department of Education & Training

DHHS:
Department of Health & Human Services

ORH:
Orbost Regional Health

RRV:
Regional Roads Victoria

SES:
State Emergency Service

References:

¹ [East Gippsland Shire Council Reconciliation Action Plan 2015 – 2018](#)

² [East Gippsland Shire Council Plan 2017 – 2021](#)



Brown Mountain at sunrise
(Photo: Judy Deland)

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Other
documents
related to
this plan:

Visual
Summary of
the District
Community
Plan

Action Plan

Community
Toolkit

A Guide to Reading this Plan

The Errinundra to Snowy District Community Plan (the Plan) provides a strategic direction for the people living and working in this community and the agencies that support them. A separate Action Plan will accompany this document and be updated to reflect the achievements and changes that occur over time.

Section 1:

Introduces community and place planning, the purpose of this community plan and the previous planning work undertaken in this district. It provides details about timeline of the project, engagement activities and community participation in the journey to develop the Plan. It includes an overview of the process used to develop the Plan and the IDEA model used to support community thinking from ideas to actions.

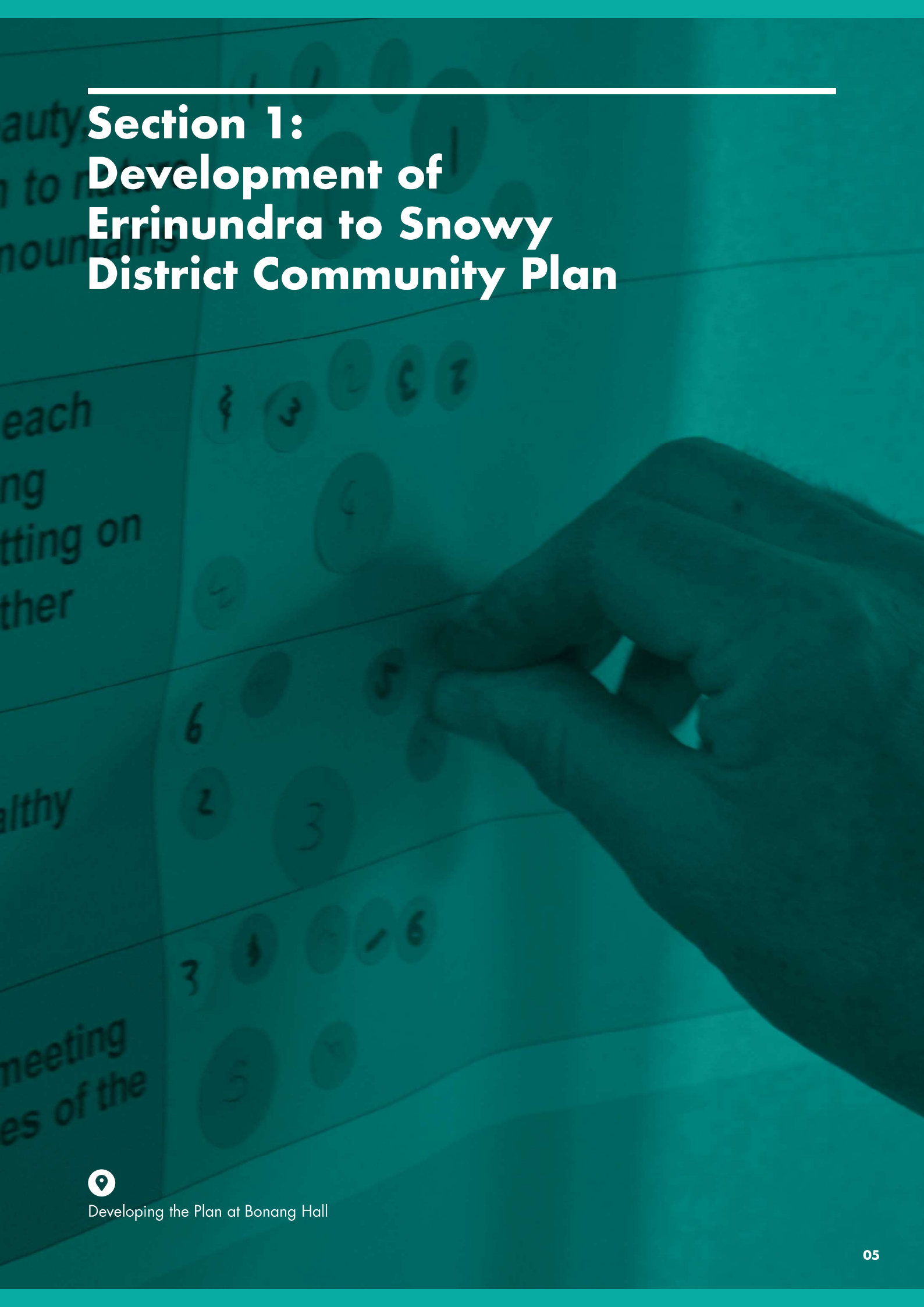
Section 2:

Provides a detailed community profile of the people living in this community, drawing on demographic data and the findings from the community survey and community workshops. The history and geographical location of the district is explored, providing the context to the key assets that were mapped in the district. The community profile provides insight into the people that live in the district and what is important to them. Four outcome areas are identified and discussed in detail with the support of data gathered through the community

1. Healthy & Sustainable Environments
2. Thriving Economy
3. Safe & Healthy Communities
4. Resilient & Connected Communities

Section 3:

Focuses on the implementation of the Plan and how this will be undertaken. It does not have specific details about each priority and timeframe, this will be captured in the Action Plan that will be developed by the community and agencies. It will be reviewed and refined regularly to implement this District Community Plan. The future challenges and opportunities for each of the four outcome areas are explored. (see pages 30 to 33). Through the workshops, the community prioritised the 61 ideas from their Ideas Bank (see page 34) to seven ideas that were worthy of further development. These are highlighted and outlined in this section. Described as priority ideas, the role of the community, Council and partner agencies is included for each. It outlines the formation and role of a District Community Representative Group (DCRG) in monitoring and implementing the Plan.



Section 1: Development of Errinundra to Snowy District Community Plan



Developing the Plan at Bonang Hall

Introduction

Purpose of the District Community Plan

To provide a comprehensive insight into the community of the Errinundra to Snowy District, and the people who call this 'place' home. It will give community members, East Gippsland Shire Council (Council) and partner agencies an understanding of:

- The people who live in this district and their needs
- The vision the community has for itself and what it values
- How the community currently operates and supports services
- The assets, resources and strengths available in this community
- The top priorities the community wants to work on over the next five years
- The roles and responsibilities of community, Council, and partner agencies in making the plan happen
- An Ideas Bank, that community can draw on throughout the life of the District Community Plan.

This plan provides a new direction for how community, Council and partner agencies can work together to achieve positive outcomes for the people who have chosen this district as their home.

Council and other agencies have a number of strategies and plans which underpin and inform what they do. The District Community Plan (the Plan) provides a platform at a place-based level to integrate Council and agency strategies and plans with the local community priorities to achieve the best outcomes.

Separate documents accompany the Plan including an action plan that will be revisited by community, Council and partners on an annual basis (the Annual Action Plan), and a toolkit with a range of resources and information to support community, Council and partner agencies in implementing the Plan.

This district now has a District Community Representative Group (DCRG) to work together on the priorities within the Plan on behalf of all people in the district. The DCRG enables the community to coordinate and cooperate to achieve their outcomes and provide a means for Council and agencies to engage with and work alongside a group that is representative of this district.

Place Planning

Some, but not all communities in East Gippsland have had Community Plans for nearly a decade. A review of the previous Community Plans identified the need to change the way Council works with the community. This new approach is called Place Planning. Twelve districts were identified across East Gippsland, each with its own distinctive history, culture, people and natural environments.

Council was successful in obtaining a grant from the Australian Government through the Building Better Regions Fund, to pilot the development and delivery of a place-based planning approach in some of the most remote districts within the Shire. This project has brought together community and agencies to share information,

exchange ideas that will enable informed decision making about how best to meet identified needs.

Developing a comprehensive understanding of the needs of the people that live in this district is central to Place Planning. The District Community Plan brings together detailed demographic information about who the people are that make up this district, why they live where they live, what is important to them, their future aspiration for their communities and how they will work together and with key stakeholders to achieve this.

The priorities within the Plan are not a 'wish list', they are ideas that were identified by the community that have been prioritised using the 'IDEA' Model (see page 10). Prioritisation is based on the evidence gathered around the issues, challenges and opportunities within the district.

The process of creating the Plan has focused on building relationships and trust between community members and groups, Council and other key agencies. It outlines how the community will work together and live their values. The Plan establishes an agreed set of local priorities and provides evidence of local investment needs. It will inform future planning decisions and where resources can most effectively be targeted around services and infrastructure. It aims to help clarify the roles and responsibilities of the community, Council and other agencies around the identified priorities in the Plan.

Building & Learning from the Past

The Errinundra to Snowy District was known previously as the Mountain Rivers District. The members of these communities decided that the name Errinundra to Snowy was a better reflection of the environment that they live in.

The Errinundra to Snowy District Community Plan builds on previous community planning undertaken in the district. The Mountain Rivers Community Plan 2012 – 2017 set out the values of the community and the key priorities for the five years which have been revisited and revised.

A bushfire in 2014 had a significant impact in the district and subsequently affected the community's ability to implement the Mountain Rivers Community Plan. Following the bushfire, a project, 'Adaption to Recovery' was implemented between 2014 - 2016 which concentrated on building the resilience of the communities to recover after the fire event and focused on the health and wellbeing of the community members.

Achievements from 2012 to 2018 include:

- A new hall in Goongerah
- Community driven fire wood collections supporting local residents
- Continued advocacy to Regional Roads Victoria (RRV) regarding sealing of Bonang Rd
- New printer at Tubbut Neighbourhood House
- Streetscape funding invested in community facilities in Goongerah, Tubbut & Bonang
- Water crossings improved
- New satellite, 3G and 4G mobile phone coverage and internet in some areas
- Health and other agencies continued support of the annual Big Bonang Arvo
- Tubbut Neighbourhood House led the creation and distribution of a tourist map of the district and group wood collection working bees

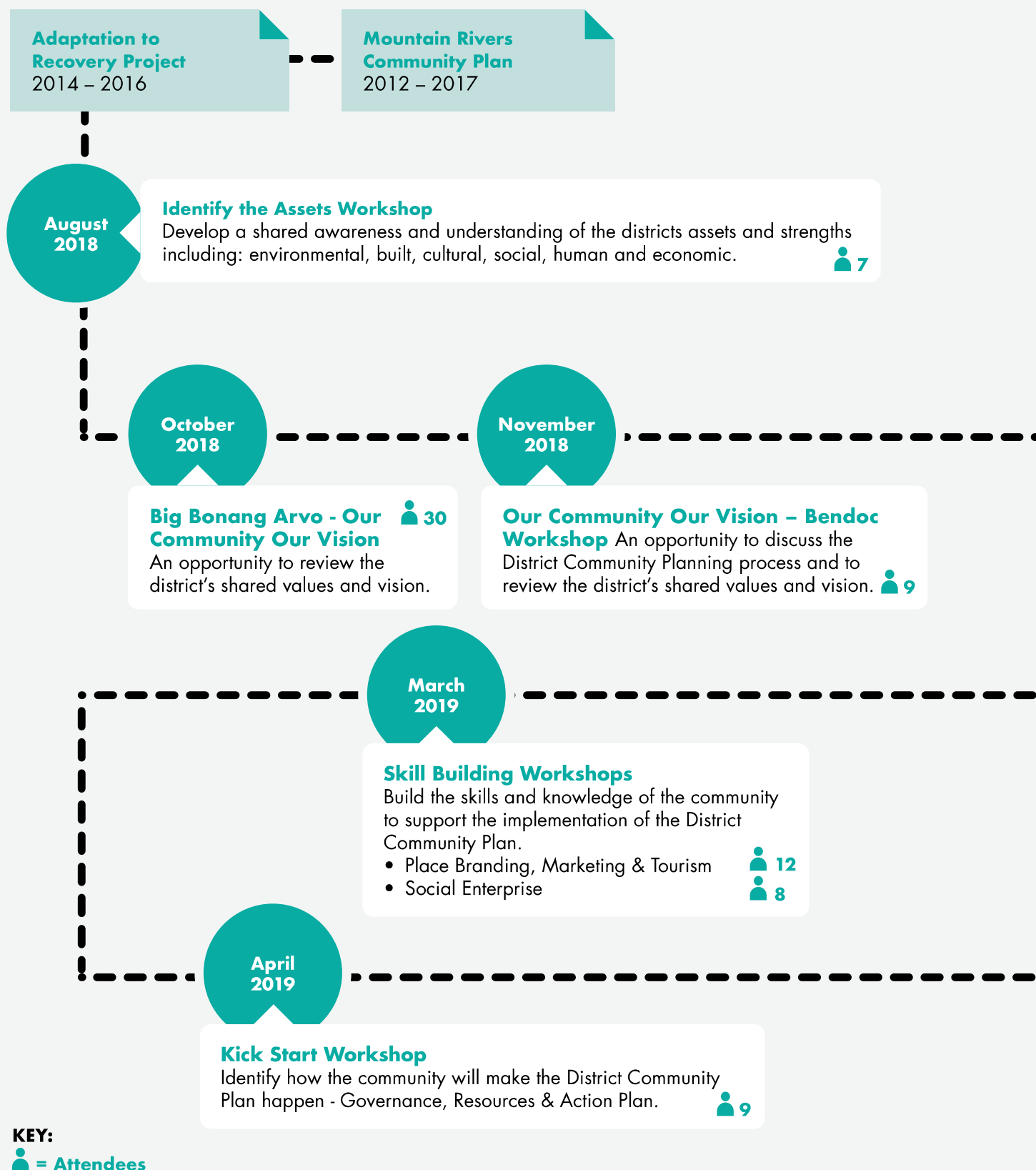
The community members involved in the development of the Errinundra to Snowy District Community Plan reflected on the things that have stopped them

in the past from achieving their outcomes in the community plan. The issues included:

- Lack of follow up by both community and agencies
- Lack of community ownership of the plan
- Distracted by other priorities and challenges of daily living
- Outcomes not identified and no quick wins/small victories
- Lack of commitment
- Lack of real consultation

To overcome the issues that have prevented the implementation of previous plans, the community felt it would be important to develop a plan which is clear and outlines the roles and responsibilities of the community and agencies. The community also indicated it would be helpful for a group to lead the District Community Plan through the establishment of the District Community Representative Group and Working Groups. Breaking the plan down into an Annual Action Plan was also identified to make it more achievable and to have an opportunity for small victories to be celebrated along the way.

How the Plan was Created



366hrs



hours collectively contributed by the community to the process

44 people



involved in workshops

69%



of workshop attendees met new members of their community

94%



improved their existing relationships with their fellow community members

100%

of workshop attendees felt the workshops were worthwhile

Community Survey

Build an understanding of who makes up the community and provided an opportunity for those who couldn't participate in the workshops to have input into the planning process.

37 surveys completed representing 10.95% of district (338 people in district taken from 2016 census)

Community Information Expertise Sessions

Provide further information around a number of topics that had been identified to inform the development of the District Community Plan.

- DELWP & Parks Victoria
- Department of Education & Training

6
 16

November and December 2018

December 2018

February 2019

The Plan – What's Changed? Workshop

Reflect on what had changed; review the goals and actions identified in previous plans and documents and brainstorm new ideas.

16

March 2019

February 2019

Making it Happen Workshop

Further develop the selected ideas and establish which ideas will be driven by community, government or other service providers to achieve the plan.

14

Creating the Plan Workshop

Selecting ideas to create the vision the community want to see and to assess these based on value and effort.

21

September 2019

December 2019

Annual

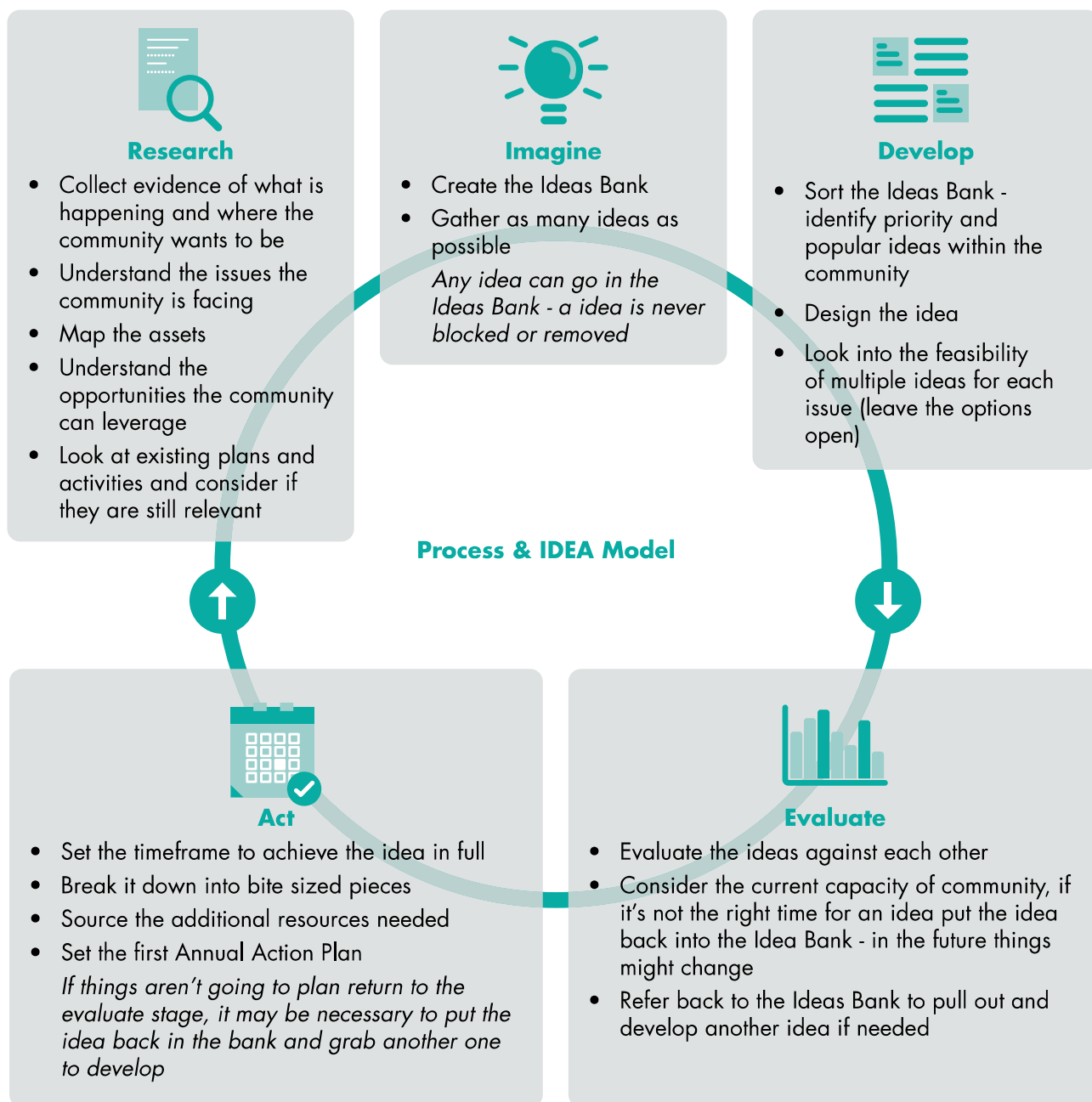
Draft District Community Plan – Community Feedback

Final District Community Plan to East Gippsland Shire Council

Annual Action Plan and Plan Report Card

Process & IDEA Model

The IDEA Model is a way of helping people to think through their ideas and develop something from an idea into well thought out and planned actions.



A Community Toolkit that includes tools as well as data collected through the research stage is available by contacting Council, contact details are on the back of this document.

Section 2: Community Profile

Community Vision:

A remote district of exceptional natural beauty, which has the infrastructure and support to provide for a safe, healthy, productive and culturally diverse experience for its community, its businesses, its visitors and environment.



Community spirit & mateship

Supporting each other, working together, putting on social and other events



Peacefulness/ isolation

Calmer lifestyle/ escape from the city



Resourcefulness

Resilience/meeting the challenges of the bush



Environment and nature

Natural beauty, connection to nature – forests, mountains & rivers



Safety

including healthy lifestyle



Diversity/ tolerance

We acknowledge our differences but understand that we are stronger together and are welcoming

Community Values:

We must acknowledge the tension with our greatest asset, our environment and the future role it has for growth in our district.



Community dinner at
Big Bonang Arvo 2018

The District

Errinundra to Snowy is a sub-district of the Orbost District. The northern edge of the district is the border between Victoria and New South Wales and the East Gippsland and Snowy Monaro Shires. The sub-district was created given its remoteness from the Orbost township and its strong relationship with the NSW townships of Delegate and Bombala, which are the practical service towns for these communities.

The Errinundra to Snowy sub-district is an important part of the Orbost District. Mail deliveries, health and other services operate from Orbost into Errinundra to Snowy. The Orbost District has its own existing District Community Plan, which when reviewed, will revisit the relationship between these two places.

This sub-district will be referred to throughout the plan and is known by the community as a district. Access to services is determined by the road network and the distance required to travel. Due to poor road access to Orbost, residents in the northern settlements travel across the border for essential services including food, petrol, health services and other necessities. Residents of Goongerah predominantly travel to Orbost for services.

History

This area has seen significant changes in human settlement patterns, with people attracted to this place for its natural resources and beauty. A range of industries have developed over time that have created boom periods of employment followed by periods of economic decline. These have impacted the people that live in these communities, and changed the way they relate to each other across the district.

Prior to European settlement, the Bidwell people occupied what is now the border area of Victoria/New South Wales, while the Krauatungalung people's range included the Goongerah (Egg Rock) area.

The first European settlers came south from the Monaro to establish sheep and cattle runs in the 1830s. Farming is one of the area's major economic activities. Local residents have shared stories of the early 1900's when gold and silver mining was prevalent across the district. The Mayfair and Victoria Star mines are two examples. Small settlements were created to support this economic activity. The remnants of these can still be seen today.

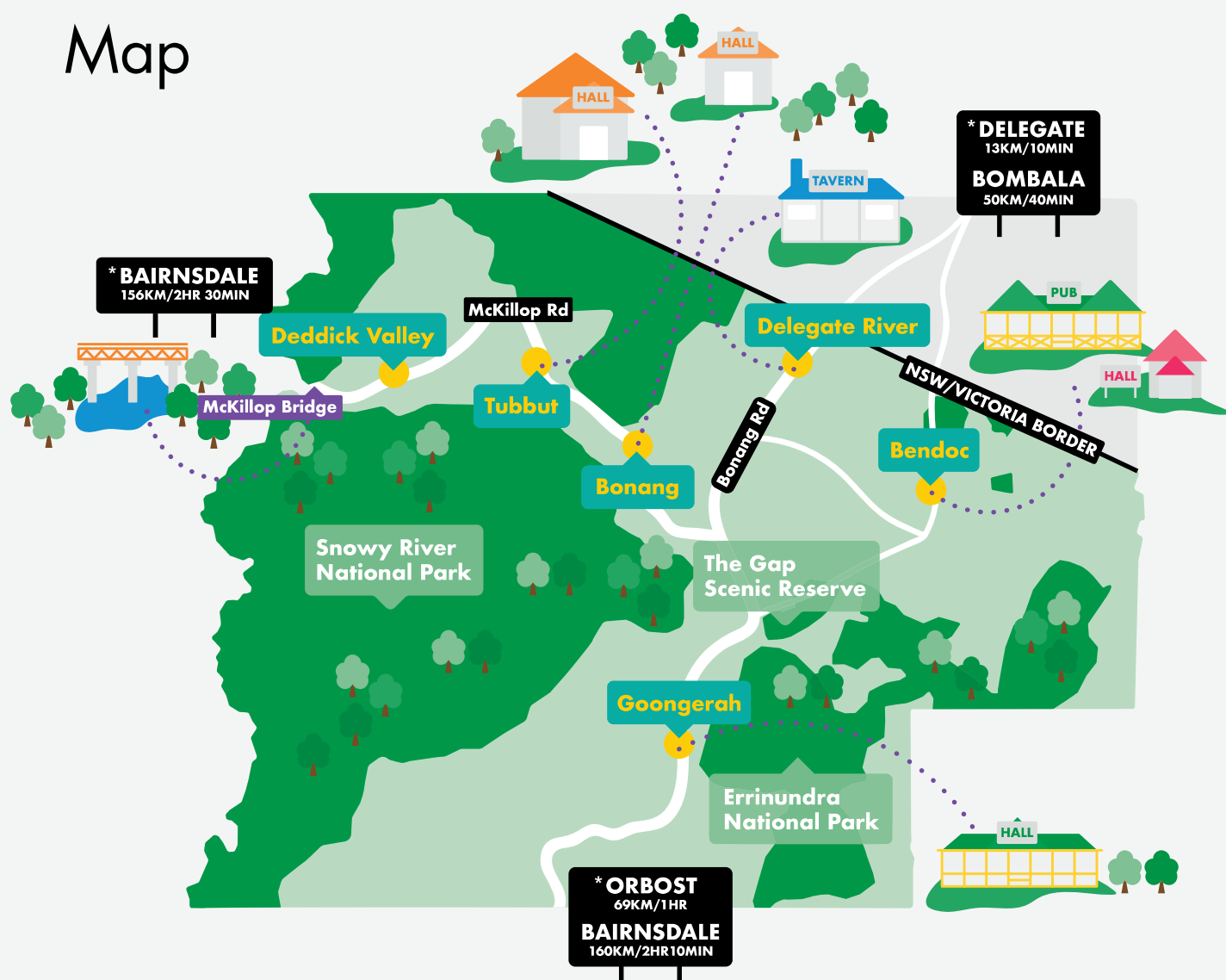
Forestry was the next major industry which brought large numbers of people to the area for work. Timber saw mills were established in Bendoc, Haydens Bog, Bonang, Goongerah, and Sardine Creek and operated for several decades. At the height of the industry there were 10 mills cutting hardwood timber. The bulk of timber cut was transported to Canberra and Sydney. Today no mills are commercially operational in the district.

A large number of privately owned plantations were established in the late 1980s near Tubbut and Bendoc. There was community opposition to further plantations proposed in the Deddick Valley. Some plantations were supported through government tax incentives for investors, which enabled agricultural land to be planted with soft and hard wood. This development saw a further decline in the community's population, with farm houses that once homed families and supported community services, left vacant. Many of the residents in this community opposed and continue to oppose clear felling of old growth forests.

References:

- ³ Bendoc Centenary Souvenir Publication (1973) cited on Bendoc Resource Centre Website 2019

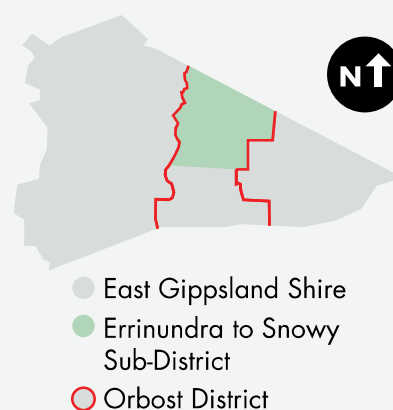
District Map



*Distances from district boundary

Travel within the district (all are unsealed roads)

Bonang to:	KM	TIME
Bendoc	40	55min
Goongerah	33	39min
Deddick Valley	47	1hr 20min
Tubbut	13	18min
Delegate River	25	28min



- East Gippsland Shire
- Errinundra to Snowy Sub-District
- Orbost District

	Errinundra to Snowy District	East Gippsland
Population	338 (ABS 2016)	46,142 (ABS 2017)
Land area TOTAL	207,170 ha	2,093,053 ha (20,931 Km2)
Council Land Area	1 ha	
Crown Land Area	165,274 ha	
Private Land Area	41,895 ha	

District Assets

This section of the plan summarises the assets in the Errinundra to Snowy District along with issues and opportunities. It is important for the community, Council

and agencies to have a good understanding of the assets in the district and to use this to guide planning.

The assets have been grouped under the outcomes of the District Community Plan.



People

Provides a snapshot of those living in the district based on the community survey.



Healthy & Sustainable Environments

Environmental assets include air, land, water, plants, animals, mineral and energy resources that support all life and human activity.



Thriving Economy

Economic assets include current and future industries, and employment opportunities to support people to live in the district.



Safe & Healthy Communities

Assets relating to health and wellbeing include personal and community safety and access to services.



Resilient & Connected Communities

Built, social and cultural assets relate to how the district connects and communicates and the facilities which bring the community together.

People

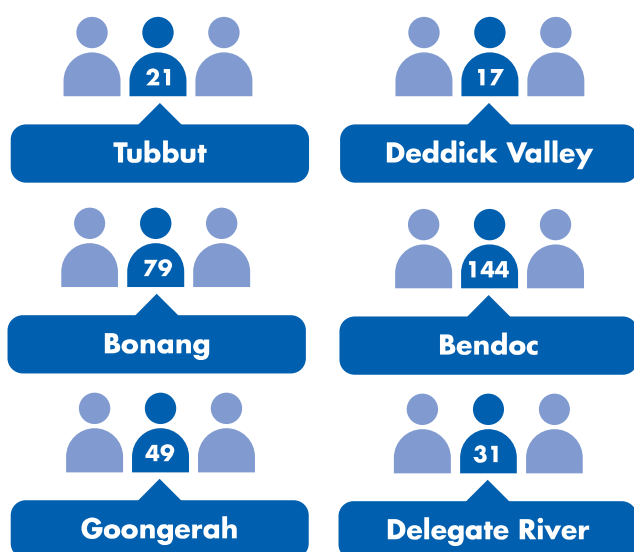


As of 2016, 338 people chose to live in this district (ABS 2016 census). Due to the small population size of the district, there are limitations to the census demographic data available.

A community survey was used to help to build an understanding of the people that make up the Errinundra to Snowy District. A total of 37 surveys were completed representing 10.95% of district.

Population of each town & settlement

ABS Census 2016



Demographic representation of the community survey

Place of residence

Goongerah	25%
Bendoc	22%
Tubbut	6%
Bonang	14%
Cabanandra	8%
Deddick Valley	14%
Haydens Bog	3%
Delegate River	3%
Dellicknora	3%
Others	3%

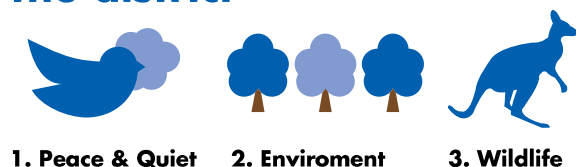
Gender

Male	36%
Female	56%
Not disclosed	8%

Age

25 to 34	11%
35 to 49	6%
50 to 59	50%
60 to 69	25%
70 to 84	8%

The top five things that people value about the district



1. Peace & Quiet

2. Environment

3. Wildlife



4. Beauty



5. Community

Living in the district

60%

Have lived in the district for more than 10 years

74%

Definitely will stay in the district

15%

Probably won't stay or are unsure due to the safety of the roads and access to employment

77%

Were not sure that their children would return to the district

86%

Agreed that they were happy about their housing situation

(Community Survey 2018)

Healthy & Sustainable Environments



The natural environment is one of the most significant assets for the community in the Errinundra to Snowy District. The community value its beauty and recognises its importance to their future.

The Errinundra to Snowy District is named for the many streams that trickle out of the springs and soaks of the Errinundra Plateau, shaping the valleys and eventually joining the Snowy River. The settlements are nestled in river valleys and separated by grassy plains and mountainous woodlands as diverse as the rainforests of the Errinundra and the dry white box and Cypress Pine woodlands of Deddick.

The Snowy River National Park area features some of the most stunning forest and river gorge scenery in the state, as well as the heritage-listed McKillop's Bridge. Said to be at the time the longest arc-welded steel truss road bridge in the world, the 255-metre bridge is one of the standing wonders of Australian road-bridge engineering and is a popular launching place for experienced canoeists and four-wheel drivers who wish to explore the area.

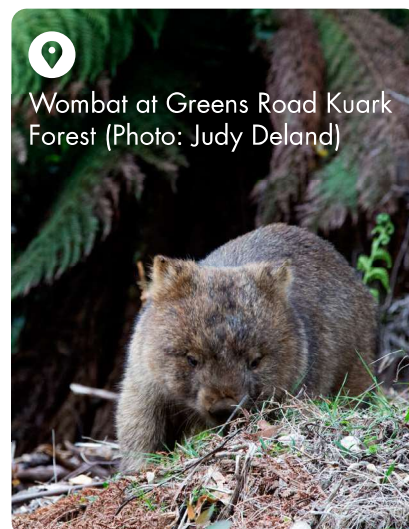
The Errinundra National Park is one of Victoria's unique natural environments. The Errinundra Plateau forms the southern extension of the Monaro Tablelands that stretch south from the Snowy Mountains of New South Wales. Errinundra's high rainfall zone is cloaked in old growth forests and rainforests and is home to some of the largest trees in Victoria. The Errinundra Plateau is ranked as a major Site of Significance due to the presence of rare plants, richness of vegetation

types, rainforests and old growth forests.⁴

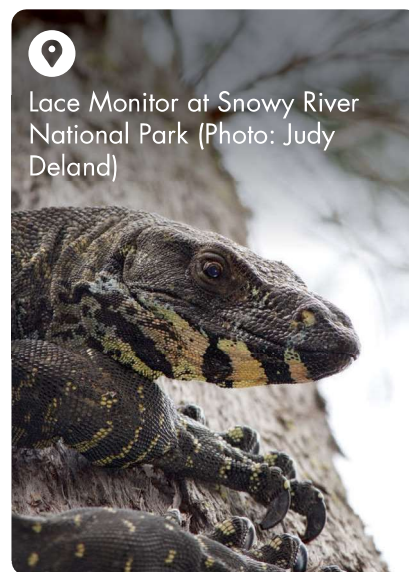
The natural ecosystems are experiencing strain from feral animals such as deer, pigs, dogs and cats, and invasive grass and other species.

Additionally, East Gippsland Shire is vulnerable to inundation, fire and extreme natural events and climate change has potential to increase vulnerability. "East Gippsland's economy and communities are heavily reliant on the natural environment, both directly and indirectly. As well as supporting primary industries such as fishing, forestry and farming, the environment is a key component of the appeal of the area for tourism and makes a major contribution to the lifestyle of residents. East Gippsland is also a key reservoir of biodiversity in temperate mainland Australia.⁵ Achieving environmental sustainability in the broadest sense; that is, allowing society and economy to flourish within the capacity of the natural environment to support them, will require continual change to the way community lives and conducts business.⁵"

The Victorian Government has also identified that Gippsland will be warmer and drier in the future, which will impact the ecosystems and waterways of the district. When asked what the community felt would be the impacts of climate change within the district, survey respondents thought increased bushfire danger and water insecurity would be the most significant impacts.



Wombat at Greens Road Kuark Forest (Photo: Judy Deland)



Lace Monitor at Snowy River National Park (Photo: Judy Deland)

References:

⁴ [Goongerah Environment Centre \(GECO\), The Wilderness Society & Environment East Gippsland \(2017\)](#)

⁵ [East Gippsland Environmental Sustainability Strategy 2014 – 2017](#)

Thriving Economy



The local economy is made up of a number of small businesses including a few large-scale farms, machinery contractors and builders, accommodation providers and small niche produce growers. Services located in Bendoc include the post office, police station, Department of Environment, Land, Water and Planning (DELWP) offices and pub. Delegate River has a tavern offering food and accommodation. The provision of two Neighbourhood House services in the district also provides some part time employment. Government agencies including Parks Victoria, DELWP and VicForests base their operations for this district from Bendoc and remain the main employer in this area. DELWP Forest Fire Management have a seasonal crew of working on 6-9 month contracts based in Bendoc. Council provides local contracts for waste management services.

The majority of people travel outside the district to do grocery shopping – residents travel as widely as Canberra, Cooma, Merimbula, Bombala, Delegate, Orbost, Bairnsdale. Most try to combine their shopping with another monthly or fortnightly trip (medical or social) and shop in Bombala, Delegate and Orbost weekly. Residents in Goongerah have formed a food cooperative based out of the community centre.

Employment opportunities within the district have declined over recent years. Professional, educational, retail and hospitality jobs are limited, and the recent school closures has resulted in eight local job losses. The unemployment rate is contained due to many in the community having reached retirement age, although

underemployment is common. Half of the survey respondents go outside of the district, including over the border to access employment. 15% of the survey respondents were unsure if they would stay in the district or probably wouldn't stay due to access to employment and the safety of the roads. Half of the survey respondents also felt that they don't have access to work opportunities in the district that support the lifestyle they want. Some community members use the NBN satellite access at their homes to work remote.

An industry that has been present in the district for a long time is forestry, which previously created a large number of local jobs. Local foresters have commented on the gradual decline of this industry over the last 30 years. Limited local employment opportunities have been created from the establishment of the pine and eucalypt plantations.

Employment opportunities are a challenge for the district in terms of attracting new people. A total of 77% of the community survey respondents were not confident their children would return to the district, in large part due to the employment situation.

Both the survey and the workshop participants saw nature based tourism as an important opportunity for the district, and selected development of a strategy, identification of infrastructure and repurposing of underutilised assets as one of their top priorities. In 2019 the Victorian State Government has a number of funding opportunities to support nature based tourism.

Tourism in the Errinundra to Snowy District would take advantage of the region's remoteness, isolation and largely untouched wilderness as a drawcard for people seeking to 'unplug' and have nature based experiences. A number of underutilised existing campgrounds, tracks and roads could be mapped and maintained as car touring routes and walking tracks. Upgraded camp facilities, interpretive signage and mapping of points of interest would be required. A variety of accommodation options and tour activities would be needed which would create opportunities for individuals to operate small businesses based on sharing their place, skills and knowledge.

There are currently no commercial/retail zones within the settlements of Goongerah, Tubbut or Bonang. Landuse is something that the community has identified a need to explore and understand further to be able to optimise future opportunities around economic development in the district.

Income

One third of the respondents are unsure or think that they do not have adequate income.



Employment

41%

of the respondents don't have the type & access employment they would like



54%

don't have access to work opportunities in the community that support the lifestyle they want

(Community Survey 2018)



"I want to see more locals living in the community, more accommodation leading to more locals, leading to more shops, businesses and opportunities for the community"

Local Resident

"I want to live in a vibrant, financially sustainable community with safe roads and services that attract visitors and future residents"

Local Resident

"Ability to live in my community, not somewhere else, because there are no jobs"

Local Resident

"Tourism with sensitivity and heart"

Local Resident

"Rebuilt a community, through ecological and economy"

Local Residents

"I want to see the community working with government departments and organisations to develop a lively educational, innovative, econ tourism industry based on research and activities"

Local Resident



Result Creek, Bendoc
(Photo: Judy Deland)

Safe & Healthy Communities



Safety

The Errinundra to Snowy District has experienced a number of significant bush fires which will remain an ongoing challenge for the district into the future, affecting the safety of the community. The community has demonstrated strength in coming together and supporting each other during disasters. The strength of the district lies in people willing to help each other out (78% in the community survey) and there being trust in neighbours looking out for each other (84%). The community takes bushfire risk seriously and are actively working together to ensure that the community is ready for future fire events in the district.

Anecdotal evidence along with feedback in the community survey indicates that there is still an issue with residents accessing information to prepare for and manage an unexpected event. This is of concern given the recent impact of fires and ongoing risk in the area. Following the 2014 bush fires, there were a number of systems implemented which were enacted in the most recent fire. This highlighted the need for further development as they didn't address the issues previously identified by the community to maintain safety during a fire event i.e. telecommunications. The ongoing limitations around existing telecommunications infrastructure poses a threat to community members and visitors personal safety during fire events and emergencies such as road accidents.

Ageing Population

A total of 83% of the survey respondents were 50 years of

age or older. The proportion of older adults (60+ years) in East Gippsland is higher than regional Victoria (ABS 2016) and whilst there is not ABS Census demographic information available at a district level due to the small population size, it is likely that this is reflective of the population in Errinundra to Snowy District.

The ageing population in the district also raises concerns around the ability of the community to continue to sustain the functions and governance required for the 17 community groups in the district, particularly the physical components required for groups such as CFA and SES.

Health

Whilst 78% of the survey respondents agreed that in general they personally had excellent general health, only 23% of the survey respondents agreed that the health and wellbeing of their community was strong. One in five respondents agreed that they had adequate access to health services in the district, with a significant proportion (78%) of the community travelling outside the district for health and medical services.

Orbost Regional Health (ORH) is the main provider of health services across the district. They also have arrangements in place with the Delegate Multi-purpose service for a visiting nurse to the northern communities. ORH runs a annual health check/information day called the Big Bonang Arvo at Bonang Hall. Attendees include emergency services, health services from Delegate Multi-purpose, ORH and dental/optometry through the Royal Flying

Doctor service, and Council. The hall committee provides a cooked dinner.

The Big Bonang Arvo is well attended and receives very positive feedback. In 2018, 90% of attendees highly rated the health & welfare advice and 70% highly rated the social contact with locals. Following strong interest at the event, the Royal Flying Doctor increased the number of visiting dental and optometry services. The community would like to extend all visiting services outside of a yearly event and are interested in accessing private rooms and reliable internet connections in existing buildings to facilitate this. This would improve continuity of care. Orbost Regional Health is currently leading a review of the current health services provided across the district.

Library

Council runs a library service to these remote communities on a fortnightly basis. The service comes directly from the Bairnsdale Library and offers access to informational, recreational and education resources. A total of 80% of survey respondents use the Council Library Bus. Approximately 60% believe the service is very important with a further 83% of respondents rating the service as excellent to satisfactory. This library service is critical in connecting these remote communities back into other Council services. The Council Officer providing this service has valuable relationships with these communities and is seen as 'the face' of the Council. The community is open to exploring a variety of ideas for the future use of

Safe & Healthy Communities



the Library Bus including a grocery run for non-perishables - or as a mobile 'pantry' (as per free food shop in Orbest) and could bring other services - Council, health, food deliveries from further afield.

Neighbourhood Houses

There are two neighbourhood houses funded across this district, one in Bendoc and one in Tubbut. The Department of Health and Human Services (DHHS) provide ongoing funding to employ staff at Bendoc for 15 hours per week and at Tubbut, 25 hours per week. In 2019, the Goongerah community applied for funding to develop a neighbourhood house at the hall, however were unsuccessful.

Neighbourhood Houses bring people together to connect, learn and contribute in their local community through social, educational, recreational and support activities, using a unique community development approach. Community development is about enabling communities to identify and address their own needs.

As the population has changed across this district, so has the role of the Neighbourhood Houses. These Houses provide vital community resources such as information and internet services and support to these isolated communities. The future challenge for both these services will be their ability to service all of the district.

Outreach/Information Services

Council currently provides an outreach service to this district through a service agreement on an annual basis to the Bendoc Neighbourhood House. The

purpose of this service is to provide information about Council services, planning permits, rate information, and upcoming events or activities from across the shire to people living in this district and an opportunity to provide input on Council initiatives. The Tubbut Neighbourhood house also provides support and information around council services.

The Place Planning process has identified that people in different parts of this district don't travel between the communities largely due to the road infrastructure being poor and the distances between the communities. Feedback from the community survey indicate that the provision of information regarding Council services and support could be improved. There is an opportunity to explore more flexible models of service delivery to meet the needs of these different remote communities.

Education

Over one third of the survey respondents travel outside of the district for education. The Neighbourhood Houses in Bendoc and Tubbut and the Goongerah Community Hall some training opportunities for adults such as

first aid, crafting and firearms use.

Following the closure of the Tubbut-Goongerah P-8 school in late 2018, the remaining 11 children who live in the district travel to Delegate and Bombala to attend primary school. Secondary schooling is accessed either in Bombala or Orbest but in recent years families have increasingly been leaving the district in their secondary years. Home schooling has been a popular alternative in some families in recent years, although numbers have declined with declining population in the children and young adult demographics.

"Community safety and environmental, cultural education to others from this natural resource rich area"

Local Resident



Orbest Regional Health at Big Bonang Arvo 2018

Safe & Healthy Communities



Roads and road related infrastructure

Road infrastructure is critical in this remote district. Both RRV and Council are the primary road managers, with other roads in the district managed by DELWP, Parks Victoria or private plantations. RRV are the coordinating road authority for all arterial roads, e.g Bonang Road, McKillops Road. Under the Road Management Act, they are responsible for planned inspections, response times and maintenance of these roads. The Road Management Act outlines how road authorities discharge their obligations and duties. Council is responsible for local access roads and limited access roads and related infrastructure including: bridges, culverts, drains, signage and road delineation. Council also has responsibilities for certain assets and parts of the road reserve.

Council has an obligation to provide 'inspection, maintenance and repair' on Council roads in line with the Road Management Plan. This is a statutory requirement reviewed every four years, within six months of the new Council being elected. Council has a road maintenance service contract for the whole of the shire, with the Errinundra to Snowy District covered under the north east

contract area. Council employs an Area Supervisor who is based in Orbost to undertake inspections and community liaison and contract oversight.

Waste

Council provides a range of waste management services. Orbost Waste Transfer station is the primary facility for the district, providing waste services including hard waste, Ewaste, green waste, and other recycling. A number of significant changes have taken place within the waste management industry, with the shire responding with the introduction of recycling services across the district.

Waste Transfer Stations are located in Bendoc and Bonang. These stations operate on a pay as you go system and are open nine hours across three days of the week. This service is contracted out, providing local employment opportunities.

The Deddick, Dellicknora, Tubbut, and Goongerah communities are serviced with split trailers offering waste and recycling services. This service is contracted out to a district-based contractor and is funded through an annual rural waste charge.

Safety

71%
agreed that the community is a safe place to live



71%
agreed that the community has a reputation for being a safe place



63%
agreed that they can access information to prepare for and manage an unexpected event



Health

78%
agreed that in general, they have excellent health



Only 1 in 5 respondents
agreed that they have adequate access to health services in the district



23%
agreed that the health and wellbeing of their community is strong



(Community Survey 2018)



Locals at Big Bonang
Arvo 2018

"I want a sustainable, safe future for our area"

Local Resident

Resilient & Connected Communities



Safety and Connectivity

For the people living in the district, their way of life, health and livelihood relies on roads that are safe and usable. There is no public transport within the district. Bendoc Neighbourhood House provides the only community bus and organises shopping and regular trips. Roads are the life blood of this community; they connect people to their places of work, schools, businesses, friends and family. The provision of a safe road network is an essential part of any community's infrastructure. These remote communities are highly mobile due to their geographical location to undertake their daily living.

The deterioration of the road network, in particular the Bonang Road, has had a significant impact on this community's ability to travel safely beyond their homes to access essential services. The commencement of logging of private plantations across the district has significantly impacted the road surface. This issue has been prioritised by the community, with a working group established to collect information and advocate for appropriate maintenance of the Bonang Road.

Services travelling to the area from Orbest on this road include: mail delivery, ambulance, mobile library and health professionals. All are dependent on this road to be of a standard to support two-wheel drive vehicles. In early June 2019, the mail delivery service was suspended due to the state of the Bonang Road surface.

The provision of safe and reliable road infrastructure is also critical for tourism.

Social Connection

Opportunities to come together socially across the district have declined as the numbers of the people living in the area has reduced. Only 41% agreed in the community survey that the community was connected and inclusive and that everyone felt welcome.

Sporting competitions such as tennis were once a popular way for communities to socialise – communities playing against each other, however with the decline in the district population, the tennis courts are now rarely utilised. There are limited opportunities for organised sport within the district with one in five of the survey respondents travelling outside of the area for sport and leisure. The fishing club in Bendoc has a large membership and runs a range of activities throughout the year. Given the size of properties in the area, many children have their own horses and some children participate in the Delegate Pony Club.

Almost half of the survey respondents travel outside of the district for social activities. People will travel interstate and to 'where ever there is something on'. Survey respondents indicated that they more often go to Delegate, Bombala, Orbest and coastal towns in NSW and sometimes also go to Canberra, Melbourne and Bairnsdale.

The two Neighbourhood Houses and the community centre in the district play an important role in connecting the community. There is a desire by some to strengthen the links and connections within the distinct communities that make up this district.

Access to activities

65%

agreed that they had access to a range of arts and cultural activities within the district

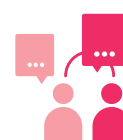
51%

agreed that they had access to a range of sports and leisure activities within the district

81%

agreed that they had access to participate in social activities

Community involvement



65%

agreed that they felt valued by their local community

76%

agreed that they were proud to live in the community

44%

agreed that they could change the things they cared about in their community

49%

agreed that they got involved with most community issues

(Community Survey 2018)

Resilient & Connected Communities



Community Identity

Whilst the survey identified that there is a feeling that the district has a defined identity (75%), the feeling that there is a diversity of culture and tradition present (19%) and that the community is culturally rich and inclusive (14%) was quite low in the community survey.

Identity & diversity



75%

agreed that the district has a defined identity

42%

agreed that the community's local history is being preserved and promoted

47%

agreed that the community acknowledges traditions and celebrations

19%

agreed that a diversity of culture and tradition is present

14%

agreed that their community is culturally rich and inclusive



Locals cooking up the BBQ at Big Bonang Arvo 2018

Communication across the District

Communication systems in remote communities are critical to connect with each other and effectively distribute information throughout the community. This can be a challenge when systems such as telecommunications and postal deliveries are limited.

The roadside postal service for this district comes via Orbest three times a week, on a Monday, Wednesday and Friday. Two subcontractors, one from Orbest and one from Bonang, coordinate the mail delivery service across the district and to Delegate and back. Residents in the Bendoc area have access to a post office and there is a community noticeboard.

Three different community newsletters are produced on a monthly basis, with copies distributed via email and the postal service. Tubbut Neighbourhood House produce the Tubbut Tattler, the Bendoc Neighbourhood house produces the Bendoc Wheel and the Delegate Progress Association produces the Delegate Doings.

People in the Errinundra to Snowy District have a preference for finding out about things through the local community newsletters Bendoc Wheel and Tubbut Tattler (25%), email (20%), Flyers (16%) and a letter addressed to the resident (12%).

Community & relationships

84%

agreed that they could trust their neighbours to look out for their property



65%

agreed that if a stranger, someone different to them, moved into their community they would be accepted and welcomed



41%

agreed that the community is connected and inclusive; everyone feels welcome



78%

agreed that people in their community are very willing to help each other out



73%

agreed that the local community feels like home



(Community Survey 2018)

Resilient & Connected Communities



Digital communication via Facebook has also proved to be an important avenue for locals to get information about what is happening in their community.

Both the Tubbut and Bendoc Neighbourhood Houses have Facebook pages to keep the community informed about upcoming events. Goongerah has a private Facebook group which community members access.

Telecommunications

Reliable mobile phone reception continues to be an issue for people living and visiting the district. Although mobile phone services were upgraded in 2018 across Tubbut, Bonang and Cabanandra there remain a number of black spots across the district. Many residents still do not have mobile phone access. The ongoing issue of communication was identified in the survey as a significant number of respondents didn't agree that

they had access to information to prepare for and manage an unexpected event.

The provision of internet services at the Tubbut and Bendoc Neighbourhood Houses and the Goongerah Hall have proved valuable to enable community members to stay connected. The former two school campuses at Tubbut and Goongerah had high speed telecommunication access. The community has identified an opportunity to utilise this infrastructure to address the ongoing telecommunications issues experienced in these communities.

Community Groups

Community groups provide an essential service to the district and an important opportunity for people to connect with each other. There are 17 separate community and service groups operating in this district which is a significant number given the size

of the population. A total of 60% of survey respondents volunteer an average of 20 hours a month (not including wildlife carers who volunteer 24/7). In the past, there hasn't been an opportunity for the separate community and service groups to come together to plan and coordinate efforts at a district level. The creation of the representative group for this district will enable this coordination to occur.

Community groups provide an essential service to the district and an important opportunity for people to connect with each other.

In the past 5 years, respondents of the survey had

joined in a local community action to deal with an emergency

48%

taken part in a local community project or working bee

77%

Transport

60%

agreed that they have OK access to transport to allow them to do the things they want within the district



"To better the community, to see more people using the Tubbut hall and facilities"

Local Resident

(Community Survey 2018)

Mt Delegate CFA

Approx members:
30-40 members

Crews – Bonang,
Goonerghah, Bendoc

Number of meetings
per year: Multiple
meetings and training

**Friends Of
Errinundra Inc**

Approx members: 19

Number of meetings
per year: 2 formal
meetings annually,
2 working bee /
meetings

**Goongerah
Landcare Group**

Approx members: 19

Number of meetings
per year: 4 plus 4
working bees

**Bonang Hall
Committee**

Approx members: 6

Number of meetings
per year: 4

**Goongerah
Environment
Centre Committee****Tubbut Hall &
Development
Association Inc**

Approx members: 4

Number of meetings
per year: Meets when
needed

**Deddick
Valley Isolated
Community
Group Inc**

Approx members: 7

Number of meetings
per year: 4+

**Delegate Progress
Association Inc
(NSW)
Cross Border Sub
Committee**

Approx members: 6

Number of meetings
per year: 6

**Goongerah Hall
Reserve**

Approx members: 7

Number of meetings
per year: Meets when
needed

**Deddick River
Landcare Group
Inc**

Approx members: 3

Number of meetings
per year: Meets when
needed

Borderliners

No formal
membership or
committee

Bendoc SES

Approx members: 12

Number of meetings
per year: 12

**Bendoc Hall
& Recreation
Reserve Inc.**

Approx members: 5

Number of meetings
per year: 4

**Bendoc
Cemetery Trust****Bendoc Progress
Association Inc.**

Approx members: 13

Number of meetings
per year: 4

**Bendoc Fishing
Club**

Approx members: 30

Number of meetings
per year: 3-5

**Bendoc
Memorial Park**

Approx members: 5

Number of meetings
per year: Meets when
needed

**Community &
Service Groups
in the Errinundra
to Snowy District**
June 2019

Resilient & Connected Communities



Community Facilities & Social Infrastructure

With the changes across the district and the declining population, there has been a reduction in the use of the community facilities. Four of the communities have a hall with different ancillary amenities. These halls continue to provide important public space, offering a range of facilities for social events using BBQ and pizza oven facilities, kitchens and public bathrooms. Halls are still places where people gather and come together, however the function of these facilities has changed from the historical use for dances and badminton, to new uses such as food cooperatives, Neighbourhood Houses and internet access hubs.

The survey results reveal that the community highly value these

facilities, but that many were used rarely or never by the respondents of the survey. Whilst used to a limited degree by the majority of survey respondents, the halls and public toilets across the district were identified as important or very important by approximately two thirds of the respondents. The same amount of people felt that the facilities were in satisfactory or excellent condition. The exception was the tennis courts in the district, seen as less important by the respondents of the survey and not in a satisfactory condition.

The community survey results identified a strong desire to repurpose the halls and public land to offer camping and tourism activities. Survey respondents see this as an opportunity to leverage funds and economic development

within their communities whilst maximising the use of existing assets to maintain them for the use of the community. The Tubbut and Goongerah communities are in conversation with the Department of Education & Training (DET) through Council to explore future use of the school buildings. A summary of the ideas captured in the community survey are outlined in the table below.

There is a significant body of work needed to review the needs of the community with the existing community facilities, to develop plans for development and future re-purposing. Council is currently working with the DET around their timeframes for removal of facilities and land tenure.

Community Facilities

Facility	Current facilities and use	Ideas for future use
Bonang Hall, Public Toilets & Playground	DELWP Committee of Management Playground, outdoor pizza oven, Public toilets, notice board, public phone box Meeting venue for Representative Group, Big Bonang Arvo CFA Shed next door to Bonang Hall	<ul style="list-style-type: none"> • Central for a multi-campus neighbourhood house to be located that services the whole district • Casual/basic accommodation for groups • Consulting room with heating for visiting health services • Community Social Functions – dances, visiting shows, information sessions • A driver/rider revival rest point • Electric BBQ beside the existing picnic tables
Bendoc Hall & Public Toilets	Council Committee of Management Hall and Supper Room Adjacent public toilets and showers, park with basic playground with minimum usage currently	<ul style="list-style-type: none"> • Community social activities - movie nights, badminton, table tennis, markets, cooking classes, community dinners, education, speakers, yoga, gymnastics, health and wellbeing • Hosting music, arts and cultural events • Accommodation for tourists
Bendoc Resource Centre	Auspiced by Bendoc Progress Association Staffed Neighbourhood House- 10 hrs p/w Internet Access Community bus that provides monthly trips to Merimbula	<ul style="list-style-type: none"> • A meeting place and learning space • Site for U3A courses • Skype facilities for medical or specialist appointments • Local tourist information

Resilient & Connected Communities



Facility	Current facilities and use	Ideas for future use
Bendoc Tennis Court	Council Committee of Management Disused Tennis Courts Large area of Open Space	<ul style="list-style-type: none"> • Social tennis evenings • Converted to a volleyball/basketball/badminton court • Inter district mini competitions • Vegetable garden and hot house • Level ground out behind toilet block so tourists can camp
Bendoc Public park	DELWP Committee of Management Picnic tables, signage, tourist information	
Goongerah Hall Community Centre	DELWP Committee of Management Hall, Outdoor Verandah, flat open space and outdoor chess set. Public phone box. Goongerah Good Food, GECO Kitchen, Volunteer Community Centre Community meetings	<ul style="list-style-type: none"> • More social activities, workshops, market, share, swap, sell meets etc. • Ecological education centre • Consulting room with heating for visiting health services • Commercial kitchen for food preparation and sales • Information for visitors
Goongerah School Site	Closure 2018 Transition from DET DELWP land Playground, Small classrooms and offices. Separate house previously used as teachers residency	<ul style="list-style-type: none"> • Office buildings used as meeting spaces and community hub • Art room used as workshops and to free up storage space in the hall • School house/residence be run as short-term accommodation/bnb social enterprise • Tourism activities for those visiting the district
Tubbut School Site	Closure 2018 Transition from DET DELWP land Small classrooms, playground and outdoor toilet block	<ul style="list-style-type: none"> • Keep children's play equipment • Connect to fibre-optic internet for access to online learning and health services • Use old classrooms as medical consulting suites when medical practitioners visit (provide level of privacy not currently possible elsewhere) or use as meeting and activity rooms • Develop the hall and old school complex into a wilderness camp • Run the old teachers residence on Willis Road as accommodation (possible social enterprise model)
Tubbut Hall	DELWP Committee of Management Hall and Supper Room Public phone box Pizza Oven and outdoor eating shelters Kiln Community lunches	<ul style="list-style-type: none"> • Community social activities (sport activities, cooking classes, art classes, education) • RV Stop • Camping and tourism opportunity if there were showers and cleared river access • Mini market
Tubbut Tennis Court	Disused Tennis courts	<ul style="list-style-type: none"> • Community garden/greenhouse • Camping space with outdoor kitchen as good barbecue and pizza oven nearby
Tubbut Neighbourhood House	Auspiced by Deddick Valley Isolated Community Group Inc Utilises building beside hall and supper room Staffed Neighbourhood House 25 hrs p/w	<ul style="list-style-type: none"> • Education, information • Use of internet • Could become one of a multi-campus neighbourhood house with activities in every community

Section 3:

Implementing The Plan

Outcomes & Priorities

This section outlines the four outcomes the Errinundra to Snowy community wants to achieve and their priority ideas. A separate Annual Action Plan accompanies this District Community Plan and will be reviewed and updated regularly.

Determining the Outcomes

A total of 61 ideas were harvested from the workshops, previous community plan and community survey to create an Ideas Banks for the community to draw upon (See page 34). The ideas were then refined to 18 interesting ideas. Work was done to define what each idea meant to the community which was used to group the interesting ideas into the four outcome areas: Healthy & Sustainable Environments, Thriving Economy, Safe & Healthy Communities, Resilient & Connected Communities.

The community then identified the priorities that they would concentrate their energy and resources on the first 12 months, from these interesting ideas. The amount of time, resources, skills, and availability were considered to ensure energy for existing group activities was retained.



Priority projects are represented with a star.

Working Together: Roles & Responsibilities

Not all ideas can be delivered by community, many ideas need the support of agencies (i.e. government land managers) and services (i.e. health providers). Each of the priority ideas have the roles and responsibilities identified:

- Where community can do it themselves;
- Where Community and agencies work together providing support, funding, resources or advocacy;
- Where agencies take the lead, keeping community informed about the when and how.

The remaining ideas were not chosen for work in the first 12 months of 2020/2021. At the end of this period the DCRG will review the Annual Action Plan and decide whether to continue with the priority projects they are working on, or introduce additional projects from the interesting ideas already defined or the Ideas Bank.



Residents gather at Bonang Hall in 2017 to watch the Red Sunday film documenting the 2014 bushfires

Future Challenges & Opportunities

Whether it is change to the economy, environment or the community, the reality is that people will experience an increased rate and impact of change. The capacity of communities in East Gippsland to respond and adapt to these changes will be critical in order for them to achieve their vision for their communities and is the primary purpose in developing this District Community Plan.

Timber Industry

The timber industry, both government and private in the Errinundra to Snowy District will continue to change over the next five years. VicForests have an allocation of timber within state forests to be logged over this time. Logging of the private plantations is continuing. The total land area of these private plantations is estimated to be 5749 hectares which is approximately 14 % of the private land available in the district. A number of different companies currently control these plantations.

Logging of the timber resources within these communities will present challenges to the existing road infrastructure. The current logging activity in 2019 has seen up to 32 movements of trucks a day using the Bonang Road to remove the timber, which has significantly impacted the road. The state of the roads, some which have sections of unsealed road, is considered a significant safety risk by residents and visitors.

The Opportunity:

Nature Based Tourism

Top Challenges:

1. **Climate Change & Environmental Sustainability – including Natural Disasters/Events, Water Security**
2. **Service Access & Population Decline – including Ageing Population, Unemployment, Isolation**
3. **Road Infrastructure & Plantation Forestry**

(Community survey, 2018)

Bushfires

The area was greatly impacted in 2014 by bush fires. The risk of fire is an ongoing concern in the district and is compounded by the limitations in telecommunications across the district, although a recent black-spot program has seen mobile coverage extended to some areas such as Bonang. DELWP continue to provide Forest Fire Management from their Bendoc offices and depot.

Education

A dual-campus P-8 school at Goongerah and Tubbut closed in 2018. The district is part of the Delegate Primary School's designated enrolment area and in 2019 approx. 11 students lived in Victoria. The closure of the dual-campus school has had a significant impact on the community as it provided employment opportunities in the area which are limited, and the schools were a way to bring together the communities. Secondary school students access either Bombala or Orbost, however long travel times and educational preferences see families leave the district to access secondary education. Once children have left the area, they rarely return to the district due to limited social and employment opportunities.

Social Opportunities

The changes around economic activity and industry have mirrored changes in the social fabric of these communities. The social opportunities to bring community members together have changed. Structured sporting opportunities which once connected all the communities, no longer exist. Social connection across the district is now through the Neighbourhood Houses and the various community and service groups across the district. The social infrastructure such as halls and tennis courts in the district isn't reflective of this change and is no longer fit for purpose.

Economic Opportunities

The significant environmental assets located in the National Parks are seen as the next wave of economic activity through nature based tourism. The presence of old growth forests and the basic infrastructure such as campsites and walking tracks provide opportunities for further development. When asked in the community survey suggestions for future opportunities in the district, respondents overwhelmingly identified Nature Based Tourism. Local residents have embraced this with the provision of a range of complementary accommodation options to camping such as Airbnb and You Camp on private property.

The challenge for people living in the Errinundra to Snowy District is to use the assets they currently have, such as their people, environment and built and social infrastructure to develop a new economy. One that will create new social connections through activities that will sustain their communities into the future.

Outcomes & Priorities

Outcome 1. Healthy & Sustainable Environments

What this means to community:



1.1 Protect the forest	<ul style="list-style-type: none"> The forests of the district are a natural resource and eco-system which sustains human life. It is a major tourism drawcard unrivalled on mainland Australia. It is threatened by climate change and harvesting activities. Advocate for protection and minimisation of harm on the forests.
1.2 Advocate for suitable zoning scheme	<ul style="list-style-type: none"> In the past, community has experienced limitations to sub-division of land which has contributed to population growth and economic development. The community want to explore and understand the legislation with the intent to advocate for change
1.3 Restore the environment	<ul style="list-style-type: none"> There are areas of existing damage to the environment which requires restoring in order to strengthen and improve the natural assets.
1.4 Care for wildlife	<ul style="list-style-type: none"> Feral animals are impacting the natural ecosystems and our native and livestock animals. Road incidents particularly from tourists and trucks are killing and injuring wildlife
1.5 Environmental/ cultural education programs	<ul style="list-style-type: none"> We have the environment and the ability to learn more about our place and to share it with visitors. Programs would be a way to get people to stop and stay, to connect us across the border, to explore, respect and protect our place.
1.6 Aboriginal language & place names	<ul style="list-style-type: none"> Recognition and inclusion of first people Seek to rectify the public record and opportunities for Aboriginal people to tell their stories and history.



A young child sits in the DELWP fire fighting vehicle at the 2018 Big Bonang Arvo





Outcome 2. Thriving Economy

What this means to community:

2.1 Explore mobile accommodation	<ul style="list-style-type: none"> There are currently limited accommodation options available in the district. Mobile accommodation provides a creative option which can move as needed. 		
 2.2 Develop nature based tourism	<ul style="list-style-type: none"> Our unique environmental assets are an untapped resource that could provide economic growth to our district while maintaining the value of our natural environments. 		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Establishment of a working group to identify what the district currently offers by way of nature based tourism (July 2019).	Development of a local nature based tourism plan.	Council: support the development of a local tourism plan. Council: advocate to State and Federal agencies, seek funding opportunities, liaise with Destination Gippsland and EG Marketing. Other agencies include Parks Vic, DELWP, Destination Gippsland, EG Marketing, Regional Roads Victoria, Regional Development Victoria (RDV).
 2.3 Enhance public facilities in National Parks	<ul style="list-style-type: none"> The facilities in our Parks are currently very limited – visitors need to be self-sufficient. Will broaden our tourism market. To maintain the ecological health of our parks through provision of toilets for people to use. There are also currently issues with the maintenance of existing facilities. 		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Community to identify priority public facilities for improvement in National Parks across the district and inform nature based tourism working group (July 2019).	Share information about the provision of priority facilities in National parks. Community groups maintain facilities in some parks via Friends of Errinundra.	DELWP/Parks Victoria: fund, maintain and develop facilities within National Parks and public camping areas Provision of funding.
2.4 Scope alternative options for a shop	<ul style="list-style-type: none"> Currently there is no shop in the district, it would be important if there is an increase in tourism to provide an opportunity for community to sell local produce. Wait until demand is driven by other activities but there is an opportunity to scope alternative models e.g. mobile. 		



Outcome 3. Safe & Healthy Communities

What this means to community:

 3.1 Ensure fire protection	<ul style="list-style-type: none">• Increase community safety.• Research different fuel reduction techniques to understand current practice and potential new practices.		
 3.2 Improve overall road maintenance	<ul style="list-style-type: none">• Establish a standard of maintenance and management which reduces road safety issues, vehicle maintenance costs, dust and noise and wildlife deaths.• Safe roads - clean culverts, pot-hole and puncture-free roads and removing trees that come down.• Improve seasonal responsiveness• Improve directional signage and signage about road conditions and emergency events.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Provision of feedback on condition of road. Collection of road safety data and impact on residents' safety Establish Working Group and Action Plan (July 2019).	Share information about the current state of the road and road maintenance issues and scheduled works to address maintenance issues.	Provision of Safe Roads and timely maintenance as per Road maintenance plan. RRV: Bonang Road Council: Local roads DELWP: Other roads
 3.3 Sealing of the Bonang Road	<ul style="list-style-type: none">• Improve safety for residents that use the road to access key services in Orbost and beyond, and agencies that service the community.• Visitors and tourists feel safe to visit us and can contribute to our economy.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Provision of feedback on condition of road. Collection of road safety data.	Develop a plan for the sealing of the remaining section of the road between Bonang and Goongerah.	Regional Roads Victoria: Build and maintain safe roads. Funding, planning, design and delivery of road infrastructure.
 3.4 Improve service provision	<ul style="list-style-type: none">• Service provision that responds to the needs of our ageing community, people who are isolated, with disabilities and mental health issues.• Make it easier for all agencies to provide services to us and for us to access services considering road safety, travel times and online and visiting options.• Resolve the equity issue – utilise existing resources to improve service provision and channel funding to the areas that are needed.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Provide feedback and complete surveys and share information about the need for service Establish a Working Group and Action Plan (July 2019).	Build a shared understanding of how services are currently operating and explore different service models to meet community needs.	Agencies provide service and undertake service reviews to ensure community needs are being met. This includes: health, information, library, outreach services, ORH, Gippsland Primary Health Network, Council, Neighbourhood House, RRV, Royal Flying Doctor Service, Centrelink, DHHS, Job Providers etc.

Outcome 4. Resilient & Connected Communities

What this means to community:

4.1 Improve tele-communications	<ul style="list-style-type: none">• Not all residents have phone coverage which is a safety and wellbeing issue.• Telecommunications infrastructure remains inadequate during emergencies when power is lost.		
 4.2 Access to the existing fibre optic cable (at School sites)	<ul style="list-style-type: none">• Current satellite and mobile internet options are slow and expensive.• Improved internet access provides new means of communication and can improve safety, as well as providing options for work and study.• Fibre Optic cables at the old school sites are an existing asset already in place.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Identify and document needs of the community and advocate to relevant authorities.	Identify the options available for the public use of the infrastructure.	DET: Complete transfer of land back to the crown. DELWP: Work with community to identify most appropriate use of the crown land. Council: Support relationship between community and agencies.
4.3 Strengthen the links with bordering communities (Cross Border Committee)	Work with our NSW neighbours in Delegate and Bombala to advocate on issues and services with a united voice.		
 4.4 Maximise use of community facilities	<ul style="list-style-type: none">• Review the facilities in the district and establish how community want to use them.• Activate community spaces.• Make it easier to run community facilities.• Investigate creative enterprises and ideas for economic activity.• Community hubs.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Identify and document needs of the community and advocate to relevant authorities.	Work in partnership to understand policy and process and investigate options.	DELWP and Council work together to review facility management to meet the needs of community.

Ideas Bank

A total of 61 Ideas were harvested from the previous community plan, workshops and the community survey to create this Ideas Bank for the community to draw upon in the future.

Infrastructure

- Sealing last of Bonang road
- Roads
- Improve telecommunications
- Improve electricity grid
- Open up fibre option connections to wider community
- Roads strategy
- IT – comms
- Arts and cultural facilities
- Walking tracks
- Bike tracks
- Convert some community infrastructure into accommodation
- The school infrastructure to be maintained e.g. fibre optic

Fire Prevention

- Ecologically/scientifically based
- Fire protection

Industry

- Tourism
- Eco-tourism
- Tension between logging & the natural environment
- More jobs
- Agricultural management
- Promote area for recreation and camping

Environment

- Restore environment
- Protecting forests
- Manage wildlife
- Better utilise resources to manage the natural landscape

Education

- Environmental Education Centre
- Life-long learning

Services

- Improved service outreach
- Better health care
- Bendoc Neighbourhood House outreach
- Add a Neighbourhood House in Goongerah

Facilities

- Sort out community facilities perhaps under one committee
- Public facilities in parks

Cultural

- Understanding and celebration of local history
- Recognition of the first people
- Dances
- Arts

Community

- Sort out community facilities perhaps under one committee
- Cross border committee
- Grant planning committee
- Activate our spaces



Tree at Brown Mountain
(Photo: Judy Deland)

District Community Representative Group

The establishment of the DCRG provides a means for implementing the District Community Plan. Council is committed to supporting the community to establish this group. The purpose of the DCRG as identified by the community is to:

- Be a strong voice for the community
- Represent active groups/working groups
- Drive the District Community Plan (strategic not operational)
- Coordinate, communicate and advocacy across the district
- Coordinate relationships with agencies
- Be a sounding board and way to evaluate ideas that are put forward

The DCRG is not an operational working group (not the doing/ action), nor a committee of Council and does not tell established community groups what to do. The role of the community group nominated representative participating on the DCRG is to:

- Put a community group hat on, representing views of the group when at the DCRG, not individual views
- Two-way information. Report to their community group about what was discussed at the DCRG and report to the DCRG about activities of the community group they are representing
- The DCRG is focused on the District Community Plan outcomes and implementation, coordinating district community plan activities and relationships with agencies

Time was spent through the community planning process working with participants in the workshops to develop standards of behaviour that reflect the values that the community wish to realise. The list below reflects how the community will work with each other to implement their plan:

- Respect and won't personalize things
- Loyalty and won't judge people
- Trust
- Fun and a sense of humour
- Good communication, listen, be open minded and won't talk over each other
- Good, agreed upon processes/ efficiency

The District Representative Group includes representation of the community groups across the district as well as geographic and demographic representation. The following groups were invited as active and to provide a nominated representative to participate on the DCRG.

- Mt Delegate CFA Group
- Friends of Errinundra Group
- Goongerah Environmental Centre (GECO)
- Deddick Valley Isolated Communities Group (DVICG)
- Bonang Hall Committee
- Cross Border Sub Committee
- Goongerah Hall Committee
- Borderliners
- Bendoc Hall Committee
- Bendoc Fishing Club
- Bendoc Progress Association
- Bendoc SES
- Goongerah Landcare
- District Community Plan Working Groups

Working Groups

Working groups have been established to take carriage of the delivery of the priority projects. Working groups will have representation on the DCRG.

The membership of the working groups may include partner agencies and others in the community outside of the DCRG. The Role of a Working Group is:

- Do the doing
- Report back to the representative group and to work within the brief
- Don't expand the brief beyond the Annual Action Plan
- Make recommendations about changes to approach or the brief

Annual Action Plan

An action plan will be developed to outline the key projects and areas of focus. The Working Groups will develop the action plan for each priority idea. The action plan will outline:

- Partners/stakeholders
- Steps and actions
- Timing
- Who is responsible and the roles of different agencies or community

It will then be reviewed and accepted by DCRG. A report card will be used to provide a way of measuring achievements.

Contact us in person

Bairnsdale: 273 Main Street

Lakes Entrance: 18 Mechanics Street

Mallacoota: 70 Maurice Avenue

Omeo: 179 Day Avenue

Orbost: 1 Ruskin Street

Paynesville: 55 The Esplanade

Bendoc: 18 Dowling Street

Buchan: 6 Centre Road

Cann River: 13 Princes Highway

Front Cover Image:

Friends of Errinundra at a working
bee in 2018 (Photo: Gary Belisini)

 **1300 555 886**

 **03 5153 9500**

 **feedback@egipps.vic.gov.au**

 **PO Box 1618, Bairnsdale 3875**

 **eastgippsland.vic.gov.au**

 **@eastgippyshire**

Twin Rivers District Community Plan 2019

Community Vision:

We want a peaceful and welcoming district that is friendly and inclusive, with an energy that is buzzing and alive. A progressive community that is adaptive to change and balances the health of its environment, people and economic prosperity.

**Nicholson Johnsonville Swan Reach
Tambo Upper Bumberrah**



Australian Government

BUILDING OUR FUTURE



**EAST GIPPSLAND
SHIRE COUNCIL**

Acknowledgements

East Gippsland Shire Council and the community of the Twin Rivers District acknowledges the Gunaikurnai, Monero and the Bidawel people as the Traditional Custodians of the land that encompasses East Gippsland Shire, and their enduring relationship with country. The Traditional Custodians have cared and nurtured East Gippsland for tens of thousands of years¹. We pay our respects to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders past and present.

The community members of the Twin Rivers District have made a significant contribution in the development of this plan in terms of time and the completion of the community survey. The commitment of the community to the process is testament to their passion for the future of the District.

Place Planning is a major initiative within the East Gippsland Shire Council Plan 2017 – 2021². Resources were committed to undertake a pilot of the place based district planning process. Council officers from the Community Planning team and across a range of other

departments have supported the district community planning process including the facilitation of workshops and providing information to community.

Minds@Work, an independent consultancy group, facilitated sessions and skilled up staff and community around the IDEA model.

The importance of our partner agencies and local service providers in being involved in the process and the delivery of information workshops has been critical in understanding how we are and can all 'work in place'.

The One Place One Plan Project was funded by the Australian Government through the Building Better Regions Fund and has been run across the Cann Valley District, Errinundra to Snowy District and Twin Rivers District.

Key Terms:

ABS:
Australian Bureau of Statistics

CFA:
Country Fire Authority

Council:
East Gippsland Shire Council

DCRG:
District Community Representative Group

DELWP:
Department of Environment, Land, Water & Planning

DET:
Department of Education & Training

EGCMA:
East Gippsland Catchment Management Authority

RRV:
Regional Roads Victoria

TRCG:
Twin Rivers Community Group

References:

¹ [East Gippsland Shire Council Reconciliation Action Plan 2015 – 2018](#)

² [East Gippsland Shire Council Plan 2017 – 2021](#)



New Year's Eve fireworks
in Nicholson 2018

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Other
documents
related to
this plan:

Visual
Summary
of the District
Community Plan

Community
Toolkit

Action Plan

A Guide to Reading this Plan

The Twin Rivers District Community Plan (the Plan) provides a strategic direction for the people living and working in this community and the agencies that support them. A separate Action Plan will accompany this document and be updated to reflect the achievements and changes that occur over time.

Section 1:

Introduces community and place planning, the purpose of this community plan and the previous planning work undertaken in this district. It provides details about the timeline of the project, engagement activities and community participation in the journey to develop the Plan. It includes an overview of the process used to develop the Plan and the IDEA model used to support community thinking from ideas to actions.

Section 2:

Provides a detailed community profile of the people living in this community, drawing on demographic data and the findings from the community survey and community workshops. The history and geographical location of the district is explored, providing the context to the key assets that were mapped in the district. The community profile provides insight into the people that live in the district and what is important to them. Four outcome areas are identified and discussed in detail with the support of data gathered through the community

1. Healthy & Sustainable Environments
2. Prosperous Economy
3. Safe & Healthy Communities
4. Resilient & Connected Communities

Section 3:

Focuses on the implementation of the Plan and how this will be undertaken. It does not have specific details about each priority and timeframe, this will be captured in the Action Plan that will be developed by the community and agencies. It will be reviewed and refined regularly to implement this District Community Plan. The future challenges and opportunities for each of the four outcome areas are explored. (see pages 30 to 33). Through the workshops, the community prioritised the 118 ideas from their Ideas Bank (see page 34) to four ideas that were worthy of further development. These are highlighted and outlined in this section. Described as priority ideas, the role of the community, Council and partner agencies is included for each. It outlines the formation and role of a District Community Representative Group (DCRG) in monitoring and implementing the Plan. In this district that group is the Twin Rivers Community Group (TRCG) which was established in 2012 to implement the 2012 Community Plan.

Section 1: Development of the Twin Rivers District Community Plan

**"Fun because
we deserve to
have fun in our
community"**

Local Resident

**"New arrivals
feeling part of
community"**

Local Resident

**"Community
working
together
for better
outcomes"**

Local Resident

**"A better
environment
and lifestyle"**

Local Resident



Developing the Plan at
Johnsonville Hall

Introduction

Purpose of the District Community Plan

To provide a comprehensive insight into the community of the Twin Rivers District, and the people who call this 'place' home. It will give community members, East Gippsland Shire Council (Council) and partner agencies an understanding of:

- The people who live in this district and their needs
- The vision the community has for itself and what it values
- How the community currently operates and supports services
- The assets, resources and strengths available in this community
- The top priorities the community wants to work on over the next five years
- The roles and responsibilities of community, Council, and partner agencies in making the plan happen
- An Ideas Bank, that community can draw on throughout the life of the District Community Plan

This plan provides a new direction for how community, Council and partner agencies can work together to achieve positive outcomes for the people who have chosen this district as their home.

Council and other agencies have a number of strategies and plans which underpin and inform what they do. The District Community Plan (the Plan) provides a platform at a place-based level to integrate Council and agency strategies and plans with the local community priorities to achieve the best outcomes.

Separate documents accompany the Plan including an action plan that will be revisited by community, Council and partners on an annual basis (the Annual Action Plan), and a toolkit with a range of resources and information to support community, Council and partner agencies in implementing the Plan.

This district has a District Community Representative Group (DCRG) to work together on the priorities within the Plan on behalf of all people in the district. The DCRG enables the community to coordinate and cooperate to achieve their goals and provide a means for Council and agencies to engage with and work alongside a group that is representative of this district.

Place Planning

Some, but not all communities in East Gippsland have had Community Plans for nearly a decade. A review of the previous Community Plans identified the need to change the way Council works with the community. This new approach is called Place Planning. Twelve districts were identified across East Gippsland, each with its own distinctive history, culture, people and natural environments.

Council was successful in obtaining a grant from the Australian Government through the Building Better Regions Fund, to pilot the development and delivery of a place-based planning approach in some of the most remote districts within the shire. This project has brought together community, Council and agencies to share information, exchange

ideas that will enable informed decision making about how best to meet identified needs.

Developing a comprehensive understanding of the needs of the people that live in this district is central to Place Planning. The District Community Plan brings together detailed demographic information about who the people are that make up this district, why they live where they live, what is important to them, their future aspiration for their communities and how they will work together and with key stakeholders to achieve this.

The priorities within the Plan are not a 'wish list', they are ideas that were identified by the community that have been prioritised using the 'IDEA' Model which is outlined further on page 10. Prioritisation is based on the evidence gathered around the issues, challenges and opportunities within the district.

The process of creating the Plan has focused on building relationships and trust between community members and groups, Council and other key agencies. It outlines how the community will work together and live their values. The Plan establishes an agreed set of local priorities and provides evidence of local investment needs. It will inform future planning decisions and where resources can most effectively be targeted around services and infrastructure. It aims to help clarify the roles and responsibilities of the community, Council and other agencies around the identified priorities in the Plan.

Building & Learning from the Past

The Twin Rivers District includes the townships of Nicholson, Johnsonville and Swan Reach and the rural settlements of Bumberrah and Tambo Upper. This Twin Rivers District Community Plan 2019 builds on the success of the Twin Rivers Community Plan 2012 – 2015.

One of the key factors in the success of the Twin Rivers Community Plan 2012 – 2015 was the establishment in 2011 of the Twin Rivers Community Group (TRCG) and associated working groups. These groups led a number of the projects in the plan and worked in partnership with Council and other agencies to achieve their top priorities. A Road Safety Working Group developed a strong partnership with Council and Regional Roads Victoria (RRV) supporting significant investment of around \$2 million in improvements across the district to address road safety issues experienced in all three towns.

Highlights of the achievements between 2012 and 2019 include;

- November 2015 Road Safety Survey and Report: Road Safety Working Group.
- 2018/2019 Road safety improvements across Nicholson, Swan Reach and Johnsonville: pedestrian refuges, dedicated turning lanes, designated car and truck parking, bus stop relocation and upgrades, lighting, school crossing realignment and road sealing works.
- Speed limit changes in Swan Reach and Nicholson.
- Implementation of Safe to School program in two schools and the kindergarten.
- Improved pedestrian connectivity in Nicholson, Swan Reach and Johnsonville: new concrete footpaths, shared pathways, safety fencing and pedestrian refuges and landscaping.
- Works along the Rail Trail including infrastructure, pathways, revegetation works, signage upgrades and water drinking station.
- A variety of environmental works and improvements including weeding, planting, rabbit control, fencing and National Tree planting day activities.
- Johnsonville Hall improvements including lights, painting, carparking, entry points, pathways and connectivity within the township.
- Installation of a new playground at Swan Reach Reserve.
- River health monitoring, fishing competitions, awareness programs and local events.
- Redevelopment of the Johnsonville Rowing Facilities at Harry Clues Reserve.
- District events such as the Bream Classic and the New Year's Eve SkyFest.

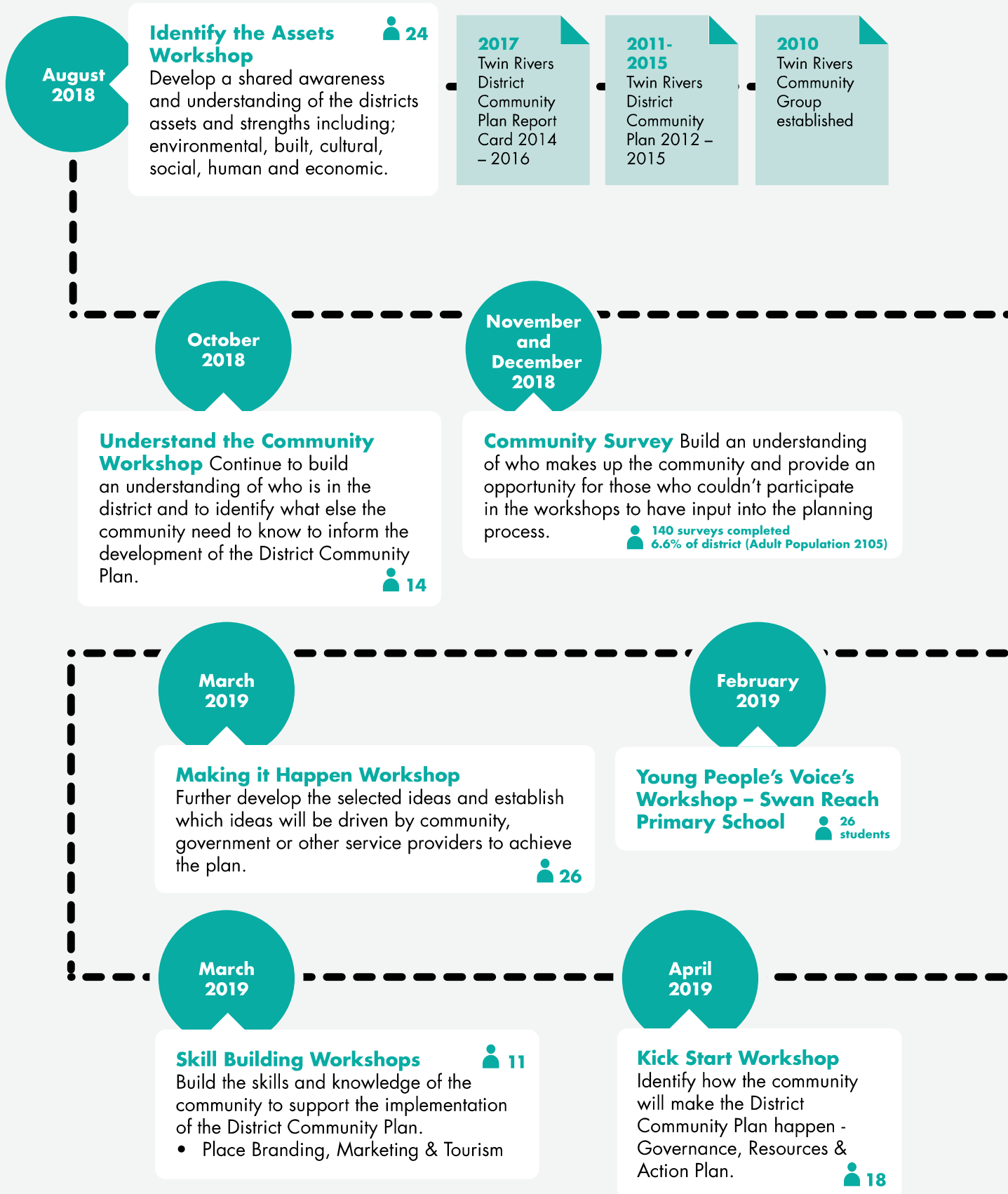
A detailed outline of the achievements in the community over this time can be found in the Twin Rivers Community Report Card 2012-2017.

Many of the priorities identified by the community in the previous plan remain at the centre of this new plan including: protecting the environment; creating a better network of pedestrian and cycling access across the district; supporting and developing community connectedness, continuing to improve road safety, maximizing tourism, and managing the urban growth.



Biggest Morning Tea,
Johnsonville Hall 2018

How the Plan was Created



659hrs



hours collectively contributed by the community to the process

128 people



involved in workshops

84%



of workshop attendees met new members of their community

78%



improved their existing relationships with their fellow community members

93%



of workshop attendees felt the workshops were worthwhile

Young People's Voice's Workshops – Swan Reach Primary School & Nicholson Primary School Students in the district were engaged in a series of workshops to capture the voices of young people in the District Community Plan.

52 students
2 workshops in each school

December
2018

Our Community Our Vision Workshop

Develop a vision for the future and to identify the values that are important to the community.

22

December
2018

Community Information Expertise Sessions

Provide further information around a number of topics that had been identified to inform the development of the District Community Plan.

- Planning & Development Across Twin Rivers
- River Health & Access

18 / 16

February
2019

Creating the Plan Workshop

Selecting ideas to create the vision the community want to see and to assess these based on value and effort.

22

February
2019

September
2019

Draft District Community Plan – Community Feedback

December
2019

Final District Community Plan to East Gippsland Shire Council

Annual

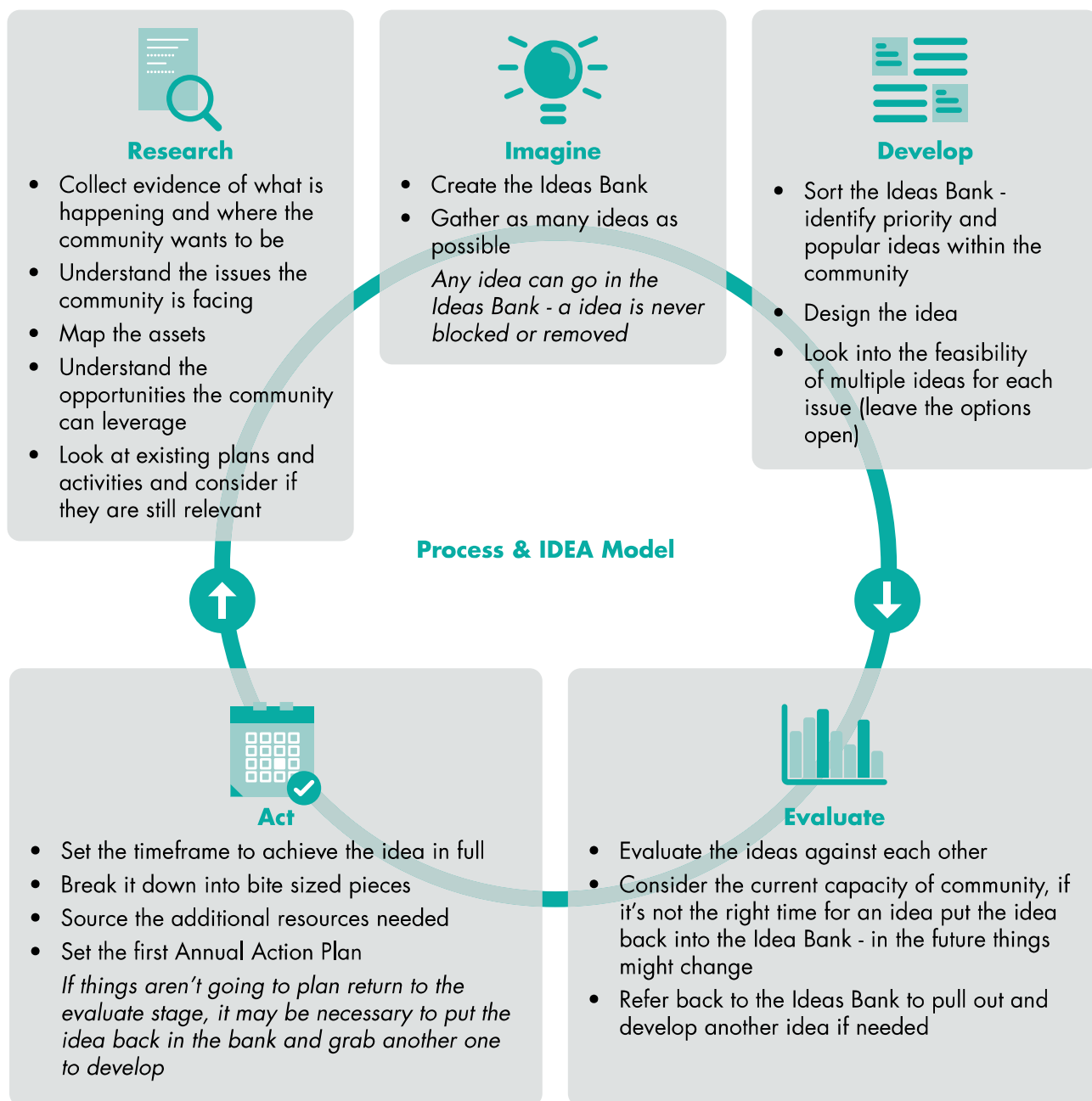
Annual Action Plan and Plan Report Card

KEY:

= Attendees

Process & IDEA Model

The IDEA Model is a way of helping people to think through their ideas and develop something from an idea into well thought out and planned actions.



A Community Toolkit that includes tools as well as data collected through the research stage is available by contacting Council, contact details are on the back of this document.

Section 2: Community Profile

Community Vision:

We want a peaceful and welcoming district that is friendly and inclusive, with an energy that is buzzing and alive. A progressive community that is adaptive to change and balances the health of its environment, people and economic prosperity.

Community Values



Safety

feeling safe and connected to an inclusive and friendly community



Peaceful Natural Surrounds

our rural lifestyle and fabulous rivers



Central location

between Bairnsdale and Lakes Entrance with so many opportunities for outdoor recreation.

We must acknowledge the tension between the peacefulness and the growth that different community members desire.



Johnsonville Dance 2017

The District

The Twin Rivers District is made up of the three townships of Nicholson, Johnsonville and Swan Reach and two rural settlements being Tambo Upper and Bumberrah. The district derives its name from the Nicholson and Tambo rivers that flow from the Great Dividing Range down to the Gippsland Lakes.

The district is located centrally between Bairnsdale and Lakes Entrance with many residents travelling to these service centres for work, leisure, sport and health. The current population of the district is 2,607 people (ABS 2016), with just under half of the total residents living in the Nicholson area. The rural landscape and close proximity to services attracts new residents and development.

The three townships provide residents with important local services including a general store, post office, fuel and tourist amenities. Each township offers complimentary facilities which support the district amenity including recreation reserves, public hall, schools and kindergarten as well as boating/rowing facilities on both rivers. The three schools in the district service local residents and those choosing smaller educational settings for their children on their commute between Bairnsdale and Lakes Entrance.

History

The Tambo and Nicholson Rivers have played a central role in the human history of the Twin Rivers District.

The Gunaikurnai people have been custodians of the waterways

in the Gippsland region for thousands of years. Waterways and their floodplains were, and remain, important to Aboriginal people, providing food, materials for implements such as bark for canoes, and meeting places. The Gunaikurnai nation is made up of the five major clans. The Twin Rivers District is part of the area from Bairnsdale to Bruthen taking in the Mitchell, Nicholson, and Tambo Rivers that is home to the Brabralung people³.

The rivers played a critical role in the development of this district, providing a means of transportation for the development of various industries. Livestock runs were established in Swan Reach, Nicholson, Johnsonville and Tambo Upper. In 1878 tracks were cleared between Nicholson, Johnsonville and Bairnsdale and clearing of the road from Swan Reach to Lakes Entrance commenced. In the 1880s timber barges carried logs to saw mills on the wharves at Johnsonville. Timber was an important industry with red gum exported by paddle steamer to Melbourne for street paving⁴. In Nicholson fish were packed in brine and transported to the gold fields in Omeo by pack horse. The river flats provided fertile soils to grow a number of crops including beans, hops, oats, wheat, sunflowers and maize.

The hop industry boomed relying once again on the rivers to transport bales by ship to Bairnsdale, Sale and Melbourne⁴.

In the 1890s some landholders entered the dairy industry with creameries established in Johnsonville and Nicholson. Agriculture remains an important industry within the Twin Rivers District although recent years have seen increasing land subdivision for residential and lifestyle properties.

In 1916, the construction of the Nicholson River Railway Bridge was completed. This bridge is historically significant for the State and is listed by the National Trust⁵. The establishment of land transport saw the creation of coach services and the growth of settlements to include small schools, hotels, general stores and post offices, with many of these services remaining central to these communities today.

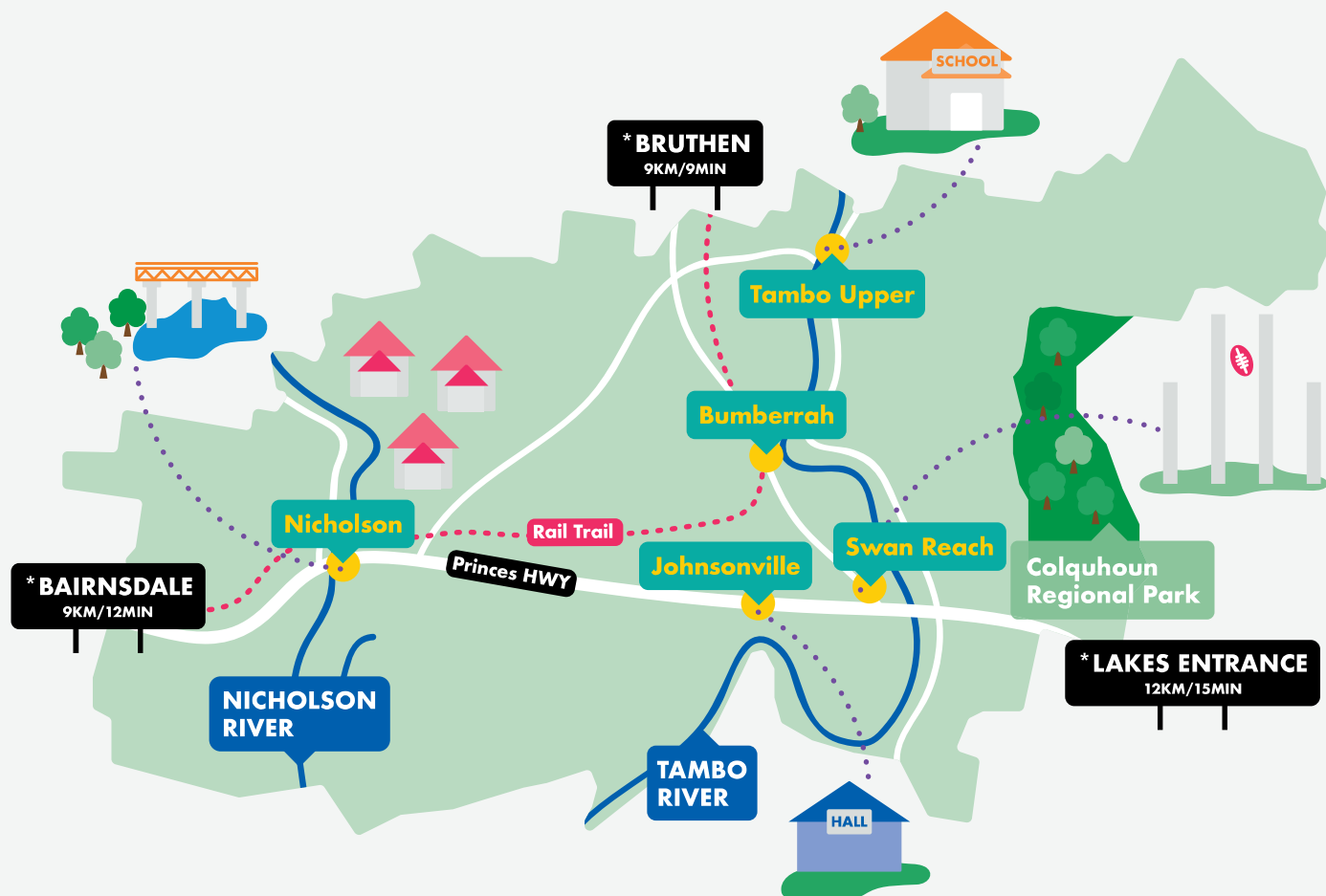
References:

³ [Gunaikurnai Whole of Country Plan, Gunaikurnai Land and Waters Aboriginal Corporation \(2015\)](#)

⁴ [‘East Gippsland – Past and Present’ F Amendola \(c 1987\)](#)

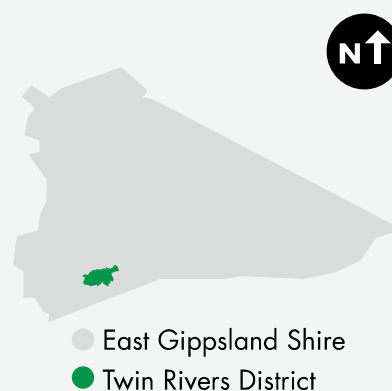
⁵ [Victorian Heritage Council \(2005\)](#)

District Map



*Distances from district boundary

Travel within the district		
Johnsonville to:	KM	TIME
Nicholson	7.5	9min
Tambo Upper	8.5	10min
Bumberrah	5.9	9min
Swan Reach	3.9	3min



	Twin Rivers District	East Gippsland
Population	2,700 (2017 ABS)	46,142 (2017 ABS)
Land area TOTAL	17,857 ha (179 Km2)	2,093,053 ha (20,931 Km2)
Council Land Area	28 ha	
Crown Land Area	3,040 ha	
Private Land Area	14,122 ha	

District Assets

This section of the plan summarises the assets in the Twin Rivers District along with issues and opportunities. It is important for the community, Council and agencies to understand the assets

in the district and to use this to guide planning. This strength-based approach seeks to identify where the community is currently positioned in terms of assets – built, environmental, economic,

social, people and cultural. The assets have been grouped under the outcomes of the District Community Plan.



People

Provides a snapshot of those living in the district based on the community survey and ABS Census Data 2016.



Healthy & Sustainable Environments

Environmental assets include air, land, water, plants, animals, mineral and energy resources that support all life and human activity.



Prosperous Economy

Economic assets include current and future industries, and employment opportunities to support people to live in the district.



Safe & Healthy Communities

Assets relating to health and wellbeing include personal and community safety and access to services.



Resilient & Connected Communities

Built, social and cultural assets relate to how the district connects and communicates and the facilities which bring the community together.

People



This profile has been drawn from ABS 2016 Census Data and results from a community survey that was used to build an understanding of the people that make up the district.

The Twin Rivers District has two distinctive demographic groups;

Older Adults (60 years and over) retiring to the area and Adults (25-60 years) who are attracted to the area to raise families. The development of new housing estates in Nicholson and Swan Reach is forecast to contribute to significant population growth.

Demographic representation of the survey

140 surveys were completed representing 6.6% of the district Adult Population

Place of residence

Bumberrah	4%
Johnsonville	15%
Nicholson	42%
Swan Reach	25%
Tambo Upper	10%
Other	4%

Age

Under 18	3%
25 to 34	7%
35 to 49	12%
50 to 59	16%
60 to 69	33%
70 to 84	28%
85 and over	1%

Who we are

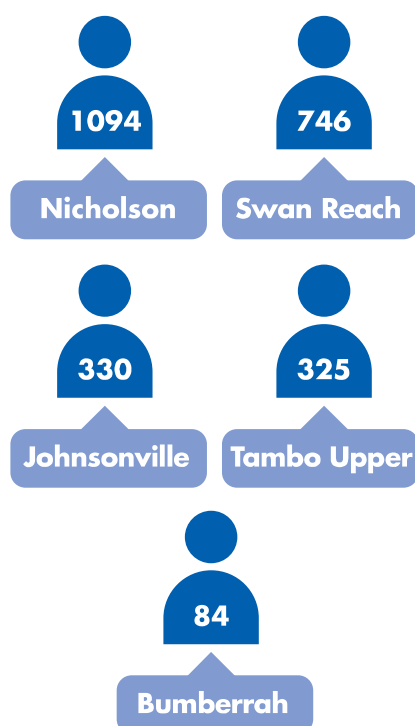
(ABS 2016)



Total Population

Population of each town & settlement

(ABS 2016)



Age groups

(ABS 2016)

340 (3%)

Children (0 – 12 years)

276 (11%)

Young People (13 – 24 years)

1,025 (39%)

Adults (25 – 60 years)

963 (37%)

Older Adults (60+)

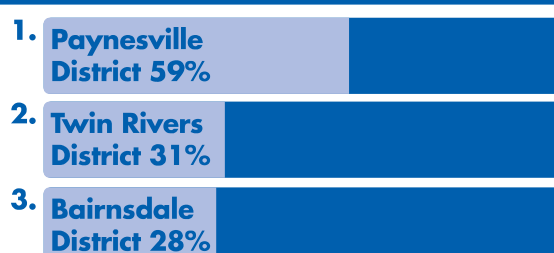
Median age 52
(East Gippsland 50)

Growing Population

A consistent level of demand for residential property has existed for a number of years in Twin Rivers. Between 2003 and 2010 building approvals averaged 20 new dwellings per annum and growth is forecast to continue at approximately this rate until the year 2040, taking into account existing land subdivision estates and development infill (Twin Rivers Land Use Plan Economic Assessment for future land requirements, 2011). The projected population forecast for

the Twin Rivers District is that it will grow by 31% to 3,518 people by 2041, peaking between 2027 and 2031 (Profile ID 2019). By this time the retirement age cohort of the population is expected to have increased by 67%, the number of young people by 40% and the working age population by 17% (Profile ID 2019). Understanding the changing profile of the community is crucial to planning age-based facilities such as schooling, childcare, recreation and medical and aged care.

Twin Rivers District is the second top projected growth area in East Gippsland by 2041
(Profile ID 2019)



People



Identity & diversity

Aboriginal & Torres Strait Islander
1.3% (Twin Rivers)
2.8% (East Gippsland Shire)

(ABS 2016)

Cultural Diversity	Twin Rivers	East Gippsland	Victoria
Overseas born	11%	11%	28%
Language at home other than English	2%	3%	26%

The top five things that people value about the district

(Community survey, 2018)



1. Peace



2. Environment



3. Community



4. Location



4. Beauty

Housing

In the district there is a high proportion of households who own or are purchasing their home and a lower proportion renting compared to the East Gippsland average (ABS, 2016). The largest household by type is couples without children followed by families with children and people living on their own (ABS, 2016). This is important to understand levels of service and types of facilities in demand and areas where demand may grow or shrink as the population changes.



94% agreed that they were happy about their housing situation

62% agreed that they felt they have adequate options in the district for their future housing needs

(Community survey, 2018)

Living in the district

61% of the respondents had lived in the district for more than 10 years

68% report that they will definitely will stay in the district

14% report that they probably won't stay or aren't unsure

(Community survey, 2018)

Housing	Twin Rivers	East Gippsland
Own	49%	42%
Purchasing	32%	26%
Renting	11%	21%
Affordability		
Mortgage Repayments <\$2,600 per month	8%	7%
Mortgage Repayments <\$1,200 per month	41%	44%
Rent Payments <\$1,000 per month	68%	58%
Households		
Families with children	30%	29%
Families with young children	16%	15%
Families with mixed age children	4%	4%
Families with older children	11%	10%
Couples without children	41%	32%
Lone Person Households	22%	28%

(ABS 2016)

Healthy & Sustainable Environments



The Twin Rivers

The district is set on two iconic rivers, the Tambo and Nicholson, which continue to be central in the way that the community live, play, work and connect. The rivers have played a significant role in the history of the district and have been identified by the community as important to their future. Many of the local businesses within the district rely on the recreational use of the rivers through boating and fishing activities. These water sources are used for rural and urban use as well as tourism and recreation. The Community have identified the conflict between boating and swimming access to the river. The community value the fishing, canoeing, boating, camping, hiking, sporting activities, picnics, sightseeing and game hunting opportunities provided by the waterways⁶. Residents want to be able to access their rivers with the provision of appropriate infrastructure. The health of the waterways is critical to sustain residents' quality of life and maintain the natural assets environmental values.

The Nicholson River is 72km in length and has a catchment of 615 square kilometres⁷. The Nicholson has largely an undisturbed upper catchment that is in excellent condition and managed as State Forest. In contrast, the floodplain and estuary reaches are extensively cleared for grazing and is generally in moderate condition⁷.

The Tambo River is 253km in length and has a catchment area of 3,020 square kilometres⁷. The Tambo has an extensive estuary

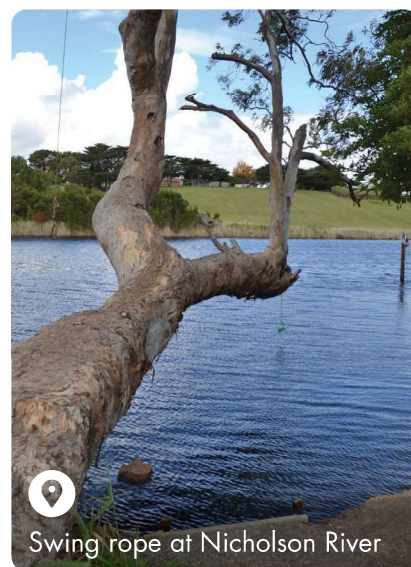
extending from The Cliffs (upstream of the township of Swan Reach) to Lake King. Significant wetlands along the estuary reach of the river are part of the Gippsland Lakes Ramsar site which is listed as internationally important under the Convention on Wetlands⁷. The mining, shipping, agriculture and logging activities of the past have resulted in a great deal of disturbance in the catchment and along the river⁸. The condition of the Tambo varies, the Index of Stream Condition (2004) rates the undisturbed reaches in the forested areas in the upper catchment in 'Good' or 'Excellent' condition. The floodplain and estuary reaches are in moderate condition. The floodplain below Bruthen is extremely fertile and was one of the first areas in the region to be cleared for agriculture. Drainage of this naturally low-lying land has been a major concern for farmers, a problem compounded by the deposition of sand from upstream and the aggradation (rising) of the river bed⁷.

Many community groups, such as Landcare and the local angling clubs are currently involved with monitoring and improving the health of the rivers. Due to the importance of the rivers to both the tourism economy and the local residents, river health is one of the top priorities selected by the Twin Rivers community for the District Community Plan.

Floodplains & Flooding

Historical records of floods for the major rivers in East Gippsland date back to the late 1800's and demonstrate that flooding is a relatively regular occurrence in the municipality. This flood history

coupled with the potential effects of climate change on inland and coastal floodplains provides some understanding of the likely future frequency and extent of flooding. CSIRO climate change modelling indicates that there is likely to be lower average annual rainfall, increased temperatures and an increase in the frequency and duration of droughts in East Gippsland. The frequency and intensity of rainfall events is predicted to increase which is likely to result in increased flooding in the region⁹.



Swing rope at Nicholson River

References:

⁶ [East Gippsland Waterway Strategy 2014-2022](#)

⁷ [East Gippsland Catchment Management Authority \(2019\)](#)

⁸ [Improving East Gippsland Rivers Priorities for River Health 2007-2012, East Gippsland Catchment Management Authority](#)

⁹ [East Gippsland Floodplain Management Strategy November \(2017\)](#)

Healthy & Sustainable Environments



Water Security

Water security relates to the capacity of the district to have sustainable access to water to support livelihoods, human well-being, and socio-economic development. Water security was identified in the community survey as one of the top five challenges the district has experienced in the past. It rated lower in the survey as a challenge for the future of the district, however in workshops some individuals still saw this as an issue with farmers buying in water during drought periods and not all parts of the district having access to mains water.

Climate Change & Environmental Sustainability

East Gippsland's economy and communities are heavily reliant on the natural environment, both directly and indirectly. As well as supporting primary industries such as fishing, forestry and farming, the environment is a key

component of the appeal of the area for tourism and makes a major contribution to the lifestyle of residents. The municipality is vulnerable to inundation and fire and climate change has the potential to increase vulnerability to extreme natural events¹⁰.

The Victorian Government has identified Gippsland as being warmer and drier in the future due to climate change. The Community was asked in the survey what they think this might mean for the Twin Rivers District. The key themes identified were increased fire risk, drought and the impact on farmers, changes in the rivers and lakes including decreased water flow, increased salinity, algae and loss of fish, decreased access to water and changes to the landscape including dryness, less visual attractiveness, less farming and more development.

Agriculture

Given the close proximity to Bairnsdale and Lakes Entrance, the district has seen a change in land use from agriculture (farming) to residential development. This change has seen a reduction in the amount of farming land available and an increase in land prices, which has limited the ability of existing farms to expand their businesses. However, agricultural enterprises continue to operate, including fruit, berries, wine and cattle grazing.

The peacefulness and the growth that different community members desire was acknowledged as a tension in the district from both the survey data and the workshops. The community sees a future opportunity capitalising on the local food economy and what this has to offer to residents and visitors.

References:

- ¹⁰ [East Gippsland Shire Council Environmental Sustainability Strategy 2014-2017](#)



Boating on the Tambo River, Swan Reach, 2017

Prosperous Economy



Employment & Income

Half of the community survey respondents felt they had access to the amount and type of employment desired however only one third agreed there were sufficient work opportunities within their community to support the lifestyles they wanted.

The Twin Rivers community is highly mobile, residents can travel to the main service centres of the municipality for employment in under half an hour. Approximately 8% of residents worked from home in 2016 (ABS), 71% of residents used a private vehicle as their method of travel to work and 3% walked to work. This data supports the anecdotal evidence in the workshops that a large proportion of residents work outside of the district.

In 2016 the size of the Twin Rivers labour force was 1,167 people of which 517 were employed part-time and 551 full time, a further

886 people (41% of over 15 years of age) were not in the labour force. This is to be expected in line with the socio-economic profile of an older district. As a percentage, the number of people not in the labour force is slightly lower than the East Gippsland average but higher than the Regional Victorian average. Overall, 94% of the Twin Rivers labour force was employed and 6% unemployed, which is comparable with the East Gippsland averages for both (ABS, 2016).

Respondents to the community survey reported that two thirds had adequate income.

An analysis of the jobs held by the resident population in Twin Rivers in 2016 shows the three most common industry sectors were:

1. Health Care and Social Assistance (13%)
2. Construction (12%)
3. Retail Trade (9%)

Income

30%

of respondents were unsure or thought that they did not have adequate income



Employment

54%

of respondents had the type & access to employment they would like



38%

of respondents felt they had access to work opportunities in their community that supported the lifestyle they wanted

(Community survey, 2018)



Swan Reach Primary School Fair 2017

Prosperous Economy



A number of the businesses located in the district are linked to nature based tourism or primary production. Fishing and boating are a key drawcard and support accommodation and dining businesses. The variety of growers and producers in the district

including wineries/cellar doors and culinary schools add to the diversity of the tourist experience.

It is unlikely any significant demand for retail, commercial or industrial development will eventuate in Twin Rivers given

the proximity to Bairnsdale and Lakes Entrance, and due to the smaller population size, therefore, the future economic role of these townships will continue to be based on local convenience services and tourism¹¹.

Global Trends in Travel¹²

1. Destinations need to avoid sameness, and identify a point of difference
2. Focus on growth market opportunities;
 - Active families
 - Active 55+ year olds
 - Contemporary women
 - Millennials
 - Visiting friends and relatives
3. Experiences over destinations such as¹³;
 - Experiential travel - guides and tour operators who offer more immersive experiences
 - Transformative travel - self discovery and trying new things

- Serendipity and surprise - visitors discovering hidden treasures
- Health and Wellbeing - cycling and walking trails with add on experiences
- Food and Drink - local people offering immersive, curated and unique experiences
- 4. High quality service standards expected and environmental sustainability and social responsibility increasingly important as a point of difference
- 5. All markets are digitally connected and an online presence is important as it is used as the platform for information and bookings

Businesses In The District 2019

General Store and Post Offices in the 3 towns, Hotel/Motel, Caravan Parks, Mechanics Workshop, Garage and Fuel, Bus Depot, Fruit Farm, Marine Storage, Marine Sales and Repair, Haberdashery/Craft Supplies, Garden Supply/Plant Nursery, Wineries/Cellar Door, Cooking School/Supplies, Accommodation, Schools, Civil Construction, Pizza Restaurant, Industrial Warehouse, Café/Restaurant, Equine Services, Hairdresser, Solar Supplies, Farming, Kindergarten, Primary Production (grazing and growing)



Johnsonville Fruit Farm, 2016

References:

¹¹ [Twin Rivers Land Use Plan Economic Assessment of future land requirements \(2011\)](#)

¹² [SKIFT Insight \(2017\)](#)

¹³ [Destination Marketing Store in March 2019](#)

"Development not out of control, facilities to make Twin Rivers even more livable, happy people"

Local Resident

"More connected to water"

Local Primary School Student

"Continued improvement and complement of town facilities"

Local Resident

"Bike tracks connecting the three communities"

Local Primary School Student

"Infrastructure improvements and groups to bring community together"

Local Resident

"Rail trail fully funded"

Local Resident



Opening of the Johnsonville Rowing Landing in 2014

Safe & Healthy Communities



Ageing Population & Access to Services

Half of the community survey respondents agreed that they had adequate access to health services in the district. With the increase in retirees moving to the area and the ageing of existing residents, access to health and other services will increasingly become an issue. In the future residents want a local general medical practitioner within the district and a transport system that can take people to specialist medical appointments further afield. Improved transport or a volunteer community driven car are seen as important to ensure that the community can age in place.

Fire Risk

Recent fires in the district have reinforced the risk that these events can pose to land subdivisions and growing populations. Previously unoccupied land used for agriculture is now populated. Less than half of community survey respondents agreed that they could access the information they needed

to prepare for and manage an unexpected event.

Large areas of the district are cleared and grazed land, however the retained areas of private forest generally carry very high to extreme fuel loads. On high fire risk days this will contribute significantly to fire behaviour, with grass fires also having the potential to spread rapidly¹⁴. A regular program of fuel management by authorities in corridors north of the Great Alpine Road and east of the Tambo River assists in reducing fire risk. Fast running grass fires and retained private native vegetation needs to be considered as part of a bushfire management plan. As part of a collaborative (Safer Together) approach private property owners should consider how they will manage fuel loads, provide access for resources and be prepared for fire¹⁴.

Road Safety

Motor vehicle speed is an outstanding road safety issue the

community wants addressed. Recent upgrades to the Princes Highway by RRV and Council have resulted in pedestrian refuges, improved footpaths and formalised parking in the three townships. A speed limit reduction in the Nicholson and Swan Reach was achieved in 2016. However, with the local and visitor population increasing, the community identified a desire to reduce speed limits on district feeder roads to 80 and 60km/hr. Local roads are also used by cyclists and walkers (including children accessing schools) where no footpaths are present. Safer roads across the district is a priority for both adults and young people.

Recreational Water Activities

Improvement of access to and health of the rivers is a key community priority. Access for swimming has been eroded in recent years through bank stabilisation and water vehicle access works. Identifying, protecting and maintaining local swimming spots and water quality is integral to safeguarding the equity of river access for swimmers. Infrastructure that enables recreational water access improves resident's health and wellbeing by encouraging physical activity and attracting tourists who contribute to the local economy. For some years, the community has advocated for a boat ramp at Swan Reach and more jetties and swimming platforms. This would require the cooperation of agencies including Council, DELWP and East Gippsland Catchment Management Authority (EGCMA).

Safety

94%
agreed that the community is a safe place to live



85%
agreed that the community has a reputation for being a safe place



43%
agreed that they can access the information to prepare for and manage an unexpected event



Health

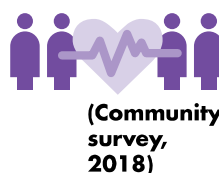
85%
agreed that in general, they have excellent health



49%
agreed that they have adequate access to health services in the district



44%
agreed that the health and wellbeing of the community is strong



(Community survey, 2018)

Reference:

¹⁴ Department of Environment Land Water and Planning - Forest Fire Management (2019)

**"Connecting
pathway plan
formalized"**

Local Resident

**"Murals on the
walls"**

Local Primary School Student

**"I would like
it to continue
to be and feel
like a country
town"**

Local Primary School Student

**"Twin Rivers
Community
Hub becoming
a reality"**

Local Resident

**"Compost bins and
a town garden. The
compost bins would
deliver compost to the
garden where they
would sell crops for
cheap prices and be
a great place to get a
starter job"**

Local Primary School Student



New Year's Eve in
Nicholson 2017

Resilient & Connected Communities



Community Connectivity

Connectivity in the district relates to the community members ability to access adequate pathways within townships and settlement areas, between townships and to Bairnsdale and Lakes Entrance. It also includes opportunities to connect socially.

A total of 61% of the survey respondents agreed that there was adequate access to transport. Importantly, people who are unable to drive, particularly children living in the district are most disadvantaged. In workshops with the Swan Reach and Nicholson Primary School students, many expressed a desire to walk or cycle to school or visit their friends, the river or local businesses. They were unable to do this due to a fear of snakes, traffic, lack of footpaths and parents worrying for their safety.

Student mode of transport to school

(Sample of 56 students from Nicholson & Swan Reach Primary Schools)

Walk	20%
Cycle	11%
Bus	16%
Car	54%

Children are particularly impacted by connectivity issues within and between townships however adults also struggle to walk around their communities. The lack of connecting footpaths to new subdivisions around the Nicholson-Sarsfield Road is causing particular issues for residents in

Nicholson and was raised throughout the planning process.

Only 48% of survey respondents agreed that pedestrian and cycle pathways within the district were safe and convenient, despite the existence of the Rail Trail which is considered a fabulous leisure and tourism asset by the community. As a result, connecting pathways was chosen as a priority project for the district.

The ageing population is also impacted by connectivity to Bairnsdale and Lakes Entrance. Many workshop participants expressed concern for themselves and their neighbours' ability to access shopping and medical services should they become unable to drive.

The school workshops and community survey identified that residents eat out, and do their shopping and sporting activities outside of the district. Activities that do happen within the district are; collecting the mail, some sports, and for many primary aged kids school and playing with friends. This highlights a lack of ability for the community to connect outside of school activities for primary aged children.

As a result, creating a sense of community and bringing locals together was an important aspiration expressed by workshop and survey respondents alike. A number of ideas around this arose including a community garden, more local events and a community hub which is a community priority.

Community Groups & Volunteering

There are many active community and service groups throughout the Twin Rivers District which provide an essential service as well as an important opportunity for people to connect with each other. ABS (2016) data indicates that there is a lower proportion of people who volunteered for an organisation or group in the district than the East Gippsland Shire average. People who were part of a community group or Committee of Management for a public facility agreed that they found it hard to attract new members and share the load.

When asked in the community survey why they didn't volunteer, 40% stated they did not have time or didn't want to, 37% didn't know what was going on or what would be expected of them, 14% did not find the meetings of interest or the time/location convenient, 9% didn't feel welcome or think they had the skills to help. For people who did volunteer, the Country Fire Authority (CFA) and sporting clubs were the most common responses.

While trust between neighbours was strong, overall community connectedness, inclusiveness, attitudes to welcoming new people, helping people out and community pride were lower. Only 66% of people felt that they were valued by their community. The sense of involvement in community issues was low with 37% of respondents agreeing that they got involved with most community issues.



New Year's Eve in
Nicholson 2017

**"We have to walk
beside the road on
the grass and we are
worried about snakes"**

Local Primary School Student

**"The road is
dangerous to ride on,
there isn't any room
on the side of it to
ride"**

Local Primary School Student

**"I live close enough to
walk or ride but the
road is not safe"**

Local Primary School Student

Communication within the District

The three primary schools have regular newsletters during the school terms. Most residents collect their mail from a post box at the general stores/post office. Some Tambo Upper residents access their post boxes in Bruthen. The general

stores are central locations in each township to display information and many fliers and posters are distributed thanks to the community mindedness of these businesses.

The Twin Rivers District has a Twin Rivers section that appears on the last Monday of the month

in the Bairnsdale Advertiser, and often in the Lakes Post, to which any resident can contribute if they contact the media outlet. This was established by the TRCG and continues to be supported by the group along with advertising from the local businesses.

Community involvement



66%

agreed that they felt valued by their local community

80%

agreed that they were proud to live in the community

40%

agreed that they could change the things they cared about in their community

37%

agreed that they got involved with most community issues

(Community survey, 2018)

Access to activities

66%

agreed that they had access to a range of arts and cultural activities within the district

73%

agreed that they had access to a range of sports and leisure activities within the district

(Community survey, 2018)

Identity & diversity

CELEBRATING
OUR HISTORY



59%

agreed that the district has a defined identity

33%

agreed that the community's local history is being preserved and promoted

42%

agreed that the community acknowledges traditions and celebrations

37%

agreed that a diversity of culture and tradition is present

(Community survey, 2018)

Resilient & Connected Communities



Community Facilities

The existing facilities are located across the district in a pattern reflecting the times of when they were built. Given changes over time including population, how people live and connect in place, and its current condition, the suite of community facilities is now not supporting its local community needs. This will be further compounded by the population growth forecast to the northern parts of Swan Reach and Nicholson.

The district has three schools (Swan Reach, Tambo Upper

and Nicholson), a kindergarten (Swan Reach), three community halls (Tambo Upper leased to Tambo Upper PS; Nicholson and Johnsonville managed by a Committee of Management), two tennis courts (Nicholson and Johnsonville), a recreation reserve (Swan Reach) and a number of churches. The public open space across the district includes the East Gippsland Rail Trail (Nicholson, Bumberrah, Tambo Upper), Harry Clues Memorial Park (Johnsonville), Peter Cunningham Reserve (Nicholson), Hebbard Park (Nicholson), Karangi Park (Tambo Upper) and Michael Ozer Reserve

(Nicholson). Johnsonville & Nicholson have well used boating facilities; Nicholson has boat moorings and Johnsonville rowing facilities.

The place planning project has identified the need for Council, DELWP and the Department of Education and Training (DET) to work together alongside the community to review the facilities across this district. There is a need to develop a plan for the future use and opportunities, so that they are fit for purpose, sustainable and flexible to meet the changing needs of the district.

Community & relationships

90%

agreed that they could trust their neighbours to look out for their property



78%

agreed that if a stranger, someone different to them, moved into their community they would be accepted and welcomed



75%

agreed that the community is connected and inclusive; everyone feels welcome



80%

agreed that people in their community are very willing to help each other out



84%

agreed that the local community feels like home



(Community survey, 2018)

In the past 5 years, respondents of the survey had

joined in a local community action to deal with an emergency

14%

taken part in a local community project or working bee

24%

Getting around



61%

agreed that they have OK access to transport to allow me to do the things I want to do within my district

48%

agreed that the district has safe and convenient pedestrian/cycle pathways

Nicholson Landcare Inc

Approx members: 35

Number of meetings per year: 5

Lower Tambo Landcare Group

Approx members: 13

Number of meetings per year: 12

Nicholson Primary School Council

Approx members: 8

Number of meetings per year: 8

Swan Reach Recreation Reserve Committee

Approx members: 9

Number of meetings per year: 4

Nicholson Public Hall & Tennis Courts Management

Nicholson Primary School

Rail Trail Committee of Management

Approx members: 9

Number of meetings per year: 4+

Twin Rivers Lions Club

Approx members: 18

Number of meetings per year: 12+

Twin Rivers Community Group

Approx members: 19

Number of meetings per year: 12

Twin Rivers Business & Tourism Association

Approx members: 13

Number of meetings per year: 12

Swan Reach Primary School Council

Approx members: 8

Number of meetings per year: 8

Johnsonville CFA

Approx members: 35

Number of meetings per year: 52+

Tambo Upper Primary School Council

Approx members: 11

Number of meetings per year: 8

Swan Reach Kindergarten Parent Advisory Group

Approx members: 7

Number of meetings per year: 8

Tambo Upper Hall Committee of Management

Tambo Upper Primary School

Johnsonville Hall Committee of Management

Approx members: 9

Number of meetings per year: 6+

Mossiface/Tambo CFA

Nicholson Angling Club

Approx members: 56

Number of meetings per year: 12

Nicholson Community Group

Nicholson Action Group

Approx members: 4

Harry Clues Memorial Park Committee of Management

Approx members: 10

Number of meetings per year: As required

Community Groups in the Twin Rivers District

Section 3:

Implementing The Plan

Outcomes & Priorities

This section outlines the four outcomes the Twin Rivers community wants to achieve and their priority ideas. A separate Annual Action Plan accompanies this District Community Plan and will be reviewed and updated regularly.

Determining the Outcomes

A total of 118 ideas were harvested from the workshops and community survey to create an Ideas Bank for the community to draw upon (See page 34). The ideas were then refined to 16 interesting ideas. Work was done to define what each idea meant to the community and was then grouped into the four outcome areas: Healthy and Sustainable Environments, Prosperous Economy, Safe and Healthy Communities, Resilient and Connected Communities.

The community then identified the priorities that they would concentrate their energy and resources on for the first 12 months, from these interesting ideas. The amount of time, resources, skills, and availability were considered to ensure energy for existing ongoing group activities was retained.



Priority projects are represented with a star.

Working Together: Roles & Responsibilities

Not all ideas can be delivered by community, many ideas need the support of agencies (i.e. government land managers) and services (i.e. health providers). Each of the priority ideas have the roles and responsibilities identified:

- Where community can do it themselves;
- Where community and agencies partner together providing support, funding, resources or advocacy;
- Where agencies take the lead, keeping community informed about the when and how.

The remaining ideas were not chosen for work in the first 12 months of 2020. At the end of this period the DCRG will review the Annual Action Plan and decide whether to continue with the priority projects they are working on, or introduce additional projects from the interesting ideas already defined or the Ideas Bank.



Twin Rivers District Community Plan
Kick Start Session April 2019

Future Challenges & Opportunities

Whether it is change to the economy, environment or the community, the reality is that people will experience an increased rate and impact of change. The capacity of communities in East Gippsland to respond and adapt to these changes will be critical in order for them to achieve their vision for their communities and is the primary purpose of developing this District Community Plan. The results from the community survey provide insight into what people living in the district have seen as the past and future challenges and opportunities.

Top Challenges Past 10 years:

1. Fire
2. NBN
3. Healthcare
4. Traffic
5. Water Security, Environmental Sustainability, Ageing Population

Top Challenges Future 10 years:

1. Growing Population
2. Traffic
3. Transport
4. Ageing Population, Fire, Jobs
5. Climate Change, Environmental Sustainability

The survey results reflect the changes that this community has been through over the last 10 years and their growing awareness of their reliance on the natural environment and its sustainable management to secure their future prosperity.

Population Growth

The district has the second largest predicted population growth rate in East Gippsland. This will bring

with it the opportunity of new people with a variety of skills and ideas to contribute. The challenges include transport and access to services, land use, availability of jobs and a sense of community connection as the identity of the district evolves.

Community Facilities & Open Space

The people living in this district have consistently identified the importance of their open space and the Rail Trail, the natural environment and the remnant vegetation. The ability of residents to move safely within their 'place' provides health and safety outcomes. The Rail Trail is a significant link with open space that could provide this. The existing community facilities are important venues for social and community gatherings, however some do not meet the current standards expected of public facilities, e.g appropriate toilets. Given the current and projected growth of the population, there is a need for Council and other land managers to review community facilities across the district, inclusive of open space amenity and provision of pedestrian infrastructure, to ensure that growth is well managed.

Road Safety

The management of traffic and road safety continues to be identified in this district. Significant road safety improvements have been made within the three townships over the last two years, however the speed zones into townships and the availability of pedestrian pathways in Nicholson and Johnsonville remain issues. The workshops undertaken with two local primary schools reinforced

the issues experienced by these vulnerable road users. Children and adults identified that the lack of pathways along key routes limits their ability to move around their communities and between townships.

Fire Risk

Fire risk remains a challenge for the district as identified by respondents to the community survey. As previously discussed, less than half of respondents felt they had access to information to prepare for and manage an unexpected event. A fire within the district in 2019 highlighted the community's vulnerability to the risk of fire.

Environmental Sustainability

Climate change and environmental sustainability were identified by survey respondents as a future challenge for the district. Given the local economy and the health and wellbeing of residents relies on the state of the natural environment, the need to retain and improve the health of the rivers and the surrounding vegetation is a priority. River health and access was one of the three top priorities that the community chose to work on from this plan.

Children & Young People in the District

Children and young people (0 – 25 years) make up almost one quarter (23%) of the population in the Twin Rivers District. Children and young people have much to offer the district and their involvement in coming up with and implementing ideas was encouraged and supported during the planning stage and now its implementation.

Outcomes & Priorities

Outcome 1. Healthy & Sustainable Environments

What this means to community:

1.1 Eradicate Litter	<ul style="list-style-type: none">Litter along the roadside and river bank is currently an issue.		
1.2 Extension to Town Water	<ul style="list-style-type: none">Provide safety during bushfire periods and deliver agricultural and economic benefits.		
1.3 Twin Rivers Community Group a Go-To group for all developers	<ul style="list-style-type: none">Provide a platform for a united community voice.Provide input into future development opportunities to ensure that they align with the vision and values of the district.		
<div>★</div> <div>1.4 River health & improved access to the river (including shade, swimming platforms, jetties, ramps & access for all)</div>	<ul style="list-style-type: none">The health of the Tambo River has been identified as moderate which is of concern.The rivers are vital to both the tourism industry and the lives of the residents.Improving river health and access:<ul style="list-style-type: none">encourages people to come to the district for recreation and boosts the local economy.Improves the experience for local residents who rely on the rivers for swimming health and wellbeing and other recreational activities.Identify local swimming spots across the district and ensure access is protected and improved.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Continue with existing work on riverbanks led by local Landcare groups, establishment of Working Group to generate an action plan (July 2019) and scope river access & facilities.	Build on existing relationships, access and ensure the river health data is up to date, report/disseminate the data.	Gain agreement/define role of agencies (EGCMA, DELWP, Council) and other agencies to participate and support action plan.



Tree planting in Nicholson 2014

Outcome 2. Prosperous Economy

What this means to community:

2.1 A strong local Food Economy

- It provides benefits to local residents to be able to access local fresh produce as well as economic benefits to the businesses in the district. (i.e. Food & Wine Trail)

2.2 Events in the district that provide economic benefit to businesses and the community

- Ensure ongoing capacity and support for the events that attract visitors to the district.
- Bream Classic & SkyFest -Twin Rivers Business & Tourism Association events
- Other local events organised by community groups such as the Johnsonville Dance & Swan Reach Bi-Annual School Fair



Food stall at New Year's Eve in Nicholson, 2017

Outcome 3. Safe & Healthy Communities

What this means to community:



3.1 80km speed limit on all feeder roads within the district	<ul style="list-style-type: none"> Current speed limits are not adhered to by drivers. Reducing speed limits on feeder roads to townships would improve safety for children, pedestrians and cyclists who use the roads where there are no footpath alternatives.
3.2 Emergency management including bushfire (Education & Clean up)	<ul style="list-style-type: none"> It is essential that there is a coordinated approach to reduce risks and management incidents.
3.3 Improved healthcare options	<ul style="list-style-type: none"> The district has an ageing population and there is significant growth projected which will increase the healthcare needs across the district. Visiting services and a GP within the district would benefit the community, as would a community bus/car system to help people make appointments.
3.4 Road safety improvements- Completed	<ul style="list-style-type: none"> Provides safe pedestrian access and addresses challenges created by the volume of traffic on the Princes Highway which passes through the district.
3.5 Accessible toilet at Johnsonville Hall	<ul style="list-style-type: none"> Provide an accessible toilet for residents utilising the hall for events and meetings and for tourists in the town centre, which may encourage tourists to stop.



Swan Reach Kinder
walk to school day 2017

Outcome 4. Resilient & Connected Communities

What this means to community:

4.1 Create a sense of community	<ul style="list-style-type: none">With many residents going outside of the district for work, leisure and sport there are currently limited opportunities for residents to come together, have fun and connect.		
4.2 Johnsonville Hall upgrades (Maintenance & upgrades)	<ul style="list-style-type: none">It is the only hall which is large enough for community to come together and is considered the public hall for the district.Provide a central place for townships across the district to meet.		
 4.3 Community Hub / Men's Shed / Community Garden Precinct	<ul style="list-style-type: none">It will provide a central place for community to come together providing both social and health benefits.There are currently limited spaces and opportunities across the district for residents to come together.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Form a new Working Group/Committee (July 2019), collect the evidence to support the case, identify potential sources of land and negotiate.	Define the purpose and role of the Hub Gain agreement and define the role of agencies in supporting the development of the Hub	DELWP (current Johnsonville hall land manager) Men's Shed Association (support and advocacy) Council (facilitation, planning support and advocacy) DHHS (support)
 4.4 Connecting pathways within townships & between for shared use	<ul style="list-style-type: none">Ability for community members to move safely within their townships.The existing Rail Trail does not connect the three townships in Twin Rivers.Connected towns would improve safety for children to get around the community and encourage people to walk, cycle and get out into nature.		
	Roles and Responsibilities		
	What community does	What community and partner agencies do together	What agencies do
	Understand existing plans for the district, conduct a needs assessment utilising the work/evidence gathered through past projects, set up a Working Group, create a staged action plan (July 2019)	Build on existing relationships (Council, RRV) to identify key connections and identify delivery opportunities.	Gain agreement/define role of agencies to build shared use pathways.

Ideas Bank



Swan Reach Pasture Field
Day 2016

Housing, Planning & Regulation

- The way the Bushfire Management Overlay impacts us
- Balance between quiet and growth
- High quality, large block size subdivisions and careful zoning
- Bushfire management - cleanup roadside undergrowth
- Climate Change
- Co-housing options
- Better housing mix

Community, Recreation, Entertainment & Events

- Community events
- Connectedness
- Creating a sense of community in each village
- More activities
- More involvement in community groups
- Community garden
- Clubs for young people e.g. pony club, art shack, motocross track, skate park, sports, gaming centre
- Cinema
- Music events
- River events
- A great playground in the district
- A waterslide
- Improve fishing opportunities
- Improvement to the Nicholson River Reserve providing shade and swimming platforms, jetties and ramps for access for all
- Sports stadium
- River to land access for kids
- Puppy park/dog off leash area, more dog drink bowls and water fountains for humans
- Sensory garden

Economy & Employment

- Employment opportunities
- Commercial precinct
- Boat cruises and water mobility hire
- More places to eat different cuisines

Education

- Educate public to eradicate litter from the landscape.
- Focusing on rural school education/small schools
- Consolidated Schooling
- High School

Environment

- Clean air and water
- Environmental restoration
- Health of the Gippsland Lakes
- Clean up all sides of Council roads

Health & Services

- Better services - such as green waste collection and post delivery
- Better services for people with disabilities
- Extension of town water to rural areas
- Public Transport
- Community transport
- Health & wellbeing services
- Improved healthcare options
- Bush Nurse/Medical Centre

Infrastructure

- A central community centre for Swan Reach
- A men's shed for the Twin Rivers district
- Better roads, reserves and walking tracks around the new subdivisions with connecting track networks including school footpaths

- Better street lighting
- Bird feeders
- Boat ramp for Swan Reach
- Development of a Twin Rivers Community Hub/Health Centre/ Meeting rooms/community garden/activity centre/public garden area
- Disability toilet at Johnsonville Hall - centre of town
- Easy access to a RV stop with free dumping point
- Footpaths & riverside boardwalks
- Improve Streetscape/public open space to create sense of ownership.
- Better parking
- Put picnic table sets with shelters to protect from sun along Tambo River
- Upgrade public toilets
- Increased accommodation (public & commercial)
- Walking & bike tracks upgrade
- Better technology/State of the art internet
- Pool/water park
- Basketball court
- Gymnasium stadium
- Bike tracks connecting the communities
- New playground at the river for ALL ages
- Water park
- A maze
- Flying Fox off the bridge/Jump Deck
- Indoor basketball courts

Promotion

- Advertise the facilities we already have
- Improved signage of district/ common logo for Twin Rivers in all towns

District Community Representative Group

A District Community Representative Group (DCRG) provides a means for implementing the District Community Plan. The Twin Rivers Community Group (TRCG) worked on the previous Community Plan. The development of a new Plan provided the opportunity to review the role of a representative group. The TRCG wanted to be the DCRG for the new Plan. This would require some change, with an expanded membership inclusive of all community groups from the district. Council agreed to work alongside the TRCG to assist the expansion and development of the group, and working groups.

The purpose of the TRCG is to drive the District Community Plan by:

- Taking carriage of the Plan
- Being a united credible voice for the district - represent the district/play an advisory role
- Performing a coordinating role
- Having strategic discussions
- Managing the Ideas Bank
- Not interfering with existing groups

The following standards of behaviour were developed to reflect the values the community wish to realise, and how they will work together to implement the Plan:

- Work together respectfully
- Have an open-mind
- Ensure everyone has a voice
- Act with integrity and honesty

The TRCG includes representation of the community groups across the district as well as geographic and demographic representation. The following groups were represented on the TRCG in 2019:

- Swan Reach School Council
- Nicholson Landcare
- Swan Reach Kindergarten Parent Advisory Group
- Harry Clues Reserve
- Twin Rivers Business and Tourism Association
- Johnsonville Hall Committee
- Johnsonville CFA
- Mossiface/Tambo CFA
- Twin Rivers Lions Club
- Rail Trail Committee

The following active groups were invited to nominate a representative to participate on the TRCG in June/July 2019:

- Tambo Upper School Council
- Nicholson School Council
- Lower Tambo Landcare
- Nicholson Angling Club
- District Community Plan Working Group Conveners

Working Groups

Working Groups are established to deliver the priority projects.

Working Groups will have representation on the TRCG and may include partner agencies and others in the community. The Working Groups will utilise information and data collected from the Plan, to inform the scope of their work, priorities and actions. The role of a Working Group is:

- Do the doing
- Report back to the representative group and to work within the brief
- Don't expand the brief beyond the Annual Action Plan
- Make recommendations about changes to approach or the brief

Annual Action Plan

An action plan will be developed to outline the key projects and areas of focus. The Working Groups will develop the action plan for each priority idea. The action plan will outline:

- Partners/stakeholders
- Steps and actions
- Timing
- Who is responsible and the roles of different agencies or community.

It will then be reviewed and accepted by the TRCG. A report card will be used to provide a way of measuring achievements.

"A cohesive group to achieve the suggested plans"

Local Resident

"More diversity in our Twin Rivers Community Group – Young people, ethnicity, Aboriginal community"

Local Resident

Contact us in person

Bairnsdale: 273 Main Street

Lakes Entrance: 18 Mechanics Street

Mallacoota: 70 Maurice Avenue

Omeo: 179 Day Avenue

Orbost: 1 Ruskin Street

Paynesville: 55 The Esplanade

Bendoc: 18 Dowling Street

Buchan: 6 Centre Road

Cann River: 13 Princes Highway

Front Cover Image:

Swan Reach Primary School Fair 2017

 1300 555 886

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One Place One Plan Engagement Report

The development of the Twin Rivers District Community Plan 2019

October 2019



One Place One Plan Engagement Report: Twin Rivers District, October 2019

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1. Executive Summary

The purpose of this report is to provide detailed information about the structured community engagement undertaken in Twin Rivers District from August 2018 to October 2019 that reviewed the previous plan and created a new District Community Plan.

The history of community planning in the district and an overview of the One Place One Plan project is detailed in Section 2. In Section 3 the engagement methodology and outcomes are discussed. Section 3.1 Methodology introduces the three stages of engagement activity:

- Stage 1 - Creation of the Draft District Community Plan and building capacity of the community to implement the Plan
- Stage 2 - Draft District Community Plan
- Stage 3 - District Community Plan & Engagement Report

Section 3.2 *Outcomes Summary* evaluates the success of the engagement activities in the district and identifies lessons learnt about consulting and engaging with the district, including best methods for communication. Overall, the Stage 1 process has delivered improved relationships and understanding of issues, communication systems and community group networks in the district. It has built the capacity of community to work together and with council and other agencies. Although limited responses regarding the Stage 2 process were received the data illustrates significant interest in the draft Plan. In light of the extensive and well attended Stage 1 activities and the nature of the responses received, it is appropriate to consider the engagement in Stage 2 successful. Constructive feedback has led to improvements in the final Plan.

Section 4 presents the detailed data overview for Stage 1 engagement.

Section 5 presents the detailed data overview of Stage 2 engagement. The draft Plan feedback results, including officer responses to comments received from the community and agencies and the resulting changes made to the Plan are outlined for your consideration.

Section 6 is an extensive listing of every engagement activity undertaken for the duration of the One Place One Plan project. Communication channels, dates and reach of each activity to publicise the project, create the draft Plan and seek feedback on the draft Plan is included.

2. Background

2.1 Community Planning in the District

The Twin Rivers District has the second highest projected population growth in the municipality and is home to a total population of 2,607 people. This community has an existing community plan which was developed in 2011 for the period 2012-2017 and has been reviewed as part of the process for developing a new district plan. The community's original vision and values identified in the first community plan have been revisited and remain consistent.

One of the key factors in the success of the 2012 plan was the establishment in 2011 of the Twin Rivers Community Group (TRCG). This group led a number of projects identified in the plan and worked in partnership with council and other agencies to achieve their priorities. In the last two years, prior to commencement of the One Place One Plan project, council officers from various departments have worked with the TRCG to implement streetscape upgrades and speed limit reductions across Nicholson, Johnsonville and Swan Reach in partnership with Regional Roads Victoria. The ongoing relationship these projects formed between council, community and partner agencies resulted in significant road safety outcomes as well as trusted relationships.

The One Place One Plan project has involved council officers working in partnership with the Twin Rivers community and building on these existing relationships to review and update their previous community plan into the new District Community Plan format. Many of the priorities identified by the community in the 2012 plan remain central to the revised and updated plan. This place-based planning approach is a major initiative of the East Gippsland Shire Council Plan 2017 -2021.

2.2 Overview of the One Place One Plan Project

Funding from the Federal Government's Building Better Regions Fund (BBRF) received for the One Place One Plan Project provided council with the resources to work closely with the community over the last 12 months to create a District Community Plan for this community.

Through a community survey and a series of workshops, the community has reflected on how their place is now and what they see for the future. The process has focussed on creating and strengthening connections between Council, Council officers, and the community.

Using an asset-based community development approach which works from the strengths of the community, the projects aim was to increase community members, Council officers and partner agencies knowledge and understanding of:

- The people who live in the three trial districts, and their needs
- The vision the communities have for themselves and what they value
- How the communities currently operate and support services
- The assets, resources and strengths available in the communities
- The top priorities the communities want to work on over the next five years
- The roles and responsibilities of community, Council, and partner agencies in making each District Community Plan happen
- An Ideas Bank, that each community can draw on throughout the life of their District Community Plan

The District Community Plan 2019 is an important outcome of the project which documents the benefits of running such an intensive period of public consultation and engagement within the district. These benefits include:

- building and strengthening relationships between East Gippsland Shire Council (council) and community,
- building the capacity of community to come together and work together effectively to set shared goals and advocate with a united voice,
- improve the understanding of place-based issues within the district across council departments,
- improve council's understanding of the best channels to use to communicate with the district.

3. Engagement Overview

3.1 Methodology

In accordance with the IAP2 Public Participation Spectrum, and Councils Community Engagement Policy 2017, engagement occurred at key points in the One Place One Plan project.

Stage 1: Creation of the Draft District Community Plan and Building Capacity of the Community to Implement the Plan

The engagement in the activities in this stage of the project are described and summarised in Section 4 of this document - "Creation of the Draft Plan"

- Community Survey: Involve
- Community Workshops: Empower
- School Workshops: Empower
- Community Information Sessions: Inform
- Skill Building Workshops: Collaborate

Stage 2: Draft District Community Plan: Consult

The method of engagement used to gain public feedback to the draft plan are summarised in Section 5 "Draft Plan Engagement". This stage was designed to check-in with community that the process and outcomes of Stage 1 had been captured properly in the Plan, prior to finalisation of the document.

Stage 3: District Community Plan & Engagement Report: Inform

Once released, this report comprises Stage 3 of the project's engagement activities. Section 6 of this report details all engagement activities undertaken throughout the duration of the One Place One Plan project.

Each engagement approach is defined by the following classifications.

- **Inform:** *to provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.*
- **Consult:** *to obtain public feedback an analysis, alternatives and/or decision.*
- **Collaborate:** *To partner with the public in each aspect of the decision including the development of alternatives as the identification of the preferred solution.*
- **Involve:** *to work directly with the public throughout the process to ensure the public issues and concerns are consistently understood and considered.*
- **Empower:** *To place the final decision making in the hands of the public.*

The purpose of the Public Participation Core Values is to help make better decisions which reflect the interests and concerns of potentially affected people and entities. The Core Values for the practice of public participation that relate to this project are:

Public participation:

✓	Is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
✓	Includes the promise that the public's contribution will influence the decision.
✓	Promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
✓	Seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
✓	Seeks input from participants in designing how they participate.
✓	Provides participants with the information they need to participate in a meaningful way.
✓	Communicates to participants how their input affected the decision.

3.2 Outcomes Summary

A significant challenge to engaging with the Twin Rivers District was reaching residents. Due to work and school commitments outside of the district, many people's networks are outside of the geographical area.

By agreement the Twin Rivers community identified that Johnsonville is a central location to meet. Workshops were held on Monday evenings in a bid to encourage working families to attend. Providing a meal for attendees helped them fit the workshops into their day given the evening timing and length of the workshops.

Working with the primary schools was an effective way to involve the young people in the district however, due to set curriculum, more time to organise these kinds of engagement activities would benefit future engagement activities with schools. As children of high school age must attend school outside of the district and geographically dispersed (i.e. Lakes Entrance, Bairnsdale, Sale) it was difficult to target this age group. As a result, the teenage/young adult voice is largely missing from the Plan aside from the few who completed the community survey. Additionally, bringing the adults and young people together in joint sessions would aid both to understand and plan for each other's needs. This was evident at the one workshop where young people from the school attended.

This district does not have a community newsletter people receive, and there are limitations on the ability to advertise community events in the Twin Rivers newspaper pages. The best channels to reach people were word of mouth (most through the TRCG), email, and notices in the General Stores. Once people had attended an event they were given the option to sign up for regular email updates via the Place Connect database. This means of contact also become an important way to keep people updated on project activities, however relied on finding an initial way to get people interested in the process.

The Your Say East Gippsland web page was integral to providing easy access to information about the process and the surveys, however without a council Customer Service centre within the district the three general stores (Johnsonville, Nicholson and Swan Reach) were important partners to distribute hardcopies, and remain popular. As the first community survey of its type to be delivered through a community planning process at council, the format chosen proved confusing and laborious to complete. This was an important learning process for council officers and changes will be made to future surveys to ensure the issues experienced are not repeated.

Overall, the One Place One Plan engagement process has been successful. The 61 workshop attendees worked through difficult conversations in a respectful manner and worked hard to include the information from the 140 survey responses into the District Community Plan Outcomes and Priorities. This gave those unable to be in the room for the workshops an opportunity to contribute. This was important given many of the younger and working families struggled to commit the time required to attend the workshops, preferring to be involved in a different way which the survey provided. This reflects the changing face of community engagement in the digital age in Australia.

While the low number of responses received at stage 2 in regard to the draft District Community Plan may appear disappointing – it is more likely that it reflects a level of agreement from community. Visits to the Your Say page totalled 174 over the feedback period (91 of whom viewed multiple project pages and 79 downloads of the draft Plan). This indicates that people knew about the feedback period and downloaded the Plan to review and chose not to enter feedback. Their reasons cannot be fully known.

When asked about their experience of the draft Plan in a series of questions, a majority of respondents agreed that it was relevant (69.2%), functional (76.9%), had a likeable look and feel (75%) and used language that was understandable (91.7%). Of those that did the survey and attended workshops (66.7% and 63.6% respectively) felt their contributions were represented. These lower percentages demonstrate the difficulty of representing a wide range of opinions and passions.

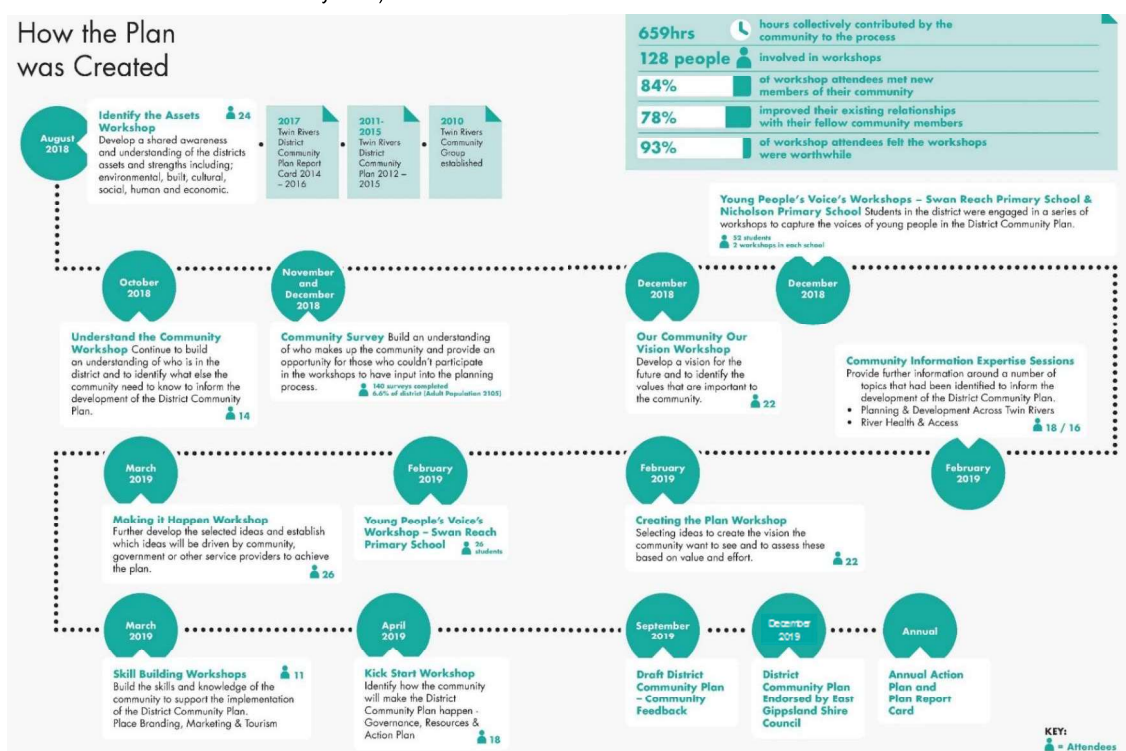
The TRCG is made up of community group representatives from across the district and was set up in 2011 to provide a strong voice for the community, drive the plan and coordinate relationships and activities. Within this role members of the TRCG have played an integral role in motivating their wider community to participate and supported the drafting of the Plan.

The draft Plan feedback has been addressed and the final Twin Rivers District Community Plan 2019 is ready for Council consideration. The strength of the Plan relies on both community, council and partner agencies remaining actively engaged through the implementation period.

4. Creation of the Draft Plan

4.1 Timeline and Activities

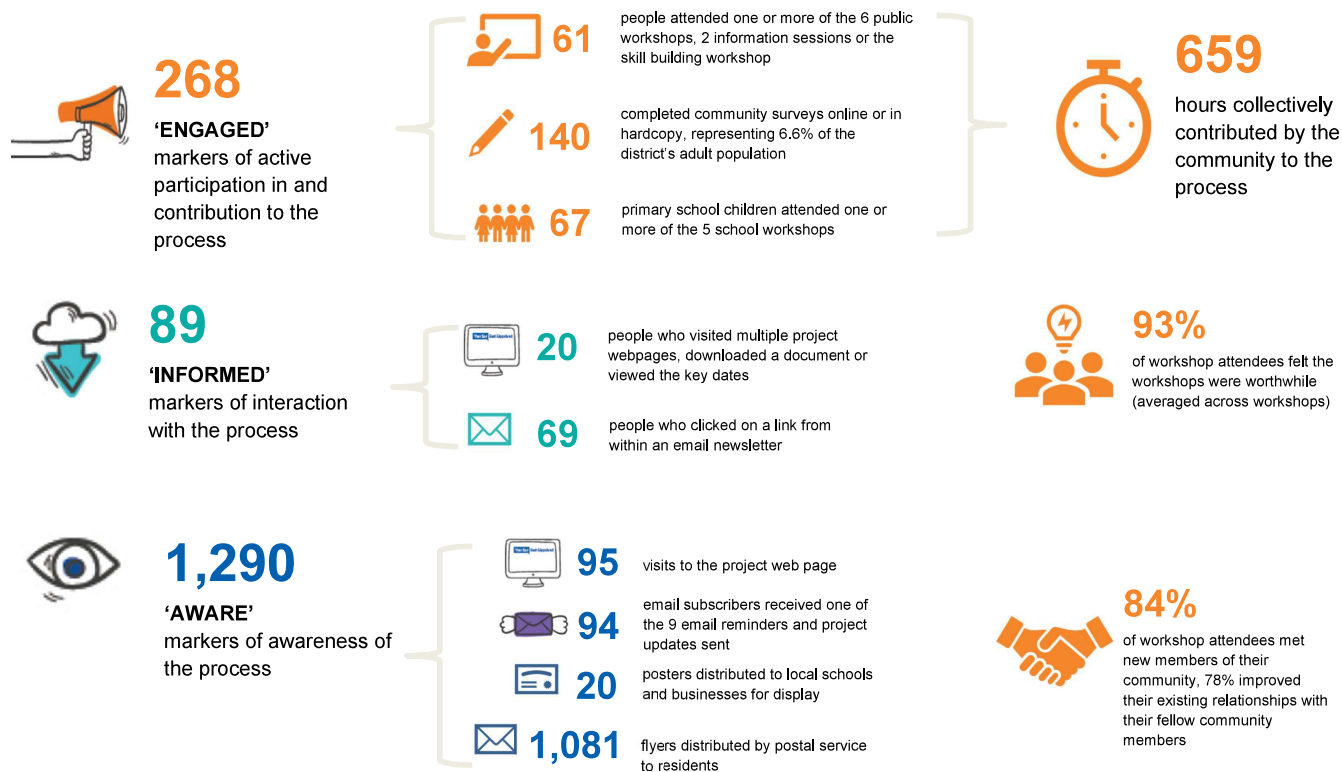
(Extract from the Twin Rivers District Community Plan)



4.2 Stage 1 -4 Engagement Summary

This page summarises and measures the success of the engagement tools used to prepare the draft District Community Plan.

District Population: 2,607 people

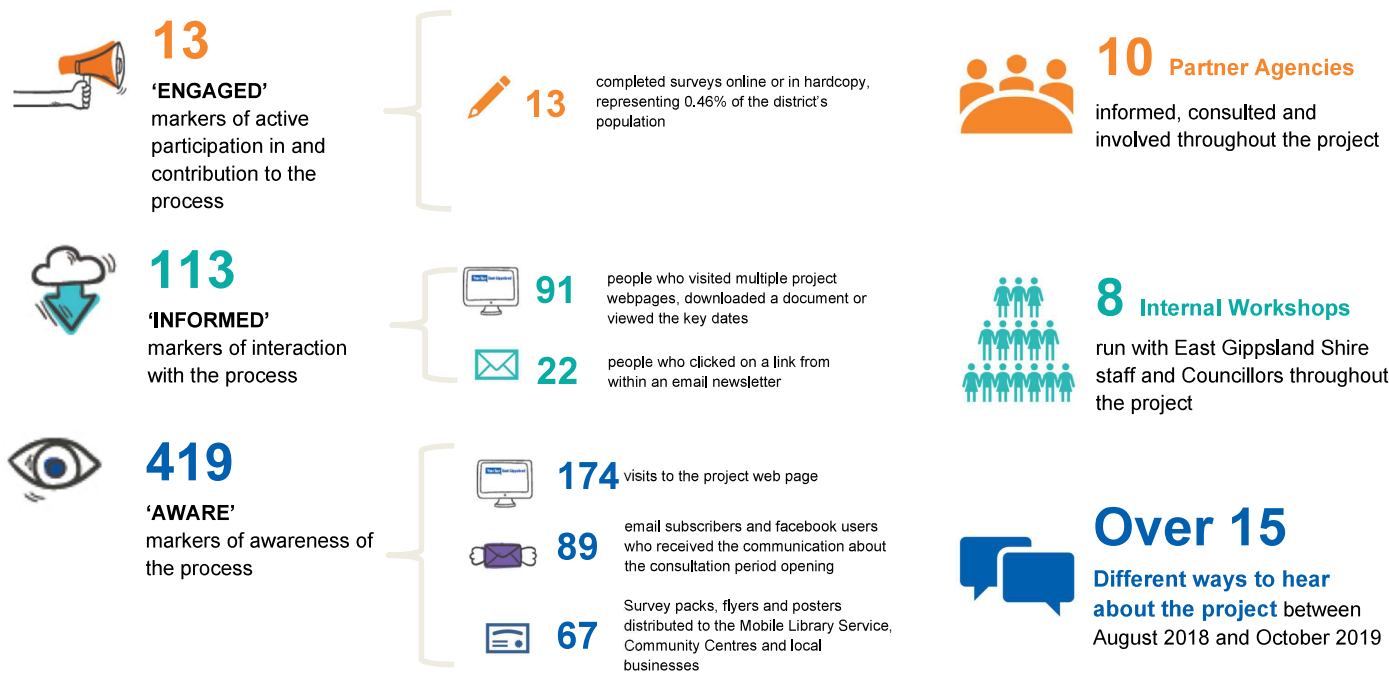


5. Draft Plan Engagement

5.1 Engagement Summary

This page summarises the engagement that was undertaken to get feedback on the Draft Plan document.

District Population: 2,607 people



5.2 Survey Results - Draft District Community Plan Feedback Form

(Source: Your Say Report)

Number of survey responses: 13

Question Asked	Answer (%)		Further Analysis
	Yes	No	
Were you aware that a District Community Plan was being prepared in the district between August 2018 and now?	84.6	15.4	For those that answered 'yes' (10): <ul style="list-style-type: none"> • 3 found out by email, • 1 via a flyer, • 1 via a poster, • 6 by word of mouth/through the Twin Rivers Community Group, • 2 saw a notice in the newspaper.
Did you complete the District Community Survey in November 2018?	92.3	7.7	For those that answered 'yes' (12): <ul style="list-style-type: none"> • 8 felt the draft Plan reflected their contributions to the survey, 4 did not. See Section 5 for comments.
Did you attend any of the Community Planning Workshops?	84.6	15.4	
Do you feel the draft Plan accurately captures the process that was used to create the Plan?	81.8	18.2	
Do you feel the draft Plan reflects discussions at the workshops?	63.6	36.4	See Section 5.
Overall, does the draft District Community Plan feel relevant to you and your family?	69.2	30.8	
Is the language used in the document easy to understand?	91.7	8.3	
Do you find the document useable/functional?	76.9	23.1	

Question Asked	Answer (%)		Further Analysis
	Yes	No	
Do you like the look and feel of the document?	75	25	
Are you a member of a community group within the district?	69.2	30.8	A range of community groups as identified within the Plan were represented by the respondents, the majority of people were members of the TRCG.

Question Asked	Johnsonville (%)	Nicholson (%)	Swan Reach (%)	Tambo Upper (%)
Where do you live? (Town/Locality/Suburb)	15.3	38.4	38.4	7.7

Question Asked	Under 12 (%)	13-24 (%)	25-60 (%)	60+ (%)
What is your age category?	8.3	0	33.3	58.3

5.3 Comments - Draft District Community Plan Feedback Form

(Source: Your Say Report)

The following comments were made as a part of the survey process.

Question	Comments	Officer Response
Comments on if the draft Plan reflects your contributions (from the Community Survey)	no more giant rocks no hope for us swimmers. Ive noticed there are hardly and boats coming down the river now because of the rocks they only come for your bream classic. We have enough trees as it is. there will be no fishing bank space now and boats have no where to moor unless you starting building floating moorings this tambo has had it due to human interference. Luckily i still have a property at tubbut where i can swim, hell of a drive though. Cant you build at least one jump off for swimmers. Every where you go, no jumping off here. i grew up jumping off the nicholson railway bridge and the nicholson highway bridge and theres nothing wrong with me. Now in my late 30s i understand why they call it nanny state.	Access to the river has been identified as a priority within the Plan. The Plan has been updated with additional information about the issues faced by swimmers, refer to Page 17 – Healthy & Sustainable Environments. <i>The community have identified the conflict between boating and swimming access to the river.</i> <i>Residents want to be able to access their rivers with the provision of appropriate infrastructure.</i>
	Tambo River is not swimming friendly	
	Sueanne was a great help with the project	Response noted.
Comments on if the draft Plan captures the process		
Comments on if you feel the draft Plan reflects workshop discussions	A difficult job to represent a wide spread of opinions, personal crusades and comments.	Response noted.
What could we have done differently to help you find out about the community		

Question	Comments	Officer Response
planning process? (How do you hear about things in your district?)		
Comment on relevance of the draft Plan	No swimming allowed just rowers having the river is allowed. swimmers got nothing	The Plan has been updated with additional information about the issues faced by swimmers, refer to Page 17 – Healthy & Sustainable Environments. As above.
	beach road is already ruined. You cant hurt it anymore.	Beach Road in Metung is outside of the district. It is the role of existing and future community plans related to the Metung district to address concerns related to that district.
Comment on language used in the draft Plan	But it assumes a familiarity with the processes used.	The process used is described on Pages 7-10 and further detail will be available when the Community Toolkit is released in December 2019. This collection of documents and resources will be available for communities and individuals to access to help them understand and apply the IDEA Model to the development and evaluation of their ideas.
	english i would say	Response noted.
	Actually, easier than some of the 'admin speak' at the meetings! It's a clear document	Response noted.
Comment on useability/functionality of the draft Plan	we have lost trust with egsc,	Response noted.
	Needs a clearer focus.	A new page “A Guide to reading this Plan” has been added to the front of the document. The Twin Rivers District Community Plan (the Plan) provides a strategic direction for the people living and working in this community and the agencies that support them. A separate Action Plan will accompany this document and be updated to reflect the achievements and changes that occur over time. Section 1 introduces community and place planning, the purpose of this community plan and the previous planning work undertaken in this district. It provides details about the timeline of the project, engagement activities and community

Question	Comments	Officer Response
		<p>participation in the journey to develop the Plan. It includes an overview of the process used to develop the Plan and the IDEA model used to support community thinking from ideas to actions.</p> <p>Section 2 provides a detailed community profile of the people living in this community, drawing on demographic data and the findings from the community survey and community workshops. The history and geographical location of the district is explored, providing the context to the key assets that were mapped in the district. The community profile provides insight into the people that live in the district and what is important to them. Four outcome areas are identified and discussed in detail with the support of data gathered through the community</p> <ol style="list-style-type: none"> 1. Healthy & Sustainable Environments 2. Prosperous Economy 3. Safe & Healthy Communities 4. Resilient & Connected Communities <p>Section 3 focuses on the implementation of the Plan and how this will be undertaken. It does not have specific details about each priority and timeframe, this will be captured in the Action Plan that will be developed by the community and agencies. It will be reviewed and refined regularly to implement this District Community Plan. The future challenges and opportunities for each of the four outcome areas are explored. (see pages 30 to 33). Through the workshops, the community prioritised the 118 ideas from their Ideas Bank (see page 34) to four ideas that were worthy of further development. These are highlighted and outlined in this section. Described as priority ideas, the role of the community, Council and partner agencies is included for each.</p>

Question	Comments	Officer Response
		It outlines the formation and role of a District Community Representative Group (DCRG) in monitoring and implementing the Plan. In this district that group is the Twin Rivers Community Group (TRCG) which was established in 2012 to implement the 2012 Community Plan.
	not bad at all	Response noted.
	As it currently stands it lacks focus and punch	A new page "A Guide to reading this Plan" has been added to the front of the document as above.
	Maybe because I was at all of the meetings so none of it is new. There's a lot of info for those new to the process, but it has to be that way to cover essential ground	Response noted.
Comment on look and feel of the draft Plan	the look and feel is great , but drill down and you will find lies and hypocrisy	Response noted.
	like i said not bad at all	Response noted.
	Well done to all our Shire folk who put this together	Response noted.
If you identified any issues with typos/grammar etc please identify by noting the page number and heading of each issue you found	<p>"Community" is a singular noun, not a plural noun. Repeated errors. If you want it to be a plural noun the term "community members" or "members of the community" should be used.</p> <p>P9 (Feb 2019) "... community want ..." "should be "... community wants ..."</p> <p>P10 (Research) first dot point – ditto P12 top of middle column. Needs a comma after "... and remain, ".</p> <p>P14 second column. The word "inform" is not appropriate. Perhaps "guide" or "assist"</p> <p>P17 top of first column. "... community lives, plays etc."</p> <p>See comment at top of this section.</p>	All typographical and grammatical changes made.

Question	Comments	Officer Response
	<p>P18 middle column second para. "Community was ..." " ... what it thinks ..." instead of current text.</p> <p>P19 middle column first para. "amount" should be "number". You do not weigh people, you count them.</p> <p>P22 third column. Suggest the paragraph start "Motor vehicle speed is ..." This avoids a clumsy sentence structure.</p> <p>P24 first column, first sentence. Change "communities' .." to "community's .." The word "both" should be deleted as you finish up referring to more than two things.</p> <p>P29 first column, second last para. Suggest "reliability" be changed to "reliance" to ensure the sentence makes sense.</p> <p>P 35 first column second para. Dot points do not have a consistent structure and make bad grammar. Suggest: "The purpose of the TRCG is to drive the District Community Plan to-: take carriage ... be a ..."</p> <p>General punctuation. Prior to the start of a list or set of dot points the text should have a colon (:), not a semi-colon (;). The report has this error randomly spread throughout it. The use of a comma (,) is not correct in various places but this is minor considering the widespread misuse of commas these days.</p>	
	Big tick to the writers, copy editors etc!!	Response noted.
Further comments (If you have anything else you would like to add, please do so here)	After years of searching, "we escaped to the country", and purchased a beautiful house/ property on 30 acres, less than 2 years after moving in we were slapped with a BMO overlay, which i believe has considerably devalued our property., ..12 months have passed during our bmo rejection process with delwp, and i have learned, council knew of the bmo roll out, but decided not to inform landholders, My wife was frightened and i was bullied by	Response noted.

Question	Comments	Officer Response
	a drive-by visit from a delwp member in a unmarked car with no uniform or Identification, council and delwp had our personal contact details but did not make prior contact, I have also been told by egsc town planner , "well you can always sell", and was told by delwp " thats what happens when you live in the bush"....(we are not in the bush), Delwp have overestimated our property size 66.7%, (ombudsman confirmed) but still the bmo remains on our property?....My personal level of happiness has been reduced 100 percent from time of purchase to now, and all we did was invest our life savings into the area.....our friendly new neighbours are blaming us for their bmo?,clearly our home has lost its beauty and become a problem.....Sorry but dishonesty and non transparency of egsc does not welcome any person into the community, so how does council expect people to trust any of the proposed development in the two rivers region?i and many others have lost trust with council.	
	Me and my bairns like swimming. But theres a rock and a hard place. Get it. We have to wear shoes to go swimming. If you want to spend money on rowers so you get money from accommodation yes i understand. But i don't understand the rocks. Everywhere you go theres rocks even burnt bridge theres rocks. Theres no hope for me and my 9 other swimmers is there. The swimming shoes cost money.	The Plan has been updated with additional information about the issues faced by swimmers, refer to Page 17 – Healthy & Sustainable Environments. See above.
	Sueanne Claringbould and Lisa Smith did a great job with all aspects of the future planning	Response noted.
	Hello, You have worked so hard for us on this. Thank you	Response noted.
	As a glossy brochure, this is not bad; as an indication of future action, it's pretty thin. When the first District Plan was framed in 2012, one of the needs identified was access to the Tambo River for the local community. This	The Plan has been updated with additional information about the issues faced by swimmers, refer to Page 17 – Healthy & Sustainable Environments

Question	Comments	Officer Response
	<p>is still there – e.g. the schoolchild's 'more access to the water (p.21) and 'Outcome 1.4' (p.30 which talks about 'River health & improved access to the river (including shade, swimming platforms, jetties, ramps & access for all)' but gives no indication of what this will mean or how it will happen: it just talks about the establishment of a committee ('Working Group') to investigate ('scope the issue'). There is no commitment from the council or anyone else to do anything to achieve this aim. The fact is that the powers that be have been systematically reducing resident access to the river and they have no intention to change this. There is a charming picture of a swing rope over the Nicholson (p.17) used by kids swimming. We used to have one over the Tambo at our place at Swan Reach, but the ludicrously-misnamed River Improvement Trust put a fence along the river bank, creating a blackberry plantation and safe haven for rabbits and leading to erosion of the bank which made swimming impracticable. This regime of exclusion is now run by the Catchment Management Authority, which has no interest in river users (its presentation at a planning meeting in Nicholson made no reference at all to two classes of users which might have rated a mention: people and fish).</p> <p>The CMA is not listed as a 'partner agency' in this plan, and as it can be relied upon to oppose any extension of public access to the river, we can assume that the 'Working Group' will report (if it ever does) that improved</p>	<p>East Gippsland Catchment Management Authority is listed at outcome 1.4 and a clarification has been added to the outcome description.</p> <p>Additional information added to Page 22- Safe and Healthy Communities.</p> <p>Recreational Water Activities</p> <p><i>A high priority for the district is the improvement of access to and health of the rivers. For some years the community has advocated for a boat ramp at Swan Reach, alongside provision of more jetties and swimming platforms. This would require the cooperation of a number of agencies including Council, DELWP and East Gippsland Catchment Management Authority (EGCMA). Infrastructure that enables recreational access to the water improves resident's health and wellbeing by encouraging physical activity and attracting tourists who contribute to the local economy. Water quality is important for swimmers. The place planning process has identified that access to the rivers for swimming has been eroded in recent years through some of the works undertaken to improve bank stabilisation and water vehicle access. Identifying, protecting and maintaining local swimming spots is integral to safeguarding the equity of access to the rivers for swimmers young and old.</i></p> <p>Additional information added to Page 30</p> <ul style="list-style-type: none"> • <i>Identify local swimming spots across the district and ensure access is protected and improved.</i> <p>Outcome 1: Healthy and Sustainable Environments</p> <p>As noted, implementation of the Plan will be complex and for some items, ongoing. It will require the support of a number of partner agencies to achieve the outcomes.</p>

Question	Comments	Officer Response
	<p>access would be a good thing but that this would have to be negotiated with the CMA (and – unsaid but known – they will not agree). The failure to respond in any practical way to the need articulated in the 2012 Plan was reflected in the inertia of the council. At the planning meeting in Nicholson, I asked the council representative what had happened to the earlier plan to create an access point at the current jetty at Swan Reach. He said they had thought about it, but there wasn't enough land to do what they had in mind. I pointed out that the small patch of land immediately behind the jetty was for sale. 'Oh, but he wants a ridiculous price for it'. I pointed out that the council could resume the land for a public purpose and pay the amount that the Valuer-General put on it. 'Oh, we don't like doing that'. Council convenience 10, community needs 0. This brochure claims to be about 'place planning', but the people involved have no authority, and the people who have authority are not involved in the planning. The outcome is that access to the river is for people who hire Bull's Cruisers in Metung, or rowing clubs who pull their trailers to Johnsonville and launch into Lake King and swing around the corner into the river; there is no 'access for all' for swimming and kayaking and fishing.. So the 'plan' is a nice thought, and there will be a lot of meetings and compiling of lists and coffee and sandwiches, and where someone wants to do something and no one objects and someone will provide the money, there may be some good outcome; but otherwise, nothing will happen – and this is what will happen with aspiration 1.4 – 'access for all'. <<final sentence retracted for privacy reasons>></p>	
	<p>This feedback is provided to amplify the information provided in the pro forma attached.</p> <p>The draft plan is comprehensive and provides a lot of background information, particularly for those who were</p>	<p>A new page "A Guide to reading this Plan" has been added to the front of the document as shown above</p>

Question	Comments	Officer Response
	<p>not involved in helping in the process. I would nevertheless, suggest that it is not immediately clear what the report is trying to achieve and there is a lot of text between the start of the report and the outcomes at the end. The plan lacks focus, particularly for those who are not familiar with the development process, Many will be discouraged before they get to Page 30, which is where the meat of the Plan is contained. Whilst all the appropriate information is in the plan, many people would not be able to work through it easily. It needs a Preface or an Executive Summary to lay out the structure of the Plan, what the Plan is and what it is not. This could be in bullet point format and no more than 1/2 a page. For example, it could be along the lines of:</p> <p>The District Community Plan 2019: Follows on from the 2012 Twin Rivers Action Plan which has been the source of considerable activity and improvement in the amenity of the District. Provides an analysis of Twin Rivers community input to identify those things that the community considered important to life in this District. It identifies Healthy and Sustainable Environments A prosperous Economy Safe and Healthy communities and Resilient and Connected Communities as four major themes. Within each theme a number outcomes are identified with priority outcomes indicated. These are at Pages 30 to 33. It is not an Action Plan. It suggests a District Community Representative Group be formed to implement the Plan and develop annual Action Plans. This is an evolution of the existing Twin Rivers Community Group. It describes how the Twin Rivers Community provided input so that the conclusions could be determined. It describes how the community provided a wide range of ideas and suggestions, all of which were examined.</p>	

Question	Comments	Officer Response
	<p>Page 26 Centre Column The report mentions tennis courts at Johnsonville. The land use of these courts has changed. One will be the location of the Twin Rivers Men's Shed and the other will be an open, landscaped area for a community hub.</p> <p>Page 28. Outcomes and Priorities Suggest "An Annual Action Plan.." be changed to 'A Separate Annual Action Plan...' Where is the Annual Action Plan that accompanies this District Community Plan?</p> <p>Page 33. Item 4.3. The Men's Shed has progressed significantly since this draft was prepared. It will be part of a Community Hub located on the site of the two tennis courts.</p>	<p>Page 26 – While unused, the tennis courts remain at this point in time so the reference on this page should also remain. The change in function can and will be addressed through the Annual Action Plan as it takes shape and is formalised.</p> <p>Page 28 – Change made. The Annual Action Plan is in development by the representative group being the Working Group and Twin Rivers Community Group. The aim of the Annual Action Plan is to allow an opportunity for those involved in implementation of the Plan to plan, evaluate and review, and rest if needed, activities proposed to implement the Plan into the future. It will be available once finalised by the Twin Rivers Community Group, expected December 2019.</p> <p>Page 33 – updates to outcomes as they progress will be covered in the Annual Action Plan.</p>
	<p>Looking at the long list of community organisations represented I'm a bit bemused that the CFA brigade mainly responsible for Nicholson, west of the river - our biggest growth area, didn't get a mention, even though I was at most meetings. We also support Johnsonville at need in the east and Mossi/Tambo in the north. Sarsfield CFA.</p>	<p>This Plan focuses on the community and service groups based within the district however this is a valid point as Sarsfield CFA plays an integral role in Nicholson and supporting the other brigades. A reference to Sarsfield CFA has been added on Page 27. A further suggestion would be that a representative of Sarsfield CFA consider attending the TRCG meetings on a regular basis. This would be an excellent follow-up to the contributions to the Plan made through the workshops.</p>

5.4 Agency Feedback on the Draft Plan

The following comments were made by partner agencies

Agency	Comment	Action Taken/Amendment Made
Department of Land, Environment, Water and Planning (DELWP)	<p>Throughout – references to fire related activities undertaken by DELWP should note Forest Fire Management Victoria</p> <p>Fire Risk Section - A recent fire in the district has reinforced the challenges posed by land subdivision and the growing population. Suggest altering to – Recent fires in the district have reinforced the risk that these events can pose to land subdivisions and growing populations.</p> <p>A regular program of fuel management by authorities in the corridor north of the Great Alpine Road also reduces fire risk. Suggest alter to - A regular program of fuel management by authorities in the corridors north of the Great Alpine Road and east of the Tambo River assists in reducing the fire risk.</p>	<p>References to DELWP in relation to fire activities have been updated.</p> <p>Sections updated as requested.</p>
Department of Health and Human Services (DHHS)	<p>Page 33 - Provided guidance around the role of Men's Shed Association and DHHS in regard to outcome priority 4.3.</p>	<p>Changes made as requested.</p>

6. One Place One Plan Project Engagement activities

6.1 Detailed Description of all Project Engagement Activities

This section documents each engagement activity undertaken for the duration of the project. As can be seen, a wide range of digital and hardcopy communication channels were used to publicise the project activities and seek feedback on the draft Plan. A series of face-to-face workshops, briefing meetings and surveys were run to gather input from community, agencies and council departments.

Engagement Tool	Total No.	Date	Success measures
Direct mail	1081	8 November 2018	<ul style="list-style-type: none"> • Difficult to measure reach or success with hard copy engagement tools

Engagement Tool	Total No.	Date	Success measures
Have Your Say Shire ad	7	Lakes Post / Snowy River Mail (Wednesdays) 11 September 2019 18 September 2019 25 September 2019 2 October 2019	Circulation: <ul style="list-style-type: none"> • Lakes Post: 2,976 • Snowy River Mail: 1,666 • Advertiser: 13,256

Engagement Tool	Total No.	Date	Success measures
		Bairnsdale Advertiser (Fridays) 13 September 2019 20 September 2019 27 September 2019	
Media releases	6	16 October 2018 – Community Workshops 22 October 2018 – One Place One Plan call for participation 14 November 2018 – Community Survey 3 January 2019 – Jan Smith transformation guest speaker 5 February 2019 – Expert speaker panels 4 September 2019 – Draft Plan open for comment	Distributed to media channels - Circulation: <ul style="list-style-type: none"> • Lakes Post: 2,976 • Snowy River Mail: 1,666 • Advertiser: 13,256 Published on council's media page

Engagement Tool	Total No.	Date	Success measures
Meetings and communication with key stakeholders (External)	1	<p>2 April 2019 – Briefing on outcomes of Place Planning Projects in EG (Partner agencies)</p> <p>In addition to various meetings, email updates and communications, and phone conversations with a variety of partner agency stakeholders including government and health service organisations.</p>	<p>Partner agencies:</p> <ul style="list-style-type: none"> • Department of Health and Human Services (DHHS) • Department of Environment Land Water and Planning (DELWP) • Parks Victoria • East Gippsland Catchment Management Authority (EGCMA) • Department of Education and Training (DET) • Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) • Country Fire Authority (CFA) • Regional Roads Victoria (RRV) • Gippsland Ports • Victoria Police
Meetings and communication with key stakeholders (Internal)	8	<p>30 October 2018 – Place-Based Planning Workshop (Staff)</p> <p>13 December 2019 – Place Planning and Coordination (Leadership Group)</p> <p>14 December 2019 - Place Planning (Staff)</p> <p>21 May 2019 – Place Branding (Staff)</p> <p>3 September 2019 – Councillor Briefing</p> <p>11 September 2019 – District Community Plans (Staff)</p> <p>12 September 2019 - District Community Plans (Staff)</p> <p>17 September 2019 – Councillor Workshop</p> <p>In addition to various meetings, email updates and communications, and phone conversations.</p>	<p>Internal workshops facilitate cross-departmental collaboration and allow the Community Planning team to share learnings and get feedback on the process and Plan.</p>

Engagement Tool	Total No.	Date	Success measures
Meetings with Community Groups	5	6 May 2019 3 June 2019 1 July 2019 5 August 2019 9 September 2019	<ul style="list-style-type: none"> The Twin Rivers Community Group (TRCG) is the District Community Representative Group - between 10-17 people in attendance at each meeting. 17 hardcopy plans taken in September. Representatives from the following local community groups have a standing invitation (* indicates a member of the committee has attended): <ul style="list-style-type: none"> Swan Reach Primary School* Nicholson Landcare* Swan Reach Kinder Advisory Group* Harry Clues Reserve* Twin Rivers Business and Tourism Association* Johnsonville Hall* Mossiface/Tambo CFA* Johnsonville CFA* Bendoc Hall* Twin Rivers Lions Club* Rail Trail Committee * Tambo Upper Primary School Nicholson Primary School Lower Tambo Landcare Nicholson Angling Club* District Community Plan Working Groups (River Health and Access, Community Hub, Connecting Pathways)

Engagement Tool	Total No.	Date	Success measures
Community Workshops	14	27 August 2018 - Identify the Assets 29 October 2018 – Understand the Community 22 November 2018 – Swan Reach School 22 November 2018 – Nicholson Primary School 29 November 2018 – Nicholson Primary School 3 December 2018 – Swan Reach School 25 February 2019 – Swan Reach School 10 December 2018 – Our Community Our Vision 11 February 2019 – Planning and Development 14 February 2019 – River Health 18 February 2019 – Creating the Plan 4 March 2019 – Making it Happen 21 March 2019 – Place Branding, Marketing & Tourism (Skill Building) 9 April 2019 - Kick Start	<ul style="list-style-type: none"> 61 People attended one or more of the community planning workshops which included <ul style="list-style-type: none"> 6 District Community Plan workshops 2 information workshops 1 skill building workshops 67 students participated in a school workshops to capture young people's voices
@eastgippyshire Facebook	16	Facebook Posts: 20 October 2018 (1 like, 1 share) 22 October 2018 (1 like, 1 comment) 24 October 2018 28 October 2018 (1 like, 1 share) 9 November 2018 (1 like) 14 November 2018 7 December 2018 (3 likes, 1 share) 7 February 2019 10 September 2019 (1 like) 3 October 2019 (2 likes) Facebook Events: 11 February 2019 (1 response) 14 February 2019 (1 response) 18 February 2019 (4 responses) 4 March 2019 (3 responses) 21 March 2019 (1 response) 9 April 2019 (7 responses)	<ul style="list-style-type: none"> Facebook Page Likes: 2188 Facebook Page Follow: 2361

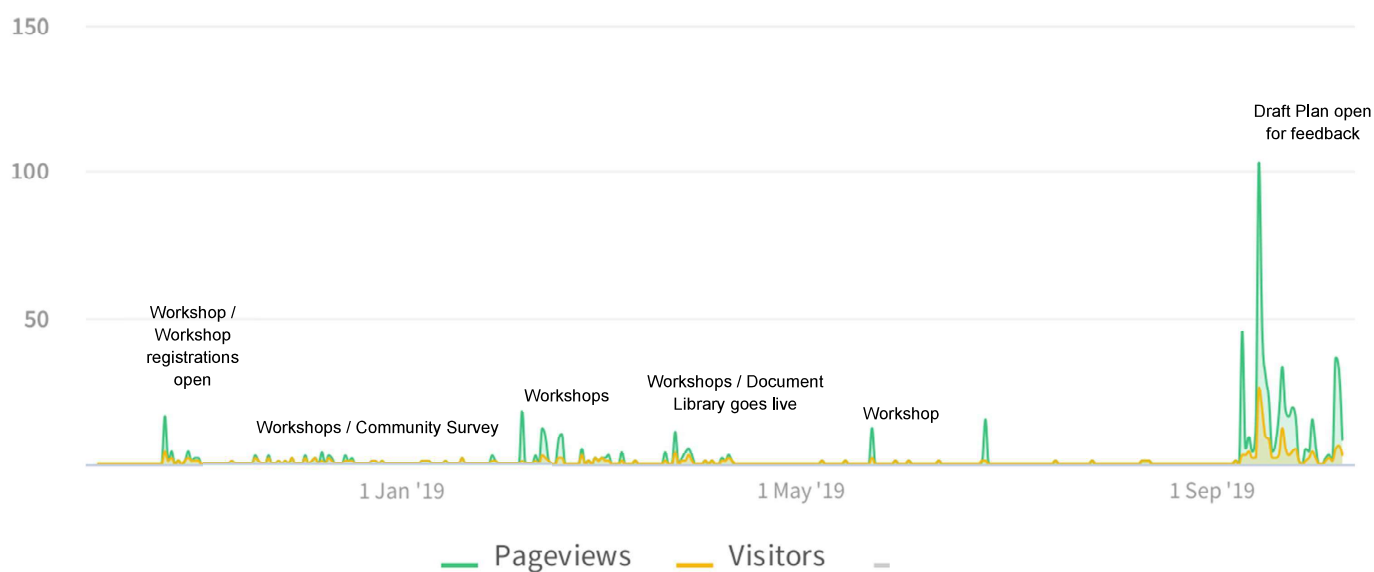
Engagement Tool	Total No.	Date	Success measures
Email newsletters Twin Rivers Connect (Source: Mailchimp Report)	3	23 October 2018 – Spring Connect	<ul style="list-style-type: none"> • 49 recipients • 33 opened (68.8%) • 6 clicks (12.5%)
		2 November 2019 – Community Survey	<ul style="list-style-type: none"> • 51 recipients • 36 opened (70.6%) • 25 clicks (49%)
		9 September 2019 – Draft Plan open for comment	<ul style="list-style-type: none"> • 88 recipients • 60 opened (74.1%) • 22 clicks (27.2%)
Emails to project subscriber group	8	17 October 2018 – Thank you (Asset Mapping Workshop) 26 October 2019 – Invitation to Swan Reach Rec Reserve Groups 5 November 2018 – Community Survey 30 November 2018 – Workshop reminder 25 January 2019 – Workshop reminder 18 February 2019 – Workshop reminder 22 February 2019 – Workshop reminder 14 May 2019 – Thank you (Next Steps)	<ul style="list-style-type: none"> • Up to 42 recipients
Hardcopy displays	10	6 September – 4 October 2019 <ul style="list-style-type: none"> • Duration of consultation period - documents issued to all Customer Service Centres • 20 hardcopy plans supplied to Mobile Library • 123 Posters/Flyers distributed to schools and local businesses 	<ul style="list-style-type: none"> • Difficult to measure reach or success with hard copy engagement tools

Engagement Tool	Total No.	Date	Success measures
Your Say East Gippsland web page yoursay.eastgippsland.vic.gov.au/twinrivers-plan (Source: Your Say Report)	1	Live from May 2018 (ongoing at time of writing)	<ul style="list-style-type: none"> • 283 visits • 183 participants visited at least one page • 73 participants viewed multiple project pages on Your Say
Survey Monkey – Community Survey (Source: Survey Monkey Report)	1	Open 1 November 2018 – 31 January 2019	<ul style="list-style-type: none"> • 140 completed surveys (6.6% of district adult population).
Your Say Survey – Draft District Community Plan Feedback Form (Source: Your Say Report)	1	Open 6 September – 4 October 2019	<ul style="list-style-type: none"> • 12 completed surveys (0.46% of district population).
Frequently Asked Questions (Source: Your Say Report)	11	Live from 6 September 2019	<ul style="list-style-type: none"> • 11 views
Your Say Document library (Source: Your Say Report)	9	Live from March 2019	<ul style="list-style-type: none"> • 79 participants downloaded/viewed the draft District Community Plan • A total of 116 downloads of the 9 documents in the library

VISITORS TO YOUR SAY WEB PAGE

The below graph shows the number of visitors to the Twin Rivers Your Say web page on a daily basis, in correlation with engagement activities. (Source: Your Say Report)

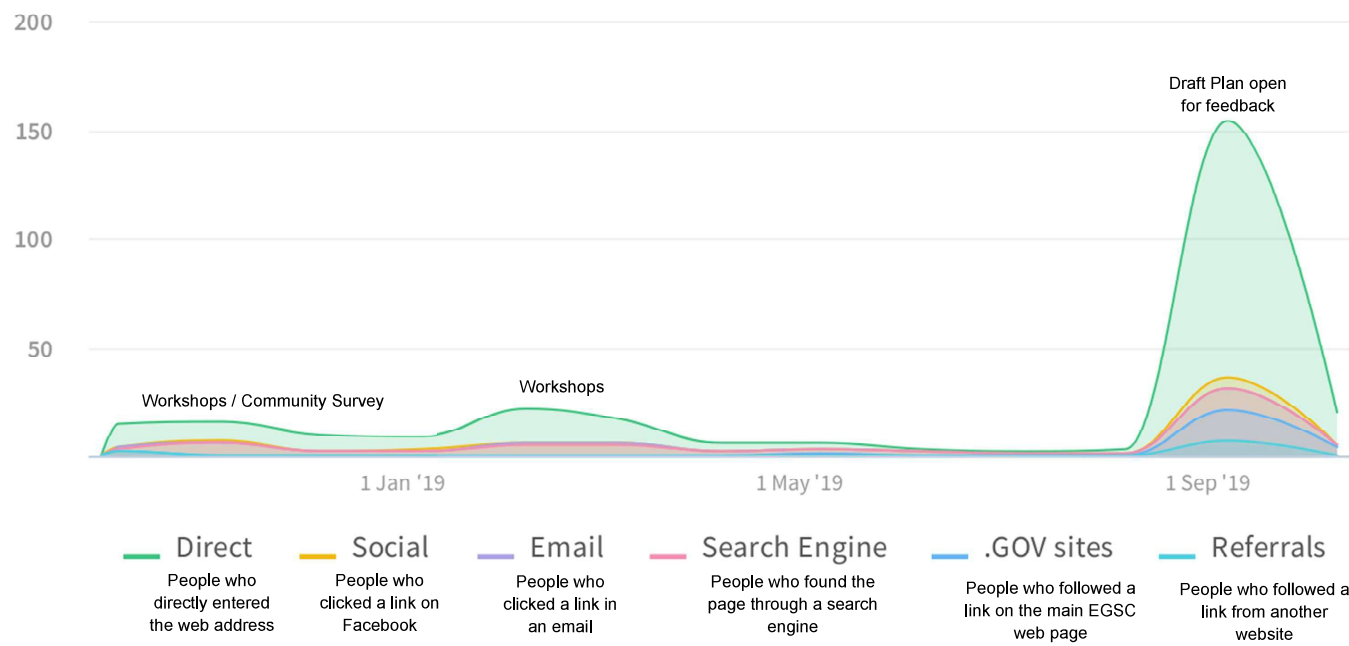
Your Say East Gippsland from 01 Aug'18 to 04 Oct'19



TRAFFIC TO YOUR SAY WEB PAGE

The below graph shows how visitors got to the Twin Rivers Your Say web page on a monthly basis, in correlation with engagement activities.
(Source: Your Say Report)

Your Say East Gippsland from 01 Aug'18 to 04 Oct'19



Contact us

Telephone

Residents' Information Line: 1300 555 886 (business hours)

Citizen Service Centre: (03) 5153 9500 (business hours)

National Relay Service: 133 677

Post

East Gippsland Shire Council, PO Box 1618

Bairnsdale 3875 Australia

Fax (03) 5153 9576

Web www.eastgippsland.vic.gov.au

Email feedback@egipps.vic.gov.au

In person

Bairnsdale: 273 Main Street

Lakes Entrance: 18 Mechanics Street

Mallacoota: 70 Maurice Avenue

Omeo: 179 Day Avenue

Orbost: 1 Ruskin Street

Paynesville: 55 The Esplanade

Outreach Centres

Bendoc Outreach Centre -

18 Dowling Street

Buchan Resource Centre -

6 Centre Road

Cann River Community Centre -

13 Princes Highway

East Gippsland Shire Council

273 Main Street PO Box 1618

Bairnsdale VIC 3875

Website: www.eastgippsland.vic.gov.au

Email: feedback@egipps.vic.gov.au

Follow us on Twitter: @egsc

Telephone: (03) 5153 9500

Fax: (03) 5153 9576

National Relay Service: 133 677

Residents' Information Line: 1300 555 886

ABN: 81 957 967 765



One Place One Plan Engagement Report

The development of the Errinundra to Snowy District Community Plan 2019

October 2019



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1. Executive Summary

The purpose of this report is to detail the structured community engagement undertaken by council officers in the Errinundra to Snowy sub-district from August 2018 to October 2019 to review the previous community plan and develop a District Community Plan. The history of community planning in the district and an overview of the One Place One Plan project is detailed in section 2. In section 3 the engagement methodology and outcomes are discussed.

Section 3.1 *Methodology* introduces the three stages of engagement activity:

- Stage 1 - Creation of the Draft District Community Plan and building capacity of the community to implement the Plan
- Stage 2 - Draft District Community Plan
- Stage 3 - District Community Plan & Engagement Report

Section 3.2 *Outcomes Summary* evaluates the success of the engagement activities in the district and identifies what council officers learnt about consulting and engaging with the district, including best communication methods.

Overall, the Stage 1 process has delivered improved relationships and understanding of issues, communication systems and community group networks in the district. This process has also built the capacity of the community to work together with council and other agencies. Although very few responses regarding the Stage 2 process were received the data illustrates significant interest in the draft Plan. In light of the extensive and well attended Stage 1 activities and the positive nature of the responses received, it is appropriate to consider Stage 2 successful.

Section 4 presents the detailed data overview for Stage 1 engagement.

Section 5 presents the detailed data overview of the Stage 2 engagement. The draft Plan feedback results, including officer responses to comments received from the community and agencies and the resulting changes made to the Plan are outlined.

Section 6 is an exhaustive listing of every engagement activity undertaken for the duration of the One Place One Plan project. Communication channels, dates and reach of each activity to publicise the project, create the draft Plan and seek feedback on the draft Plan is included.

2. Background

2.1 Community Planning in the District

The Errinundra to Snowy sub-district is one of the most remote in our municipality and home to a total population of 338 people. The sub-district is part of the Orbost district, from where health, council and other services are delivered. However, the geographical location of the district has resulted in a unique set of social, environmental and economic issues emerging for residents, which require separate treatment via a stand-alone District Community Plan. This community has an existing community plan which was developed in 2011 for the period 2012-2017 and has been reviewed as part of the process for developing a new district plan. The community's original vision and values identified in the first community plan have been revisited and remain consistent.

Council has worked with this community from 2014-2016 through the Adaption to Recovery project following the 2014 bush fires in the district. Much of the contact between the community and council has concentrated on emergency management and bushfire awareness and preparedness. In the last two years, prior to commencement of the One Place One Plan project, council officers from various departments have utilised events such as the Big Bonang Arvo to create and improve relationships with the community. This has included linking the Orbost Customer Service Centre into the northern part of the district, along with other services including emergency management, waste education, library and community planning.

The One Place One Plan project has involved council officers working in partnership with the community of the Errinundra to Snowy District to review and update their previous community plan into the new District Community Plan format. This place-based planning approach is a major initiative of the East Gippsland Shire Council Plan 2017 -2021.

2.2 Overview of the One Place One Plan Project

Funding from the Federal Government's Building Better Regions Fund (BBRF) received for the One Place One Plan Project provided council with the resources to work closely with the community over the last 12 months to create a District Community Plan for this remote community.

Through a community survey and a series of workshops, the community has reflected on how their place is now and what they see in the future. The process has focussed on creating and strengthening connections between Council, Council officers, partner agencies and the community.

Using an asset based community development approach which works from the strengths of the community, the projects aim was to increase community members, Council officers and partner agencies knowledge and understanding of:

- The people who live in the three trial districts, and their needs
- The vision the communities have for themselves and what they value
- How the communities currently operate and support services
- The assets, resources and strengths available in the communities
- The top priorities the communities want to work on over the next five years
- The roles and responsibilities of community, Council, and partner agencies in making each District Community Plan happen

An Ideas Bank, that each community can draw on throughout the life of their District Community Plan has been developed.

The District Community Plan 2019 is an important outcome of the project which documents the benefits of running such an intensive period of public consultation and engagement within the district. These benefits include:

- building and strengthening relationships between East Gippsland Shire Council (council) and community,
- building the capacity of community to come together and work together effectively to set shared goals and advocate with a united voice,
- improve the understanding of place-based issues within the district across council departments,
- improve council's understanding of the best channels to use to communicate with the district.

3. Engagement Overview

3.1 Methodology

In accordance with the IAP2 Public Participation Spectrum, and Councils Community Engagement Policy 2017, engagement occurred at key points in the One Place One Plan project.

Stage 1: Creation of the Draft District Community Plan and Building Capacity of the Community to Implement the Plan

The engagement in the activities in this stage of the project are described and summarised in Section 4 of this document - "Creation of the Draft Plan".

- *Community Survey: Involve*
- *Community Workshops: Empower*
- *Community Information Sessions: Inform*
- *Skill Building Workshops: Collaborate*

Stage 2: Draft District Community Plan: Consult

The method of engagement used to gain public feedback to the draft plan are summarised on page 12 "Draft Plan Engagement". This stage was designed to check-in with community that the process and outcomes of Stage 1 had been captured properly in the Plan, prior to finalisation of the document.

Stage 3: District Community Plan & Engagement Report: Inform

Once released, this report comprises Stage 3 of the project's engagement activities. Section 6 of this report details all engagement activities undertaken throughout the duration of the One Place One Plan project.

Each engagement approach is defined by the following classifications.

- **Inform:** *to provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.*
- **Consult:** *to obtain public feedback an analysis, alternatives and/or decision.*
- **Collaborate:** *To partner with the public in each aspect of the decision including the development of alternatives as the identification of the preferred solution.*
- **Involve:** *to work directly with the public throughout the process to ensure the public issues and concerns are consistently understood and considered.*
- **Empower:** *To place the final decision making in the hands of the public.*

The purpose of the Public Participation Core Values is to help make better decisions which reflect the interests and concerns of potentially affected people and entities. The Core Values for the practice of public participation that relate to this project are:

Public participation:

✓	Is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
✓	Includes the promise that the public's contribution will influence the decision.
✓	Promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
✓	Seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
✓	Seeks input from participants in designing how they participate.
✓	Provides participants with the information they need to participate in a meaningful way.
✓	Communicates to participants how their input affected the decision.

3.2 Outcomes Summary

A significant challenge to engaging with the Errinundra to Snowy District was reaching residents dispersed across a large geographic area. While some communities such as Bonang, Tubbut and parts of the Deddick Valley come together more often, the condition of the roads and the distance between the communities is a hurdle to bringing people together.

By agreement the Errinundra to Snowy community identified that Bonang is a central location to meet. Given the travel times and length of meetings providing a meal for attendees helped them fit the workshops into their day.

The best channels to reach people were word of mouth (council officers reaching out to people directly), putting notices in the Bendoc Wheel and Tubbut Tattler and finding a community member who could share on the private Goongerah Facebook page. Once people had attended an event they were given the option to sign up for regular email updates via the Place Connect database. This means of contact also became an important way to keep people updated on project activities, however it relied on finding an initial way to get people interested in the process.

The Your Say East Gippsland web page was integral to providing easy access to information about the process and the surveys, however limited internet access reduced uptake. Additionally, as the first community survey of its type to be delivered through a community planning process at council, the format chosen proved confusing and laborious to complete. This was an important learning process for council officers and changes will be made to future surveys to ensure the issues experienced are not repeated. As a result, hardcopy surveys and documents were in high demand. Without a council Customer Service centre accessible to most residents, the library bus and Neighbourhood Houses were important partners to disseminate information.

Overall, the One Place One Plan engagement process in the Errinundra to Snowy district has been successful. The 44 workshop attendees worked through difficult conversations in a respectful manner and worked hard to include the information from the 37 survey responses into the District Community Plan Outcomes and Priorities. This gave those unable to be in the room for the

workshops an opportunity to contribute. In the context of the small population size and the geographical barriers of coming together faced by the district, the engagement numbers are to be expected and demonstrate a good outcome.

While the low number of responses received during the public feedback phase in regard to the draft District Community Plan may appear disappointing – it is more likely that it reflects a level of agreement from community. Visits to the Your Say page totalled 77 over the feedback period (46 of whom viewed multiple project pages, 48 downloaded the draft Plan and 17 viewed the FAQs). This indicates that people were aware of the feedback period and reviewed the draft Plan but chose not to enter feedback. Their reasons cannot be fully known.

When asked how they experienced the draft Plan in a series of questions about relevance, functionality, look and feel the feedback form results show that 100% of respondents supported the Plan and felt their contributions were represented.

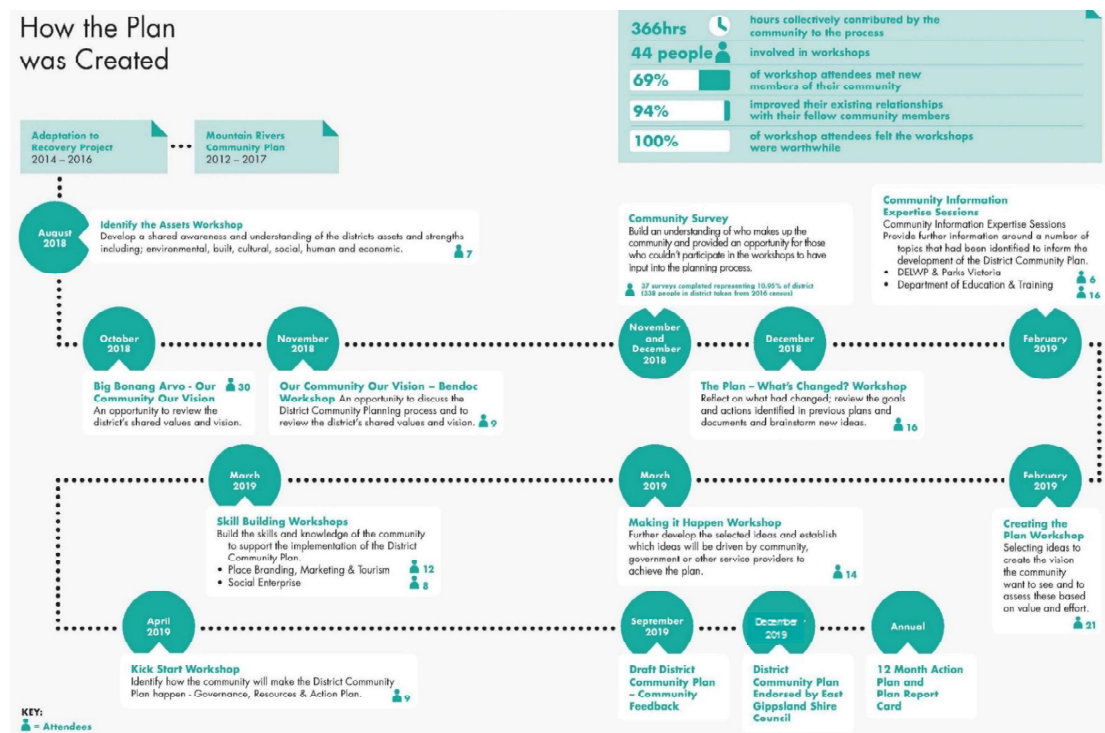
The District Community Representative Group (DCRG) is made up of community group representatives from across the district and has been set up to provide a strong voice for the community, drive the plan and coordinate relationships and activities. Within this role members of the DCRG have played an integral role in motivating their wider community to participate and supported the drafting of the Plan.

The draft Plan feedback has been addressed and the final Errinundra to Snowy District Community Plan 2019 is ready for Council consideration. The strength of the Plan relies on community, council and partner agencies remaining actively engaged through the implementation period.

4. Creation of the Draft Plan

4.1 Timeline and Activities

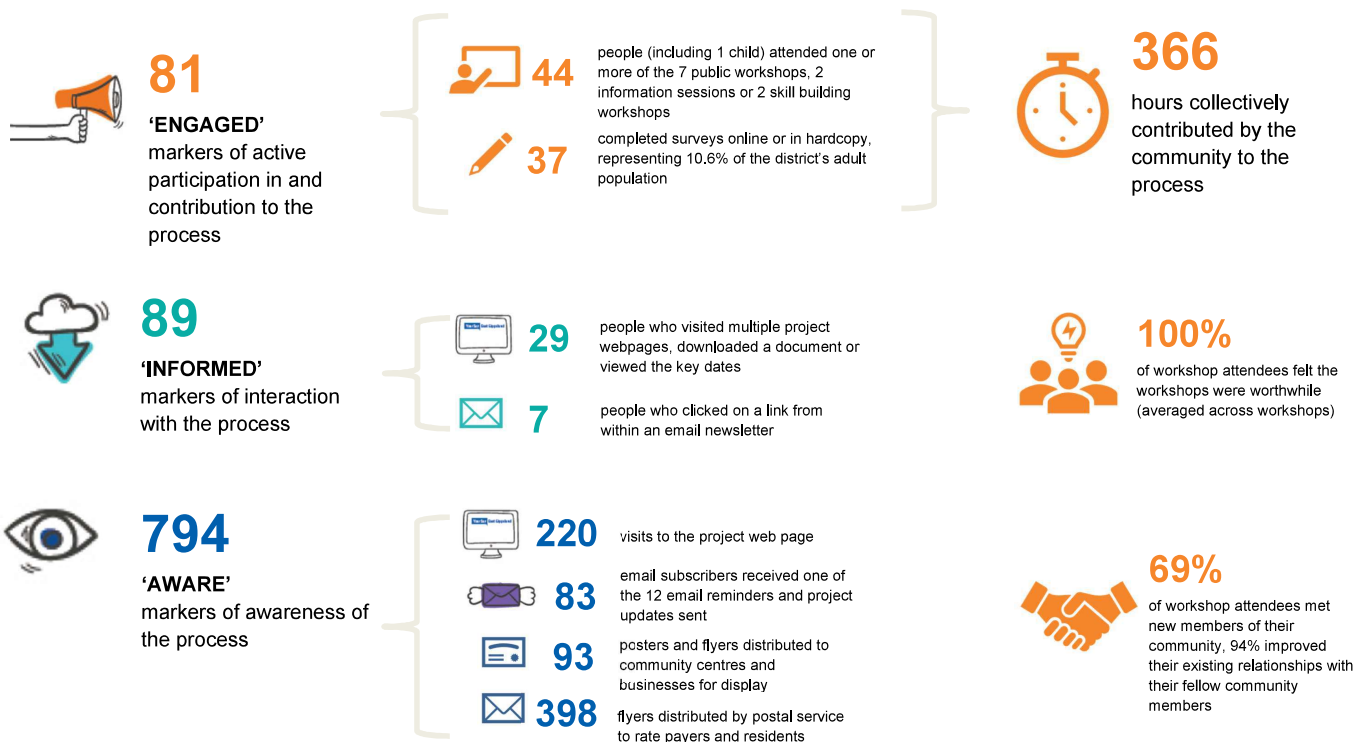
(Extract from the Errinundra to Snowy District Community Plan)



4.2 Stage 1 -4 Engagement Summary

This page summarises and measures the success of the engagement tools used to prepare the draft District Community Plan.

District Population: 338 people

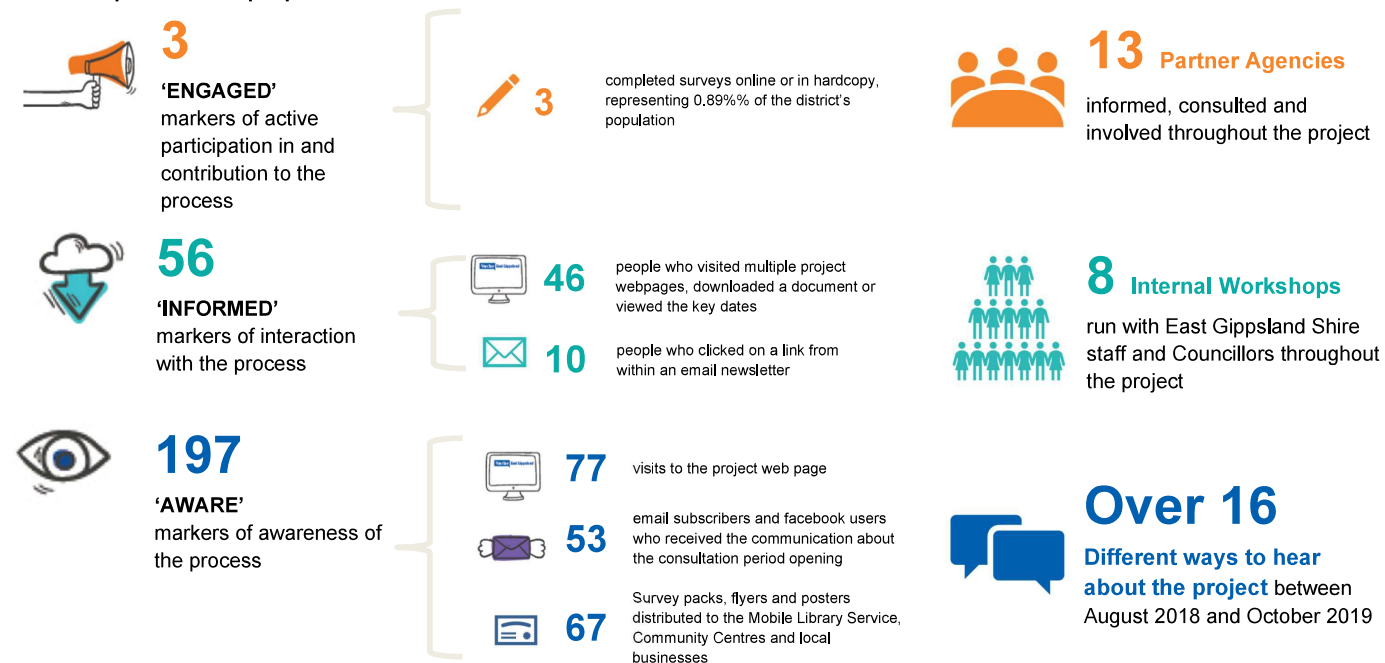


5. Draft Plan Engagement

5.1 Engagement Summary

This page summarises and measures the success of the engagement tools used to get feedback on the draft and finalise the District Community Plan.

District Population: 338 people



5.2 Survey Results - Draft District Community Plan Feedback Form

(Source: Your Say Report)

The Your Say website was opened from 6 September to 4 October and made available in hard copy through the District Neighbourhood houses, Council's Mobile Customer Service Centres and the Library. The total number of responses received were 3 completed surveys. This section provides an overview of responses and Section 5.3 provides specific comments received and proposed Officer response.

Question Asked	Answer (%)		Further Analysis
	Yes	No	
Were you aware that a District Community Plan was being prepared in the district between August 2018 and now?	100	0	For those that answered yes (2): <ul style="list-style-type: none"> • 1 found out by email, • 1 one by word of mouth, and • 1 due to ongoing involvement in community planning in the district.
Did you complete the District Community Survey in November 2018?	33.3	66.7	The person who completed the survey felt their contributions to the survey were reflected in the draft Plan.
Did you attend any of the Community Planning Workshops?	100	0	No comments received
Do you feel the draft Plan accurately captures the process that was used to create the Plan?	100	0	No comments received
Do you feel the draft Plan reflects discussions at the workshops?	100	0	No comments received
Overall, does the draft District Community Plan feel relevant to you and your family?	100	0	No comments received
Is the language used in the document easy to understand?	100	0	See section 5.2
Do you find the document useable/functional?	100	0	No comments received

Question Asked	Answer (%)		Further Analysis
	Yes	No	
Do you like the look and feel of the document?	100	0	No comments received
Where do you live? (Town/Locality/Suburb)	Not enough responses to release this data for privacy reasons.		
What is your age category? (optional)			
Are you a member of a community group within the district?	66.7	33.3	A range of community groups as identified within the Plan were represented by the respondents.

5.3 Comments - Draft District Community Plan Feedback Form

(Source: Your Say Report)

The following comments were made as a part of the survey process.

Question	Comments	Officer Response
Comments on if the draft Plan reflects your contributions (from the Community Survey)	No comments received	
Comments on if the draft Plan captures the process	No comments received	
Comments on if you feel the draft Plan reflects workshop discussions	No comments received	
What could we have done differently to help you find out about the community planning process? (How do you hear about things in your district?)	No comments received	
Comment on relevance of the draft Plan	No comments received	

Question	Comments	Officer Response
Comment on language used in the draft Plan	Shorter sentences always help	Sentences reviewed and shortened where possible.
	Mostly. Some editing needed for consistency and to reflect singular/plural eg 'community' is singular and so is Orbost Regional Health	Grammatical changes made.
Comment on useability/functionality of the draft Plan	I'd like to see a 2-4 page summary of relevant stats and the priority areas and action. Not too many local people would read the entire plan.	<p>"A guide to using this Plan" section has been added at the front of the Plan:</p> <p><i>"The Errinundra to Snowy District Community Plan (the Plan) provides a strategic direction for the people living and working in this community and the agencies that support them. A separate Action Plan will accompany this document and be updated to reflect the achievements and changes that occur over time.</i></p> <p><i>Section 1 introduces community and place planning, the purpose of this community plan and the previous planning work undertaken in this district. It provides details about the timeline of the project, engagement activities and community participation in the journey to develop the Plan. It includes an overview of the process used to develop the Plan and the IDEA model used to support community thinking from ideas to actions.</i></p> <p><i>Section 2 provides a detailed community profile of the people living in this community, drawing on demographic data and the findings from the community survey and community workshops. The history and geographical location of the district is explored, providing the context to the key assets that were mapped in the district. The community profile provides insight into the people that live in the district and what is important to them. Four outcome areas are identified and discussed in detail with the support of data gathered through the process."</i></p> <ol style="list-style-type: none"> 1. Healthy & Sustainable Environments 2. Thriving Economy 3. Safe & Healthy Communities

Question	Comments	Officer Response
		<p>4. Resilient & Connected Communities</p> <p><i>Section 3 focuses on the implementation of the Plan and how this will be undertaken. It does not have specific details about each priority and timeframe, this will be captured in the Action Plan that will be developed by the community and agencies. It will be reviewed and refined regularly to implement this District Community Plan. The future challenges and opportunities for each of the four outcome areas are explored. (see pages 30 to 33). Through the workshops, the community prioritised the 61 ideas from their Ideas Bank (see page 34) to seven ideas that were worthy of further development. These are highlighted and outlined in this section. Described as priority ideas, the role of the community, Council and partner agencies is included for each.</i></p> <p><i>It outlines the formation and role of a District Community Representative Group (DCRG) in monitoring and implementing the Plan."</i></p>
Comment on look and feel of the draft Plan	No comments received	
If you identified any issues with typos/grammar etc please identify by noting the page number and heading of each issue you found	<p>Page 16, first para, last line - 'the' - it's</p> <p>Page 16, Fourth para, 'most unique' should be 'unique'</p> <p>Page 17, third para, fifth line - should be 'closures'</p>	Grammatical changes made.
	<p>page 7. Add mobile phone coverage to dot point re 3G and 4G - any reason why 'community' rather than Tubbut NH in a couple of actions that TNH undertook: Wood getting bees; tourist map? captaincy - not a term used in ES</p>	<p>All grammatical changes made.</p> <p>Page 7 – Text amended to read:</p> <ul style="list-style-type: none"> • "New satellite, 3G and 4G mobile phone coverage and internet in some areas • Health and other agencies continued support of the annual Big Bonang Arvo

Question	Comments	Officer Response
	<p>8. ; should be : (identify assets)</p> <p>11. Community spirit and mateship – needs space between each # other Diversity/tolerance - has stray bracket at end</p> <p>12. Change 'given' to 'due to' Timber industry didn't bring 'large' numbers of people - mostly provided off farm employment. Where people moved to area for jobs they were like fly in/fly out workers. Truer for Goongerah than Bonang and Bendoc re plantations:</p>	<ul style="list-style-type: none"> • <i>Tubbut Neighbourhood House led the creation and distribution of a tourist map of the district and group wood collection working bees</i> <p><i>The community members involved in the development of the Errinundra to Snowy District Community Plan reflected on the things that have stopped them in the past from achieving their outcomes in the community plan. The issues included:</i></p> <ul style="list-style-type: none"> • <i>Lack of follow up by both community and agencies</i> • <i>Lack of community ownership of the plan</i> • <i>Distracted by other priorities and challenges of daily living</i> • <i>Outcomes not identified and no quick wins/small victories</i> • <i>Lack of commitment</i> • <i>Lack of real consultation</i> <p><i>To overcome the issues that have prevented the implementation of previous plans, the community felt it would be important to develop a plan which is clear and outlines the roles and responsibilities of the community and agencies. The community also indicated it would be helpful for a group to lead the District Community Plan through the establishment of the District Community Representative Group and Working Groups. Breaking the plan down into an Annual Action Plan was also identified to make it more achievable and to have an opportunity for small victories to be celebrated along the way."</i></p> <p>Page 12 – Text amended to read: <i>"Forestry was the next major industry which brought large numbers of people to the area for work. Timber saw mills were established in Bendoc, Haydens Bog, Bonang, Goongerah, and Sardine Creek and operated for several decades. At the height of the industry there were 10 mills cutting hardwood timber. The bulk of timber cut was transported to Canberra and Sydney. Today no mills are commercially operational in the district."</i></p>

Question	Comments	Officer Response
	<p>“Strong community campaigns were fought against plans to develop softwood plantations in the Deddick Valley, fought and won at VCAT. It was only the absence of a tribunal that allowed earlier Cabandra and Tubbut plantations to be established.”</p> <p>15. Repetition of '338 people' sentence - once is enough</p> <p>16 the/it's typo</p> <p>17 access to employment at least one person and perhaps others use NBN connection to work remotely from their homes in E-S.</p> <p>18. Econ tourism? (eco tourism) - last resident comment</p> <p>19. 'ORH IS' not 'are' 'community takes' not 'take'. Re health services - add popular take up of dental services and optometry when provided by Royal Flying Doctor Services</p>	<p>Page 12 - Text amended to read in the history section <i>“A large number of privately owned plantations were established in the late 1980s near Tubbut and Bendoc. Some plantations were supported through government tax incentives for investors, which enabled agricultural land to be planted with soft and hard wood. There was community opposition to further plantations proposed for the Deddick Valley. The development of these earlier plantations saw a further decline in the community's population, with farmhouses that once homed families and supported community services, left vacant.”</i> <i>Many of the residents in this community oppose and continue to oppose clear felling of old growth forests.</i></p> <p>Repeated wording deleted</p> <p>Typo corrected</p> <p>Page 17 - Text added <i>“Some community members use the NBN satellite access at their homes to work remote.”</i></p> <p>Page 18 - Resident comment has been left as is, as that was the individual's choice of words and making a change may change their original intent.</p> <p>Page 19 - Changes made and text amended to read: <i>“The Big Bonang Arvo is well attended and receives very positive feedback. In 2018, 90% of attendees highly rated the health & welfare advice and 70% highly rated the social contact with locals. Following strong interest at the event, the Royal Flying Doctor increased the number of visiting dental and optometry services. The community would like to extend all visiting services outside of a yearly event and are interested in</i></p>

Question	Comments	Officer Response
		<i>accessing private rooms and reliable internet connections in existing buildings to facilitate this. This would improve continuity of care. Orbost Regional Health is currently leading a review of the current health services provided across the district."</i>
	20. Is Bendoc really funded only 10 hours?	Page 20 – Changed to 15 hours.
	21. Waste - trailers are actually not locked and residents don't have keys	Page 21 – Text amended to read <i>"Waste Transfer Stations are located in Bendoc and Bonang. These stations operate on a pay as you go system and are open nine hours across three days of the week. This service is contracted out, providing local employment opportunities. The Deddick, Dellicknora, Tubbut, and Goongerah communities are serviced with split trailers offering waste and recycling services. This service is contracted out to a district-based contractor and is funded through an annual rural waste charge."</i>
	22. Worth adding total lack of public transport though Bendoc has a community bus - so total reliance on privately owned vehicles (not everyone drives) Social reliance - opportunities HAVE declined	Page 22 – Text amended to read <i>"For the people living in the district, their way of life, health and livelihood relies on roads that are safe and usable. There is no public transport within the district. Bendoc Neighbourhood House provides the only community bus and organises shopping and regular trips. Roads are the lifeblood of this community; they connect people to their places of work, schools, businesses, friends and family. The provision of a safe road network is an essential part of any community's infrastructure. These remote communities are highly mobile due to their geographical location to undertake their daily living."</i>
	24. Goongerah also has a community FB page - not public, available only to members. Correct, clear second sentence in telecomms para	Page 24 - Text amended to read <i>"Both the Tubbut and Bendoc Neighbourhood Houses have Facebook pages to keep the community informed about upcoming events. Goongerah has a private Facebook group which community members access."</i>

Question	Comments	Officer Response
		<p>Telecommunications</p> <p><i>Reliable mobile phone reception continues to be an issue for people living and visiting the district. Although mobile phone services were upgraded in 2018 across Tubbut, Bonang and Cabanandra there remain a number of black spots across the district. Many residents still do not have mobile phone access. The ongoing issue of communication was identified in the survey as a significant number of respondents didn't agree that they had access to information to prepare for and manage an unexpected event."</i></p> <p>Number of meetings changed to reflect actual number</p> <p>Typographical change made Changed 3UA to U3A.</p>
Further comments (If you have anything else you would like to add, please do so here)	<p>25. DVICG - more like 4 plus meetings/year</p> <p>26. Bendoc idea U3A</p> <p>Re Timber industry - Page 29 It is not controversial to say that many people in our district have not supported the wholesale clear felling of our old growth forests it is also true to say that most residents were opposed to the managed investment scheme (Tax minimisation) Plantations. All agencies involved (eg: shire, DEWLP, RRV) have deferred to these schemes when dollars were vaguely promised. Instead it will cost us all heaps!</p>	<p>This section refers to future challenges and opportunities. An infographic has been added to this page with the following information:</p> <p>The Opportunity</p> <p><i>Nature Based Tourism</i></p> <p>Top Challenges</p> <ol style="list-style-type: none"> 1. <i>Climate Change & Environmental Sustainability – including Natural Disasters/Events, Water Security</i> 2. <i>Service Access & Population Decline – including Ageing Population, Unemployment, Isolation</i> 3. <i>Road Infrastructure & Plantation Forestry (Community survey, 2018)</i> <p>A sentence has also been added "When asked in the community survey about the districts future opportunities, respondents only identified Nature Based Tourism."</p>

Question	Comments	Officer Response
		<p>On Page 12 the following sentence has been added:</p> <p><i>Many of the residents in this community oppose and continue to oppose clear felling of old growth forests.</i></p>

5.4 Agency Feedback on the Draft Plan

The following comments were made by partner agencies

Agency	Comment	Officer Response
Department of Land, Environment, Water and Planning (DELWP)	Throughout – references to fire related activities undertaken by DELWP should note Forest Fire Management Victoria	References to Forest Fire Management have been checked and changed where needed.
Department of Health and Human Services (DHHS)	Page 20 - Provided guidance around the number of hours at Bendoc Neighbourhood House (stated as 10 but actually 15) and wording about how these hours are funded.	Changes made.
East Gippsland Shire Council	<p>Add ABS to key terms and alphabetise the list.</p> <p>Goals should be referred to as Outcomes throughout document.</p> <p>Page 28 text changed to read: Outcomes & Priorities This section outlines the four outcomes the Errinundra to Snowy community wants to achieve and their priority ideas. A separate Annual Action Plan accompanies this District Community Plan and will be reviewed and updated regularly.</p> <p>Determining the Outcomes A total of 61 ideas were harvested from the workshops, previous community plan and community survey to create an Ideas Banks for the community to draw upon (See page 34). The ideas were then refined to 18 interesting ideas. Work was done to define what each idea meant to the community which was used to group the interesting ideas into the four outcome areas: Healthy & Sustainable Environments, Thriving Economy, Safe & Healthy Communities, Resilient & Connected Communities.</p> <p>The community then identified the priorities that they would concentrate their energy and resources on the first 12 months, from these interesting ideas. The amount of time, resources, skills, and availability were considered to ensure energy for existing group activities was retained.</p> <p>*(priority projects are represented with a star)</p>	Changes made.

Agency	Comment	Officer Response
	<p>Working Together: Roles & Responsibilities</p> <p>Not all ideas can be delivered by community, many ideas need the support of agencies (i.e. government land managers) and services (i.e. health providers). Each of the priority ideas have the roles and responsibilities identified:</p> <ul style="list-style-type: none"> • Where community can do it themselves; • Where Community and agencies work together providing support, funding, resources or advocacy; • Where agencies take the lead, keeping community informed about the when and how. <p>The remaining ideas were not chosen for work in the first 12 months of 2020/2021. At the end of this period the DCRG will review the Annual Action Plan and decide whether to continue with the priority projects they are working on, or introduce additional projects from the interesting ideas already defined or the Ideas Bank.</p>	

6. One Place One Plan Project Engagement Activities

6.1 Detailed Description of all Project Engagement Activities

This section documents each engagement activity undertaken for the duration of the project. As can be seen, a wide range of digital and hardcopy communication channels were used to publicise the project activities and seek feedback on the draft Plan. A series of face-to-face workshops, briefing meetings and surveys were run to gather input from community, agencies and council departments.

Engagement Tool	Total No.	Date	Success measures
Direct mail	398	8 November 2018	<ul style="list-style-type: none"> Difficult to measure reach or success with hard copy engagement tools
Have Your Say Shire ad	7	Lakes Post / Snowy River Mail (Wednesdays) 11 September 2019 18 September 2019 25 September 2019 2 October 2019	Circulation: <ul style="list-style-type: none"> Lakes Post: 2,976 Snowy River Mail: 1,666 Advertiser: 13,256
		Bairnsdale Advertiser (Fridays) 13 September 2019 20 September 2019 27 September 2019	
Media releases	6	16 October 2018 – Community Workshops 22 October 2018 – One Place One Plan call for participation 14 November 2018 – Community Survey 3 January 2019 – Jan Smith transformation guest speaker 5 February 2019 – Expert speaker panels 4 September 2019 – Draft Plan open for comment	Distributed to media channels - Circulation: <ul style="list-style-type: none"> Lakes Post: 2,976 Snowy River Mail: 1,666 Advertiser: 13,256 Published on council's media page

Engagement Tool	Total No.	Date	Success measures
Meetings and communication with key stakeholders (External)	1	<p>2 April 2019 – Briefing on outcomes of Place Planning Projects in EG (Partner agencies)</p> <p>In addition to various meetings, email updates and communications, and phone conversations with a variety of partner agency stakeholders including government and health service organisations.</p>	<p>Partner agencies:</p> <ul style="list-style-type: none"> • Department of Health and Human Services (DHHS) • Department of Environment Land Water and Planning (DELWP) • Department of Education and Training (DET) • Parks Victoria • Orbst Regional Health (ORH) • East Gippsland Catchment Management Authority (EGCMA) • Moogji Aboriginal Council East Gippsland • Delegate Primary School • Landcare Far East Gippsland • Country Fire Authority (CFA) • Regional Roads Victoria (RRV) • Gippsland Ports • Victoria Police
Meetings and communication with key stakeholders (Internal)	8	<p>30 October 2018 – Place-Based Planning Workshop (Staff)</p> <p>13 December 2019 – Place Planning and Coordination (Leadership Group)</p> <p>14 December 2019 - Place Planning (Staff)</p> <p>21 May 2019 – Place Branding (Staff)</p> <p>3 September 2019 – Councillor Briefing</p> <p>11 September 2019 – District Community Plans (Staff)</p> <p>12 September 2019 - District Community Plans (Staff)</p> <p>17 September 2019 – Councillor Workshop</p> <p>In addition to various meetings, email updates and communications, and phone conversations.</p>	<p>Internal workshops facilitate cross-departmental collaboration and allow the Community Planning team to share learnings and get feedback on the process and Plan.</p>

Engagement Tool	Total No.	Date	Success measures
Meetings with Community Groups	5	15 May 2019 19 June 2019 17 July 2019 21 August 2019 18 September 2019	<ul style="list-style-type: none"> District Community Representative Group - between 5-9 people in attendance at each meeting, 9 hardcopy plans taken in September. Representatives from the following local community groups have a standing invitation (* indicates a member of the committee has attended): <ul style="list-style-type: none"> GECO Mt Delegate CFA* Bonang Hall* Deddick Valley Isolated Communities Group* Tubbut Hall* Delegate Progress Association Cross Border Sub-Committee* Borderliners* Goongerah Hall* Goongerah Landcare* Bendoc Hall* Bendoc Progress Association* Bendoc SES Friends of Errinundra* Road Safety Working Group* Improved Services Working Group* Nature based tourism Working Group* Bendoc Fishing Club

Engagement Tool	Total No.	Date	Success measures
Community Workshops	11	30 August 2018 - Identify the Assets 31 October 2018 –Our Community Our Vision (Big Bonang Arvo) 1 November 2018 - Our Community Our Vision (Bendoc) 12 December 2018 – The Plan – What's Changed? 13 February 2019 – DELWP & Parks Victoria Information Session 19 February 2019 – Department of Education and Training Information Session 20 February 2019 – Creating the Plan 6 March 2019 – Making it Happen 14 March 2019 – Social Enterprise (Skill Building) 20 March 2019 – Place Branding, Marketing & Tourism (Skill Building) 7 April 2019 - Kick Start	<ul style="list-style-type: none"> 44 People (including 1 child) attended one or more of the community planning workshops which included <ul style="list-style-type: none"> 7 District Community Plan workshops 2 information workshops 2 skill building workshops
@eastgippsysire Facebook	14	Facebook Posts: 16 October 2018 22 October 2018 (1 like, 1 comment) 28 October 2018 (1 like, 1 share) 14 November 2018 10 December 2018 (1 love, 1 like) 7 February 2019 (1 like) 10 September 2019 (2 likes) 3 October 2019 (2 likes) Facebook Events: 13 February 2019 19 February 2019 (1 response) 20 February 2019 (1 response) 6 March 2019 (1 response) 20 March 2019 (1 response) 7 April 2019	<ul style="list-style-type: none"> Facebook Page Likes: 2188 Facebook Page Follow: 2361

Engagement Tool	Total No.	Date	Success measures
Community Newsletters	12	2 November 2018 – Facebook Post (6 likes, 2 shares) November 2018 6 December 2018 (3 likes, 2 shares) 12 December 2018 – Facebook Post (6 likes, 2 comments, 2 shares) 13 December 2019 – Facebook Post (2 likes, 3 shares) December 2018 January 2019 February 2019 (x2) 3 March 2019 – Facebook Post 3 April 2019 – Facebook Post (2 likes) September 2019 12 September 2019 – Facebook Post (2 likes, 1 share)	<ul style="list-style-type: none"> • Tubbut Tattler distribution (digital and hardcopy): 189 • Facebook Page Likes: 253 • Facebook Page Followers: 261
	4	Newsletter November 2018 Newsletter December 2018 17 September 2019 – Facebook Post Newsletter September 2019	<ul style="list-style-type: none"> • Bendoc Wheel distribution (digital and hardcopy): 230 • Facebook Page Likes: 41 • Facebook Page Followers: 42
Email newsletters Errinundra to Snowy Connect (Source: Mailchimp Report)	3	23 October 2018 - Spring Connect	<ul style="list-style-type: none"> • 13 recipients • 6 opened (46.2%) • 1 click (7.7%)
		2 November 2019 – Community Survey	<ul style="list-style-type: none"> • 14 recipients • 5 opened (35.7%) • 4 clicks (28.6%)
		9 September 2019 – Draft Plan open for comment	<ul style="list-style-type: none"> • 46 recipients • 25 opened (55.6%) • 10 clicks (22.2%)

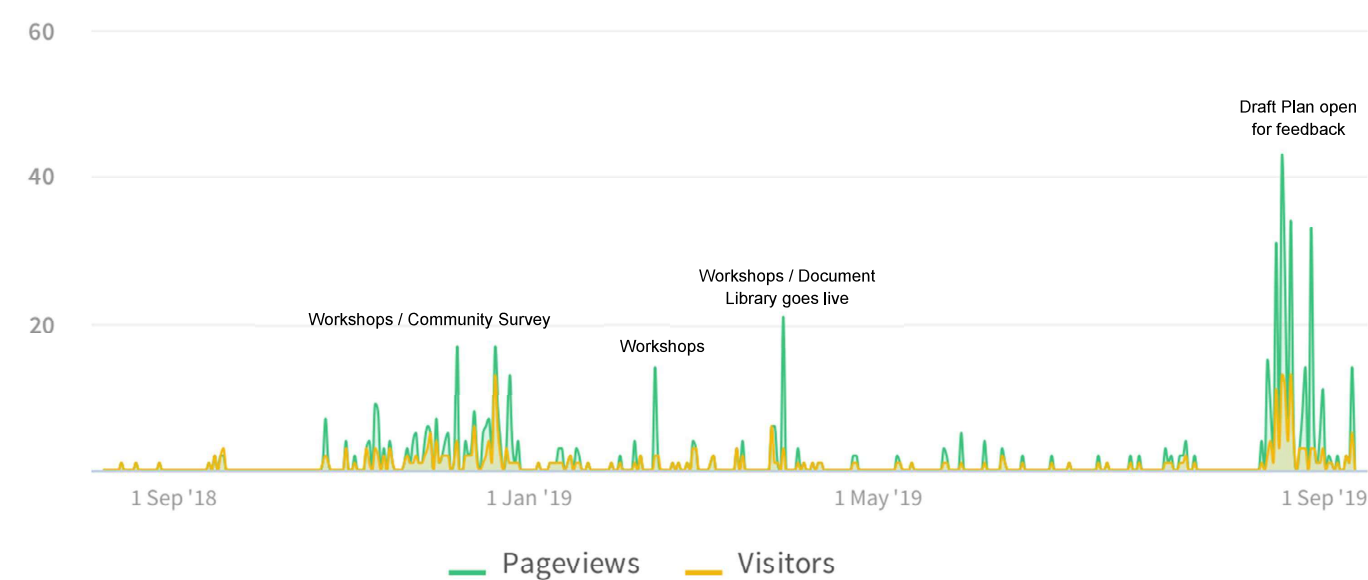
Engagement Tool	Total No.	Date	Success measures
Emails to project subscriber group	8	17 October 2018 – Thank you (Asset Mapping Workshop) 5 November 2018 – Community Survey 20 November 2018 – Email to absentee ratepayers (Survey) 25 January 2019 – Workshop reminder 18 February 2019 – Workshop reminder 28 February 2019 – Workshop reminder 18 March 2019 – Workshop reminder 1 May 2019 – Thank you (Next Steps)	<ul style="list-style-type: none"> Up to 32 recipients
Hardcopy displays	9	6 September – 4 October 2019 <ul style="list-style-type: none"> Duration of consultation period - documents issued to all Customer Service Centres 31 hardcopy plans supplied to Mobile Library, Bendoc and Tubbut Neighbourhood Houses 	<ul style="list-style-type: none"> Difficult to measure reach or success with hard copy engagement tools
Your Say East Gippsland web page yoursay.eastgippsland.vic.gov.au/errinundrasnowy-plan (Source: Your Say Report)	1	Live from May 2018 (ongoing at time of writing)	<ul style="list-style-type: none"> 367 visits 236 participants visited at least one page 59 participants viewed multiple project pages on Your Say
Survey Monkey – Community Survey (Source: Your Say Report)	1	Open 1 November 2018 – 31 January 2019	<ul style="list-style-type: none"> 37 completed surveys (10.95% of district adult population).
Your Say Survey – Draft District Community Plan Feedback Form (Source: Your Say Report)	1	Open 6 September – 4 October 2019	<ul style="list-style-type: none"> 3 completed surveys (0.89% of district population).

Engagement Tool	Total No.	Date	Success measures
Frequently Asked Questions (FAQs) (Source: Your Say Report)	11	Live from 6 September 2019	<ul style="list-style-type: none"> • 17 views
Your Say Document library (Source: Your Say Report)	9	Live from March 2019	<ul style="list-style-type: none"> • 48 participants downloaded/viewed the draft District Community Plan • A total of 97 downloads of the 9 documents in the library

VISITORS TO YOUR SAY WEB PAGE

The below graph shows the number of visitors to the Errinundra to Snowy Your Say web page on a daily basis, in correlation with engagement activities. (Source: Your Say Report)

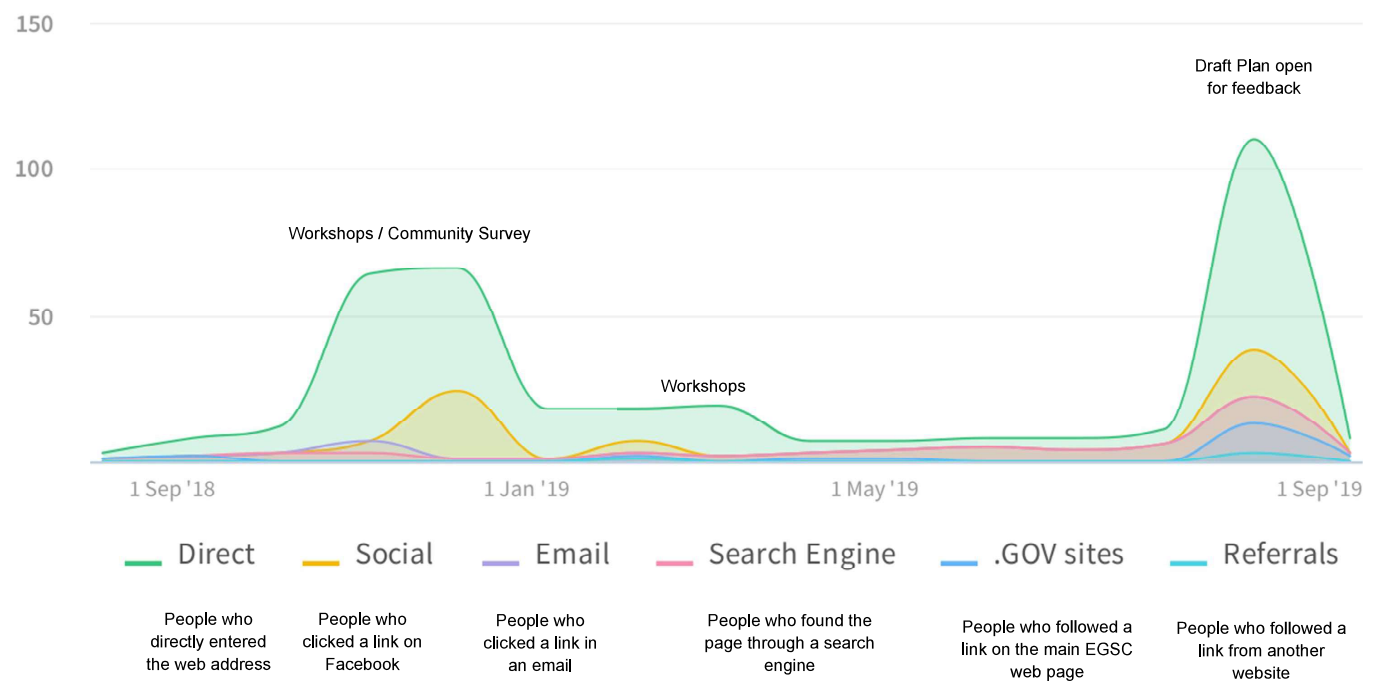
Your Say East Gippsland from 01 Aug'18 to 04 Oct'19



TRAFFIC TO YOUR SAY WEB PAGE

The below graph shows how visitors got to the Errinundra to Snowy Your Say web page on a monthly basis, in correlation with engagement activities. (Source: Your Say Report)

Your Say East Gippsland from 01 Aug'18 to 04 Oct'19



Contact us

Telephone

Residents' Information Line: 1300 555 886 (business hours)

Citizen Service Centre: (03) 5153 9500 (business hours)

National Relay Service: 133 677

Post

East Gippsland Shire Council, PO Box 1618

Bairnsdale 3875 Australia

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Cann River Community Centre -

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One Place One Plan Engagement Report

The development of the Cann Valley District Community Plan 2019

October 2019



One Place One Plan Engagement Report: Cann Valley District, October 2019

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1. Executive Summary

The purpose of this report is to provide detailed information about the structured community engagement undertaken in Cann Valley District from August 2018 to October 2019, to develop a District Community Plan. An overview of the One Place One Plan project is detailed in Section 2. In Section 3 the engagement methodology and outcomes are discussed.

Section 3.1 *Methodology* introduces the three stages of engagement activity:

- Stage 1 - Creation of the Draft District Community Plan and Building Capacity of the Community to Implement the Plan
- Stage 2 - Draft District Community Plan
- Stage 3 - District Community Plan & Engagement Report

Section 3.2 *Outcomes Summary* evaluates the success of the engagement activities in the district and identifies lessons learnt about consulting and engaging with this district.

Overall, the Stage 1 process has delivered improved relationships and understanding of issues, communication systems and community group networks in this district. The focus has been on building the capacity of community to work together and with council and other agencies. A good response rate of 5.3% of the district population was received through the public comment stage on the draft Plan, with the data illustrating significant interest in the draft Plan. In light of the extensive and well attended Stage 1 activities, the sound response rate and the nature of the responses received, it is appropriate to consider Stage 2 as successfully engaging with this community. Constructive feedback received through the process has led to improvements in the final Plan for Council consideration.

Section 4 presents the detailed data overview for Stage 1 engagement.

Section 5 presents the detailed data overview of Stage 2 engagement. The draft Plan feedback results, including officer responses to comments received from the community and agencies and the resulting changes made to the Plan are outlined for your consideration.

Section 6 is an extensive listing of every engagement activity undertaken for the duration of the One Place One Plan project. The Communication channels, dates and reach of each activity to publicise the project, create the draft Plan and seek feedback on the draft Plan is included.

2. Background

2.1 Community Planning in the District

The remote Cann Valley District is home to a population of 376 people. Cann Valley is a community that has not previously had a community plan. Prior to commencement of the One Place One Plan project, council officers from various departments have worked with the community on the Cann River streetscape in partnership with Regional Roads Victoria. This work has facilitated the development of relationships within the community.

The One Place One Plan project has involved council officers working in partnership with the community of the Cann Valley District to agree and document their shared vision, values and outcomes they want to achieve for the community into the District Community Plan format. This place-based planning approach is a major initiative of the East Gippsland Shire Council Plan 2017 - 2021.

2.2 Overview of the One Place One Plan Project

Funding from the Federal Government's Building Better Regions Fund (BBRF) received for the One Place One Plan Project provided council with the resources to work closely with the community over the last 12 months to create a District Community Plan for this remote community.

Through a community survey and a series of workshops, the community has reflected on how their place is now and what they would like to see in the future. The process has focussed on creating and strengthening connections between Council, Council officers, and the community.

Using an asset-based community development approach which works from the strengths of the community, the projects aim was to increase community members, Council officers and partner agencies knowledge and understanding of:

- The people who live in the three trial districts, and their needs
- The vision the communities have for themselves and what they value
- How the communities currently operate and support services
- The assets, resources and strengths available in the communities
- The top priorities the communities want to work on over the next five years
- The roles and responsibilities of community, Council, and partner agencies in making each District Community Plan happen
- An Ideas Bank, that each community can draw on throughout the life of their District Community Plan

The District Community Plan 2019 is an important outcome of the project which documents the benefits of running such an intensive period of public consultation and engagement within the district. These benefits include:

- building and strengthening relationships between East Gippsland Shire Council (council) and community,
- building the capacity of community to come together and work together effectively to set shared goals and advocate with a united voice,
- improve the understanding of place-based issues within the district across council departments,
- improve council's understanding of the best channels to use to communicate with the people in the district.

3. Engagement Overview

3.1 Methodology

In accordance with the IAP2 Public Participation Spectrum, and Councils Community Engagement Policy 2017, engagement occurred at key points in the One Place One Plan project.

Stage 1: Creation of the Draft District Community Plan and building capacity of the community to implement the Plan

The engagement in the activities in this stage of the project are described and summarised in Section 4 of this document - "Creation of the Draft Plan".

- Community Survey: Involve
- Community Workshops: Empower
- School Workshops: Empower
- Community Information Sessions: Inform
- Skill Building Workshops: Collaborate

Stage 2: Draft District Community Plan: Consult

The method of engagement used to gain public feedback on the draft plan are summarised in Section 5 "Draft Plan Engagement". This stage was designed to check-in with community that the process and outcomes of Stage 1 had been captured properly in the Plan, prior to finalisation of the document.

Stage 3: District Community Plan & Engagement Report: Inform

Once released, this report comprises Stage 3 of the project's engagement activities. Section 6 of this Report details all engagement activities undertaken throughout the duration of the One Place One Plan project.

Each engagement approach is defined by the following classifications.

- **Inform:** *to provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.*
- **Consult:** *to obtain public feedback an analysis, alternatives and/or decision.*
- **Collaborate:** *To partner with the public in each aspect of the decision including the development of alternatives as the identification of the preferred solution.*
- **Involve:** *to work directly with the public throughout the process to ensure the public issues and concerns are consistently understood and considered.*
- **Empower:** *To place the final decision making in the hands of the public.*

The purpose of the Public Participation Core Values is to help make better decisions which reflect the interests and concerns of potentially affected people and entities. The Core Values for the practice of public participation that relate to this project are:

Public participation:

✓	Is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
✓	Includes the promise that the public's contribution will influence the decision.
✓	Promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
✓	Seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
✓	Seeks input from participants in designing how they participate.
✓	Provides participants with the information they need to participate in a meaningful way.
✓	Communicates to participants how their input affected the decision.

3.2 Outcomes Summary

A significant challenge to engaging with the Cann Valley District was finding a time of day that suited most people. Split sessions were tested early in the process (lunchtime and evening sessions) however numbers did not support running two separate sessions. As the evening sessions tended to be larger and allowed for working residents participation, this session time was maintained. Given the time of day workshops were held and length of the workshops, providing a meal for attendees assisted them to fit the workshops into their day.

As this was the first community plan for the district there was also some confusion and distrust of the process. Processes like community planning can feel slow and overly bureaucratic which is understandably frustrating for many. Communicating respectfully and being open to new processes and ways of working, and to working with agency partners like council, are learnt skills that are achieved by seeing benefit. It is now important to demonstrate to the Cann Valley community that their time was well spent by ensuring implementation of the Plan cements the function of the process to deliver good outcomes and build community capacity.

The Cann River P-12 school was supportive of the community planning process, with sessions run concurrently with the senior students. This was an effective way to involve the young people in the district. The younger children's voices are missing from the Plan, aside from the one child who came to a few workshops with their parent, and those voiced through the community survey. When young people participated in the community workshops, there was a measured shift in the way the community members behaved and inclusion of this groups needs into the decisions made around the community plan. Additionally, bringing the adults and young together in the same place improved the understanding of each other's needs.

The Jinga (the Cann River P12 school has a newsletter) is valued and received by many households in the community, not just those with children in the school, and was a great way to advertise the workshops and survey. The best channels to reach people were the Jinga, email, and notices at the Cann Valley Bush Nursing Centre and Cann River Community Centre. Once people had attended an event they were given the option to sign up for regular email updates via the Place Connect database. This means of contact also became an important way to keep people updated on project activities, however relied on finding an initial way to get people interested in the process.

The Your Say East Gippsland web page was integral to providing easy access to information about the process and the surveys, however without a council Customer Service centre within the district, the Cann Valley Bush Nursing Centre and Cann River Community Centre (Council Outreach Service) were important partners. Both organisations provided meeting spaces for the workshops in addition to the Cann River Public Hall and were collection points for hardcopy documents and surveys.

Overall, the One Place One Plan engagement process has proven successful. Given this was the community's first involvement in community planning, working together and being inclusive of each others ideas was difficult at first, as reflected in some of the feedback received on the draft Plan. By the end of the planning process, the workshop attendees were working through difficult conversations in a respectful manner. A total of 48 people attended the workshops and this group worked hard to incorporate the feedback of the 59 survey responses into the District Community Plan outcomes and priorities. This gave those unable to be in the room for the workshops an opportunity to contribute. This was important given many of the younger and working families struggle to commit the time required to attend workshops, or prefer to be involved in a different way such as online engagement, which the survey provided. As the first community survey of its type to be delivered through a community planning process, the format chosen proved confusing and laborious to complete. This was an important learning and changes will be made to future surveys to ensure the issues experienced are not repeated.

The Cann Valley draft District Community Plan received a good amount of feedback at Stage 2 – equal to 5.3% of the population commented. While a survey response of 10-20% is usually considered to be representative, participation in reviewing a draft Plan requires a particular interest level that is only found in those community members most engaged, connected or impacted by the issue/project and with a detail-oriented skillset. Visits to the Your Say page totalled 112 over the feedback period (59 of whom viewed multiple project pages and 63 downloaded the draft Plan). This indicates that many more people knew about the feedback period and downloaded the Plan to review than chose to enter feedback via survey. Their reasons cannot be fully known.

When asked about their experience of the draft Plan in a series of questions, a majority of respondents agreed that it was relevant (85%), functional (84.2%), had a likeable look and feel (84.2%) and used language that was understandable (94.7%). Of those that did the survey and attended workshops (75% and 69.2% respectively) felt their contributions were represented. These lower percentages demonstrate the difficulty of representing a wide range of opinions and passions.

A small number of negative comments were received however, most of the feedback was constructive or positive as can be seen in the comments section of this report. There were some people who did not appreciate the process or find value in it. This is to be expected but it is hoped that as council continues to work with the community into the future some of these issues can be addressed.

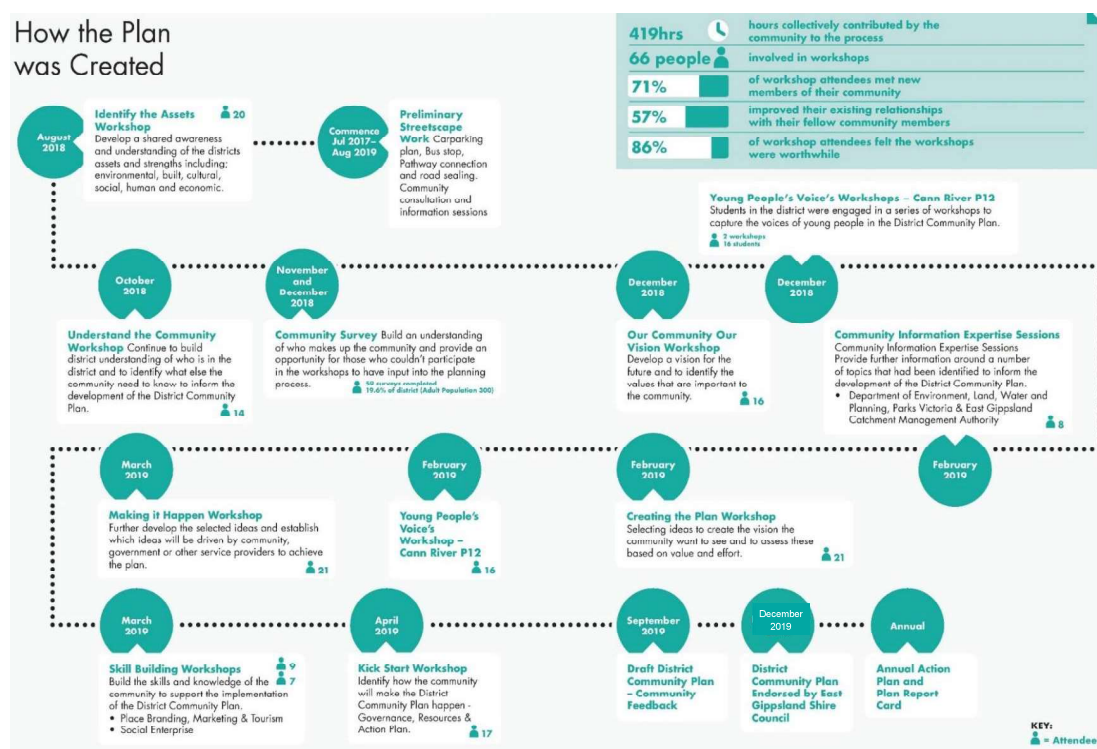
The District Community Representative Group (DCRG) is made up of community group representatives from across the district and has been set up to provide a strong voice for the community, drive the plan and coordinate relationships and activities. Within this role members of the DCRG have played an integral role in motivating their wider community to participate and supported the drafting of the Plan.

The stage 2 feedback has been addressed and the final Cann Valley District Community Plan 2019 is ready for Council consideration. The strength of the Plan relies on both community, council and partner agencies remaining actively engaged through the implementation period.

4. Creation of the Draft Plan

4.1 Timeline and Activities

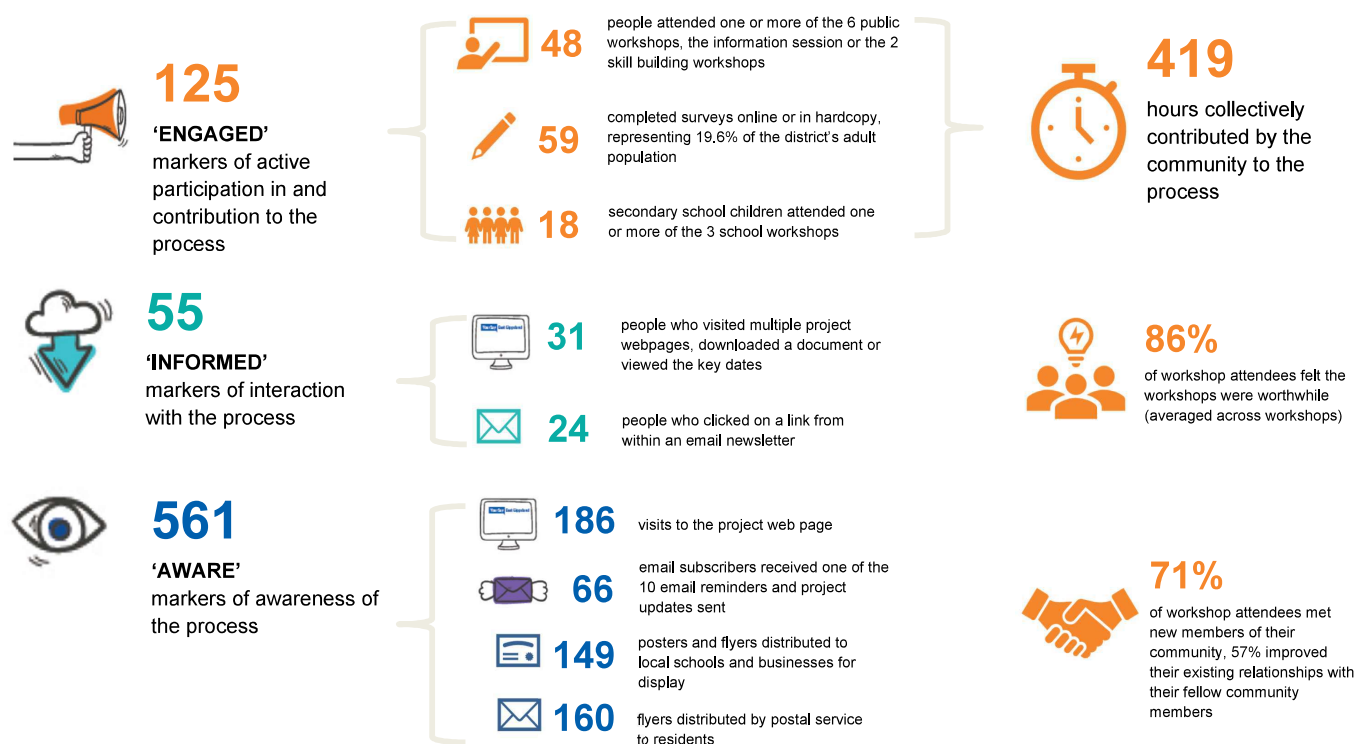
(Extract from the Cann Valley District Community Plan, (p.8-9)



4.2 Stage 1-4 Engagement Summary

This page summarises and measures the success of the engagement tools used to gauge feedback on the draft and finalise the District Community Plan.

District Population: 376

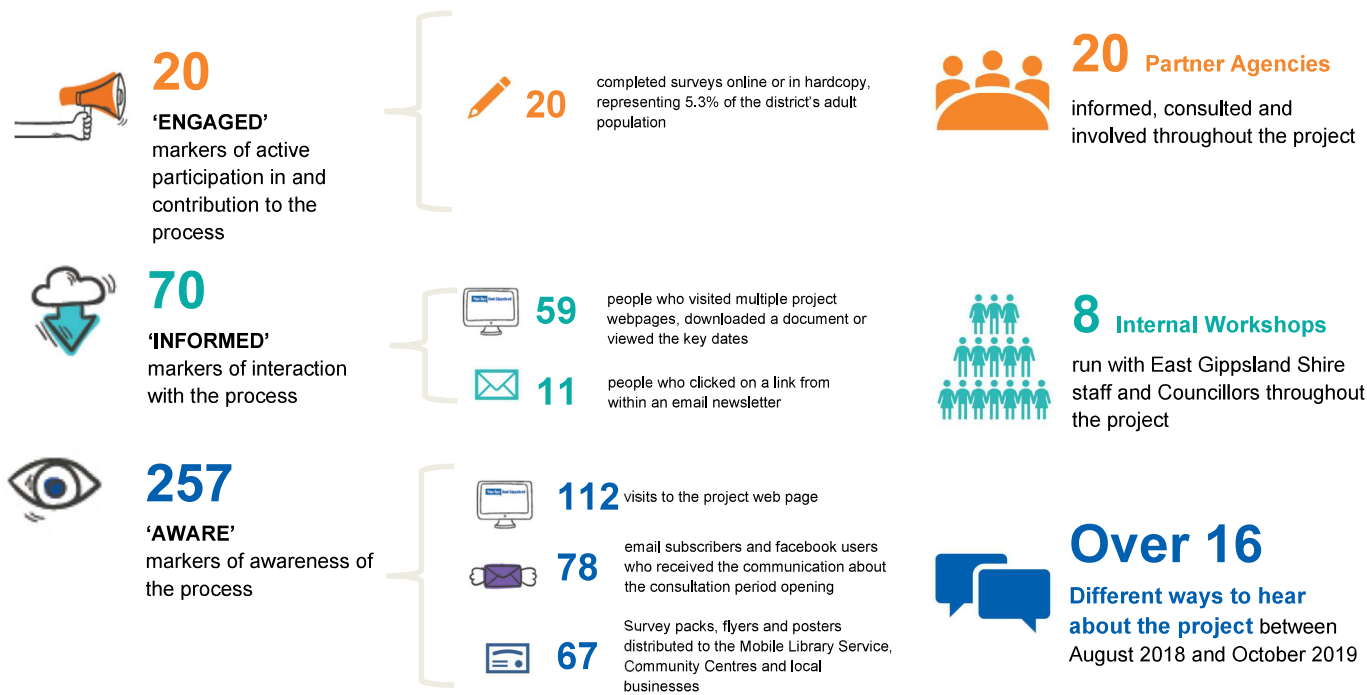


5. Draft Plan Engagement

5.1 Engagement Summary

This page summarises the engagement that was undertaken to get feedback on the Draft Plan document.

District Population: 376 people



5.2 Survey Results - Draft District Community Plan Feedback Form

The Your Say website was opened from 6 September to 4 October 2019, and made available in hard copy through the District Neighbourhood houses, Council's Mobile Customer Service Centres and the Library. The total number of responses received were 20 completed surveys. This section provides an overview of responses and Section 5.3 provides specific comments received and proposed Officer responses. [\(Source: Your Say Report\)](#)

Question Asked	Answer (%)		Further Analysis
	Yes	No	
Were you aware that a District Community Plan was being prepared in the district between August 2018 and now?	100	0	For those that answered 'yes' (20): <ul style="list-style-type: none"> • 3 found out on Facebook • 3 via email, • 2 saw a poster, • 2 saw a flyer • 5 by word of mouth/through the Cann River Community Centre • 4 through direct contact with shire officers (including through the school sessions) • 1 via the Cann Valley Bush Nursing Centre
Did you complete the District Community Survey in November 2018?	65	35	For those that answered 'yes' (13): <ul style="list-style-type: none"> • 9 felt the draft Plan reflected their contributions to the survey, 3 did not, 1 did not answer. See Section 5.2 for comments.
Did you attend any of the Community Planning Workshops?	70	30	No comments received
Do you feel the draft Plan accurately captures the process that was used to create the Plan?	76.9	23.1	See Section 5.2. No comments received
Do you feel the draft Plan reflects discussions at the workshops?	69.2	30.8	
Overall, does the draft District Community Plan feel relevant to you and your family?	85	15	

Question Asked	Answer (%)		Further Analysis
	Yes	No	
Is the language used in the document easy to understand?	94.7	5.3	
Do you find the document useable/functional?	84.2	15.8	
Do you like the look and feel of the document?	84.2	15.8	
Are you a member of a community group within the district?	65	35	A range of community groups as identified within the Plan were represented by the respondents.

Question Asked	Cann River (%)	Noorinbee (%)	Tonghi Creek (%)
Where do you live? (Town/Locality/Suburb)	65	20	10

Question Asked	Under 12 (%)	13-24 (%)	25-60 (%)	60+ (%)
What is your age category?	5.9	11.8	52.9	29.4

5.3 Comments - Draft District Community Plan Feedback Form

(Source: Your Say Report)

The following comments were made as a part of the survey process.

Question	Comments	Officer Response
Comments on if the draft Plan reflects your contributions (from the Community Survey)	yes it does	Response noted.
	During the holiday period the town is particularly busy. This time highlights the inadequacy of the public toilets, Mick Baum park and the Community Centre.	<p>Additional wording as below has been added to Outcomes 4.4 and 4.5 to ensure this is adequately captured.</p> <ul style="list-style-type: none"> • <i>Redevelop the park so that it is multi-functional and can meet the needs of residents and visitors. The park is a central location within the town that is used for a variety of purposes and events.</i> • <i>Renew and upgrade the equipment in the park to cater to the needs of teenagers. Suggestions include:</i> <ul style="list-style-type: none"> ○ <i>More seating and shade for people throughout the space</i> ○ <i>Better skating facilities (the existing skate park is rusty, too small, not designed for bikes which most of the local teenagers ride) and is mainly used by visitors rather than locals as a result.</i> ○ <i>A basketball court, web climbing frame and fitness stations</i> • <i>Renew and upgrade the public toilet facilities in the township to cope better with peak periods. These facilities are the most used within the shire.</i>
	survey was hard to understand & fill in, i don't really know what it was asking.	The community survey used as part of this project resulted in many learnings for the community planning team which will be applied to ensure future surveys are a more user-friendly experience. We appreciate the patience of all who took the time to complete it, despite there being issues.
	Survey was hard to complete - confusing and too long	See comment above.

Question	Comments	Officer Response
	Vague ideas in a meeting with people unsure of what they're actually contributing to makes it difficult to contribute in an informed manner but basically the bones are there.	Response noted.
	all ** (retracted due to inappropriate language)	Response noted.
Comments on if the draft Plan captures the process	as a student of cann river i was apart of the plan and i think its really good and they are trying to improve cann river which is really good for the community	Response noted.
	The community plan reflects the very effective process, which was used to develop the communities understanding of how to work together cohesively and an awareness of the overall picture of resources and how to priotise directions	Response noted.
	the plan shows a good idea of the process of making the wifi bar.	Response noted.
	yes it accurately captures the process.	Response noted.
	The process is there, sometimes too much process as in including the IDEA model page rather than the research data mentioned in the footnote	A large amount of the data is included in the Plan, additional data will be supplied in other formats to the representative group for use.
	Workshops were badly facilitated. Lots of people shouting over each other. Felt like I was shouted down a lot and didn't get to have my say	The format of the workshops and agreed ways of working collaboratively developed throughout the process. Many of the issues encountered in early workshops were resolved by the time the process concluded.
	all ** (retracted due to inappropriate language)	Response noted.
Comments on if you feel the draft Plan reflects workshop discussions	VIC service models and contribution of DELWP/Parks to it was much discussed - isn't mentioned. Emergency prep should include coordinated risk reduction works by all land managers much discussed, not mentioned.	Additional text added: Page 20 <i>Agencies with Emergency Management responsibilities meet regularly on this matter, as does the community through the Cann River Emergency Preparedness Committee. A new approach to emergency management</i>

Question	Comments	Officer Response
		<i>in remote and aging communities with declining SES and CFA brigade membership and high-risk profiles is needed.</i>
	it reflects the workshop discussions by getting the kids involved who are connected to mick baum park and letting them have a say in what they want to see in cann river	Response noted.
	It does, and it coherently shapes the towns strenghts and issues but especially how these were used to shape a sense of possiblility and where we should put our energy.	Response noted.
	yeah it does because im a student of cann river and i helped with the design	Response noted.
	yes we talked and planned this in class.	Response noted.
	Signage around the town should be improved. People often want a walk around but the is no signage as to where the walks are,how long the walk is and points of interest along the way. Maybe photo boards highlighting the history of the area.	This issue did not arise individually as a priority in development of the Plan, however could form part of outcome 2.5 Tourism Strategy.
	the workshops were brutal. lots of good ideas about the caravan park, the visitor information centre, parks and dewlp were dismissed. it felt like there was a foregone conclusion, one session was advertised as "q and a" but there was not time for qs.	All ideas have been captured in the Ideas Bank. This process was about building skills in community members to develop and evaluate ideas before putting them into action. The community prioritised their ideas to be worked on and are reflected in the plan.
	It reflects the workshops in most ways although I was disappointed to not see the list of businesses included anywhere, just highlights	Page 17 - Generic businesses are noted, this Plan does not go to the level of detail to note specific businesses or names.
	Different ideas were ignored. Felt like there was a predetermined conclusion couldn't make suggestions they were ignored	The format of the workshops and agreed ways of working collaboratively developed throughout the process. Many of the issues encountered in early workshops were resolved by the time the process concluded.
	shire did what it wanted to anyway	

Question	Comments	Officer Response
What could we have done differently to help you find out about the community planning process? (How do you hear about things in your district?)		
Comment on relevance of the draft Plan	Relevant but unfortunately Parks Victoria appears to have little or no input, as the land manager of our major parks and reserves this is disappointing.	Parks Victoria provided information at a workshop and attended agency member sessions
	we are involved in a lot of events at mick baum park and i use it for a place to catch up with friends and family and i go to most events that are held there i even appear in a photo in the draft	Response noted.
	more so me the community	Response noted.
	Provides a plan for the future of the area	Response noted.
	i am apart of the community and i participate in local events at the mick baum park	Response noted.
	I participate in community events and use the parks facilities.	Response noted.
	Safety of the community and visitors is vital. The local Emergency Preparedness Group needs more help to implement the plan in order to provide a level of safety. This volunteer group would benefit from a paid coordinator to ensure necessary works are under	Additional text inserted: <i>Agencies with Emergency Management responsibilities meet regularly on this matter, as does the community through the Cann River Emergency Preparedness Committee. A new approach to emergency management in remote and aging communities with declining SES and CFA brigade membership and high-risk profiles is needed.</i>

Question	Comments	Officer Response
	doesn't include any input from local businesses or from local aboriginal community	Response noted. Both local businesses and the local aboriginal community were invited to participate in the process in a way which worked for them. Due to various reasons they were unable to be involved however the ongoing planning process allows them to participate in the DCRG when they are able.
	I'd like to see more information on what is actually on the go for individuals to participate in. Empowering people to be involved if this is a new direction.	Response noted. This information is detailed under the Outcomes (Section 3). All community members are invited to get involved through the District Community Representative Group (DCRG) by joining a working group, or through one of the existing community groups that is represented on the DCRG
	Informative on specific areas that impinge on our lives	Response noted.
	But would like to see more job opportunities for locals such as mowing, garden maintenance etc; which are currently done by the Shire or out-of-town contractors	Response noted.
Comment on language used in the draft Plan	its simple but full of details so it gives the information that is needed to know	Response noted.
	it has the proper level of formality to make a central significant document for the community and shire working together.	Response noted.
	It was fine to read	Response noted.
	it has a lot of information and its easy to read	Response noted.
	It was very informational.	Response noted.
	There is some jargon but mostly it was OK.	Response noted.
	Appropriate... good well presented statistics	Response noted.
	I would like to complement the writers of the Plan for a great textual and graphic layout with all the information that has been acquired, compiled and produced in a language which is easy to understand especially pages 1-29.	Response noted.

Question	Comments	Officer Response
Comment on useability/functionality of the draft Plan	its very useful and functional for example its shows the time frame for the plan and shows the involvement of the students at cann river p-12 college	Response noted.
	it will be a key reference document for 'the community representative group' in its deliberations and useful in explaining the community to new residents and to those who haven't been in the process.	Response noted.
	Reflects the community well	Response noted.
	it has a lot of information and it shows the community and how everyone is apart of the plan	Response noted.
	I found it useful.	Response noted.
	too pretty, sometimes meaningless, it says everyone agrees cann river has an "identity" but it doesn't say what it is. we could all be thinking of different "identities."	Response noted.
	I feel the Thriving Economy and Environments page could involve more ideas to encourage people to think outside the square for the districts future	The Ideas Bank includes all ideas that came up in the planning process. A considerable amount of work and some fantastic ideas have been generated regarding the district's future as also seen in Section 3 – Outcomes & Priorities. The Annual Action Plan will use these and more to support people to think outside the box in implementing the Plan to achieve the outcomes sought.
	Very useful as data and information from the Plan can be used when applying for funding grants or writing submissions.	Response noted.
Comment on look and feel of the draft Plan	its very well put together and neat and gives direct information where you want to find it	Response noted.
	very nice	Response noted.
	Good to have pictures of locals	Response noted.
	i like the layout of the plan and its every informative	Response noted.

Question	Comments	Officer Response
	It was well laid out and very colourful, which is good!	Response noted.
	looks like a lot of money was spent on graphics and not enough on listening to people.	While it is difficult to represent a wide spread of opinions, passions and comments, the majority of respondents indicated the draft Plan accurately represented their contributions. By making the changes to the Plan as documented here, hopefully that number has expanded.
	TOO MANY DIAGRAMS FOR TOO LITTLE INFORMATION	Response noted. The use of graphics was intentional to make the information easier to understand.
	Thriving Economy does not mention the Caravan Park is a free park. "Local kid" features a few times, possible child or youth be used? District map p12 has odd distance references ie: Orbost 40km, actually a lot further for most of the district.	Changes made. While the Caravan Park is currently free in the past there has been a fee. In light of this, the decision has been made to leave the reference to the caravan park.
	Appropriate size and information	Response noted.
	Very much so	Response noted.
If you identified any issues with typos/grammar etc please identify by noting the page number and heading of each issue you found	p22 CRCC "Information Services Services" p23 "Snapshot"	Typographical changes made.
	The times/distances on the stylised map.	Changes made. Note made on map to identify distance from region boundary
	There were a few full stops missing on pages 32, 6, 27 and 29.	Typographical changes made.
	PAGE 12- DISTANCES BETWEEN TOWNS IS INCORRECT- WHEREAS ON P21 THEY ARE CORRECT	Changes made. Note made on map to identify distance is from region boundary
	P16 - 3rd para "other region (of) comparable size P17 - inset Business (grass roots level retail outlets) (commuter bus hire)	Typographical changes made. Additional text is: <i>art and craft and op shop</i> to business listing Typographical changes made.

Question	Comments	Officer Response
	<p>P17 - centre column 2nd para "travelling through (the) township and its"</p> <p>P18 - Employment heading 29% info graphic, spacing</p> <p>P20 - centre column 1st para "already super(annuation) aged"</p> <p>P22 - CRCC inset remove 2nd "Services"</p> <p>P23 - confirm kinder offers childcare?</p> <p>P28 - 2nd column exchange "skllls" with "skills", 3rd column exchange "or" with "in"</p> <p>P29 - info graphic has no numbers under the "individual" panel</p> <p>P36 - Contact info has addresses for all outreaches except Cann River, "13 Princes Highway"</p>	
	<p>Page 12 - distances between towns are wrong whereas on P21 they are correct P</p> <p>22 - CRCC has an op shop which generates income; also an art and craft shop where local artisans sell their work - this also generates income for the artists and the community centre</p>	<p>Changes made.</p> <p>Note made on map to identify distance is from region boundary</p> <p>Additional text is: <i>art and craft and op shop</i> to business listing Page 17</p>
	<p>Given tourism identified as an economic strategy for area, need to emphasise information on location as important factor. There is no mention in document if visitor information service which are provided by Cann River Community Centre - A service not staffed at weekends when a lot of visitors move through the town due to funding lack of by shire. Shire has been drastically neglectful of this area in regards to adequate, attractive, well signed facilities as well. Community Centre currently conducts a number of community events not mention in reprint and also does not mention the work of the local Emergency Preparedness Group, which is advocating steps to ensure community safety (& visitor) during disasters - flood, bush fire etc.</p>	<p>Section on Thriving Economy highlights the importance of Cann River Service location.</p> <p>Specific information regarding VIC not included in document. Reference on Page 22 under District Services.</p>
	<p>PG 14 – under People – third line – 'community survey to build'</p>	<p>Factual changes made.</p>

Question	Comments	Officer Response
	<p>on PG 9 – Under Imagine – it should read ‘an idea’ not ‘a idea’. PG 9 – under Act – should it be ‘evaluation stage’ rather than ‘evaluate stage’?</p> <p>PG 18 – under Employment under 29% space between text and (Community survey, 2018).</p>	
	<p>p 17- "businesses in the district"- missing CRCC's Op Shop & Craft Shop, successful local social enterprises p 17- "the visitor economy" makes no mention of visitor information services, there was a workshop about this and it has been an ongoing issue in the community throughout the planning process. It also doesn't mentioned the statistics collected by CRCC for EGSC regarding the number of visitors currently accessing VIC services in Cann River at different times of the year.</p> <p>p20 - "safety" - while the LIMP is about emergency response, there has been an active group planning for emergency PREPARATION. This includes risk reduction works and requires coordination between all land managers. A proposal has been developed to make emergency preparedness coordination a paid position in the community.</p> <p>p24 "opportunities to connect" - misses Volunteer Appreciation Day (EGSC's Community Event of the Year 2018) and the annual Christmas Party. These events (together with Australia Day and Art & Craft Show, which are mentioned but not credited) are coordinated by CRCC.</p> <p>p26- lists how many members of CRCC and then how many members of management committee; for CVBNC, lists only board members, not membership of organization. Why this inconsistency? They are both membership based</p>	<p>Page 17 – changes made – see above</p> <p>Page 20 – Text added <i>Agencies with Emergency Management responsibilities meet regularly on this matter, as does the community through the Cann River Emergency Preparedness Committee. A new approach to emergency management in remote and aging communities with declining SES and CFA brigade membership and high-risk profiles is needed.</i></p> <p>Page 24 - Christmas celebrations have been added to the list of annual events in the district. This Plan lists annual events and does not provide further detail regarding events.</p> <p>Page 26 – Changes made - CVBNC and CRCC numbers updated.</p>

Question	Comments	Officer Response
	<p>orgs with committees. Also the numbers (for CRCC) are out of date. p29 "Economic Opportunities" - why not mention the provision of Visitor Information Services?</p> <p>p32 3.2 Emergency Preparedness - is not just about individual awareness or feelings of safety, it is also about risk reduction works, agency equipment and staffing, etc</p> <p>p.33 4.4 CRCC's current building is not fit for purpose not just for a Neighbourhood House but also for a Visitor Information Centre and two social enterprises.</p>	<p>Page 32 – changes made – see above</p> <p>Page 33 – 4.4 replaced with:</p> <ul style="list-style-type: none"> • That the CRCC has a facility it can operate from that is fit for purpose • Resolve storage and service issues affecting the CRCC and community groups that also use the space
	The shire should be commended on the work in building an understanding of the town for itself and for the town. That, along with work completed, and changing demographic of the town is leading to an optimistic climate. Cann's future is a cafe town with a huge environmental resource which may develop. But it shows that low socio economic town can thrive. With it situation as being first town seen from those coming from NSW and ACT, and last left from Victoria, it maybe be significant in how the shire is viewed.	Response noted.
	Amazing work!	Response noted.
	The Cann River Community Centre is accessed by locals and visitors. This is the venue to find out about tourist drives, road closures etc. while services. While services have expanded the venue has not. It is now at a stage to have a major upgrade in order to provide the growing facilities which are required.	<p>Response noted.</p> <p>The Community prioritised a review of facilities and growing need of CRCC.</p>
	just tell us what your agenda is instead of pretending to ask next time.	Response noted.
	A COUNCIL FUNDED VISITOR INFORMATION CENTRE ON WEEKENDS WOULD BE INVALUABLE FOR CANN	Additional text on VIC noted on Pages 17 and 22

Question	Comments	Officer Response
	RIVER. DUE TO CANN'S POSITION AT THE JUNCTION OF TWO MAJOR HIGHWAYS IT IS A MAJOR PIT STOP FOR TOURISTS. AT PRESENT THE VISITOR INFORMATION SERVICE IS PROVIDED BY CANN RIVER COMMUNITY CENTRE ON WEEKDAYS ONLY. WEEKEND TRAFFIC (ESPECIALLY IN HOLIDAY TIMES) WOULD GREATLY BENEFIT FROM A WEEKEND VISITOR INFO SERVICE TO HIGHLIGHT THE FABULOUS NATURAL WONDERS IN OUR AREA.	<i>A traditional Visitor Information Service is provided in Cann River. The new Gippsland Destination Management Plan 2019 will provide guidance on the most appropriate model for provision of visitor information services.</i>
	I look forward to reading it in its entirety with regional and annual plans included.	Response noted.
	<p>20 April 2020 will be 150th Anniversary (sesquicentenary) of Cpt James Cook first sighting of Australia at Point Hicks. It is 47 km from Cann River but takes 2 hours to reach it on horrible corrugated pot holed dirt road. It is of national significance and help employment and tourism to asphalt narrow road. It would also provide another coastal accessible beach and coast for Canberra /ACT residents too. Its a significant historical sight and the only part of Victoria seen by Cook as well as the initial sighting. The 200th anniversary in 1970 was a big event but there has been virtually publicity for the 250th...</p> <p>A perfect opportunity for employment and tourism that's badly needed as well as access for Timboon, Federal and State funding would be appropriate if promised by or on 150th anniversary of Cooks sighting of Australia. 20/4/2020. The local indigenous people are also in favour. <<last sentence retracted for privacy reasons>></p>	<p>Page 16 - Road condition noted.</p> <p>Only annual ongoing events are noted within this Plan.</p>
	need to have a council funded visitor information centre (especially on weekends) Community planning process was well advertised through various channels	<p>VIC noted on Pages 17 and 22</p> <p><i>A traditional Visitor Information Service is provided in Cann River. The new Gippsland Destination Management Plan 2019 will provide guidance on the most appropriate model for provision of visitor information services.</i></p>

Question	Comments	Officer Response
	The new Council group in town is not needed or wanted. This town can't support another committee. No-one wants a new group that's why no-one is going to the meetings. We tried to say it was a bad idea but we were ignored. Council is trying to get us to do their work for them. Council should just support our existing local groups not force us to start a new one.	Response noted. This was the only comment of this kind registered during the public feedback process. Clear benefits are being seen by enabling community groups to come together and coordinate activities across the district.
	to help find out about the community planning process - how do you hear about things in your district - paper school jinga	Response noted.
	Use language in the draft to signify the importance to residents of = expand upon 'a philosophy' of development - particularly re environmental tourism. Much better to develop a 'hub' in Cann River and radiate out the services from there - encourage DWELP, Parks here; it will help sustain a fresh natural environment - ie: similar to Daintree Management Development.	Response noted.
	all ** a waste of my time (retracted due to inappropriate language)	Response noted.
	<p>Pg 8 – suggest including 'and surrounding settlements' to 'This is the first District Community Plan for Cann Valley and surrounding settlements.</p> <p>Pg 9 – To stay consistent with using active words at the beginning of each dot point under Imagine suggest it reads – 'Never block or remove an idea as any idea can go into the ideas bank'. Pg 9 – Similarly as above – under Act – suggest it reads 'Return to the evaluation stage if things aren't going to plan as it may be necessary to put the ideas back in the bank and grab another one to develop'.</p> <p>Pg 10 – Under Environment block – maybe 'from the mountains to the valley to the coast'</p>	<p>Page 8 - Cann Valley is the name of the district, Cann River is the name of the town. This was the wording chosen by workshop participants and already in use with the bush nursing centre.</p> <p>Page 9 – Grammatical change made. Page 9 – Considered, however as this is an optional step wording is ok.</p> <p>Page 10 – wording is as agreed in community workshop.</p>

Question	Comments	Officer Response
	<p>Pg 11 – It mentions in the amber text that 'The district is comprised of a number of smaller settlements, serviced by the township of Cann River'. Although these settlements are mentioned on the front cover, suggest that all are mentioned here again to give context and identity to them so then it does not appear so Cann River centric – more so a plan for all of the District.</p> <p>Pg 13 – District Assets – Amber Box – Healthy & Sustainable Environments – can 'fresh air' or 'clean air' or 'oxygen' or something along those lines for the air we breathe be included please? The air we breathe is definitely an environmental asset for all living things.</p> <p>Pg 24 – Opportunities to Connect – please add in annual Landcare Biggest Pumpkin Festival.</p> <p>Pgs 30 – 33 for discussion or will send through an example shortly if you are able to send me through a word version of those pages.</p>	<p>Page 11 – there are space constraints which prevent all locality names being mentioned repeatedly throughout the plan.</p> <p>Pages 13, 24, 30-33 – Changes made as described in accompanying photos.</p> <p>Page 24 – Noted and changed</p> <p>Pages 30-33 – Provided and comments / changes incorporated into document</p>

5.4 Agency Feedback on the Draft Plan

The following comments were made by partner agencies

Agency	Comment	Action Taken/Amendment Made
Department of Land, Environment, Water and Planning (DELWP)	Throughout – references to fire related activities undertaken by DELWP should note Forest Fire Management Victoria	References to DELWP in relation to fire activities have been updated.

6. One Place One Plan Project Engagement activities

6.1 Detailed Description of all Project Engagement Activities

This section documents each engagement activity undertaken for the duration of the project. As can be seen, a wide range of digital and hardcopy communication channels were used to publicise the project activities and seek feedback on the draft Plan. A series of face-to-face workshops, briefing meetings and surveys were run to gather input from community, agencies and council departments.

Engagement Tool	Total No.	Date	Success measures
Direct mail	160	8 November 2018	<ul style="list-style-type: none"> Difficult to measure reach or success with hard copy engagement tools
Have Your Say Shire ad	7	Lakes Post / Snowy River Mail (Wednesdays) 11 September 2019 18 September 2019 25 September 2019 2 October 2019	Circulation: <ul style="list-style-type: none"> Lakes Post: 2,976 Snowy River Mail: 1,666 Advertiser: 13,256
		Bairnsdale Advertiser (Fridays) 13 September 2019 20 September 2019 27 September 2019	
Media releases	6	16 October 2018 – Community Workshops 22 October 2018 – One Place One Plan call for participation 14 November 2018 – Community Survey 3 January 2019 – Jan Smith transformation guest speaker 5 February 2019 – Expert speaker panels 4 September 2019 – Draft Plan open for comment	Distributed to media channels - Circulation: <ul style="list-style-type: none"> Lakes Post: 2,976 Snowy River Mail: 1,666 Advertiser: 13,256 Published on council's media page

Engagement Tool	Total No.	Date	Success measures
Meetings and communication with key stakeholders (External)	4	<p>31 October 2018 – Cann River One Place One Plan Agency Information Workshop</p> <p>7 February 2019 - Cann River One Place One Plan Agency Meeting</p> <p>2 April 2019 – Briefing on outcomes of Place Planning Projects in EG (Partner agencies)</p> <p>3 April 2019 - Cann River One Place One Plan Agency Meeting</p> <p>In addition to various meetings, email updates and communications, and phone conversations with a variety of partner agency stakeholders including government and health service organisations.</p>	<p>Partner agencies:</p> <ul style="list-style-type: none"> • Department of Health and Human Services (DHHS) • Department of Environment Land Water and Planning (DELWP) • Parks Victoria • East Gippsland Catchment Management Authority (EGCMA) • Department of Education and Training (DET) • Cann River P12 College • Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) • Country Fire Authority (CFA) • Regional Roads Victoria (RRV) • Gippsland Ports • Victoria Police • Cann Valley Bush Nursing Centre (CVBNC) • Cann River Community Centre (CRCC) • Orbost Regional Health (ORH) • Uniting Vic. Tas. • State Emergency Service (SES) • Ambulance Victoria • Moogji Aboriginal Council East Gippsland • Landcare Far East Gippsland • Royal Flying Doctor Service Vic (RFDS)

Engagement Tool	Total No.	Date	Success measures
Meetings and communication with key stakeholders (Internal)	8	<p>30 October 2018 – Place-Based Planning Workshop (Staff)</p> <p>13 December 2019 – Place Planning and Coordination (Leadership Group)</p> <p>14 December 2019 - Place Planning (Staff)</p> <p>21 May 2019 – Place Branding (Staff)</p> <p>3 September 2019 – Councillor Briefing</p> <p>11 September 2019 – District Community Plans (Staff)</p> <p>12 September 2019 - District Community Plans (Staff)</p> <p>17 September 2019 – Councillor Workshop</p> <p>In addition to various meetings, email updates and communications, and phone conversations.</p>	Internal workshops facilitate cross-departmental collaboration and allow the Community Planning team to share learnings and get feedback on the process and Plan.

Engagement Tool	Total No.	Date	Success measures
Meetings with Community Groups	5	28 May 2019 25 June 2019 23 July 2019 27 August 2019 17 September 2019	<ul style="list-style-type: none"> District Community Representative Group - between 7-10 people in attendance at each meeting, 10 hardcopy plans taken in September 2019. Representatives from the following local community groups have a standing invitation (* indicates a member of the committee has attended): <ul style="list-style-type: none"> Combiobar Public Hall & Recreation Reserve* Cann River P12 College* Swan Reach Kinder Advisory Group* Cann River Community Centre Committee of Management* Cann Valley Cemetery Trust* Cann Valley Bush Nursing Centre Board* Cann Valley Landcare Group* Cann River Hall* Bendoc Hall* Cann River SES* Cann River CFA* Tourism Working Group* Club Terrace Community Reserve/Hall Noorinbee Public Purpose Reserve/Hall Tamboon Progress Association Cann River RSL

Engagement Tool	Total No.	Date	Success measures
Community Workshops	11	29 August 2018 - Identify the Assets 30 October 2018 – Understand the Community 27 November 2018 – Cann River P12 College 4 December 2018 – Cann River P12 College 11 December 2018 – Our Community Our Vision 12 February 2019 – DELWP & Parks Victoria Information Session 19 February 2019 – Creating the Plan 5 March 2019 – Making it Happen 14 March 2019 – Social Enterprise (Skill Building) 21 March 2019 – Place Branding, Marketing & Tourism (Skill Building) 8 April 2019 – Kick Start	<ul style="list-style-type: none"> 61 People attended one or more of the community planning workshops which included <ul style="list-style-type: none"> 6 District Community Plan workshops 1 information workshops 2 skill building workshops 16 students participated in a school workshops to capture young people's voices
@eastgippsshire Facebook	14	Facebook Posts: 16 October 2018 (3 likes, 1 share) 22 October 2018 (3 likes, 2 shares) 28 October 2018 (1 like, 1 share) 29 October 2018 12 November 2018 7 December 2018 (3 likes, 1 share) 9 February 2019 (2 likes, 1 share) 9 September 2019 (5 likes) 3 October 2019 (2 likes) Facebook Events: 12 February 2019 5 March 2019 14 March 2019 21 March 2019 8 April 2019 (1 response)	<ul style="list-style-type: none"> Facebook Page Likes: 2188 Facebook Page Follow: 2361

Engagement Tool	Total No.	Date	Success measures
Community Newsletters	9	1 November 2018 7 Feb 2019 21 February 2019 7 March 2019 21 March 2019 4 April 2019 1 May 2019 5 September 2019 19 September 2019	<ul style="list-style-type: none"> Cann River P12 College Jinga Newsletter distribution: 100
	9	Facebook Shares: 29 August 2018 17 October 2018 (1 like, 1 comment) 30 October 2018 21 November 2018 (2 likes) 10 December 2018 (1 like, 1 share) 11 December 2018 24 January 2019 (4 likes, 3 comments) 6 February 2019 (2 comments) 5 September 2019 (2 loves, 5 likes, 1 comment)	<ul style="list-style-type: none"> Cann River Community Centre Facebook Group Members: 406
Email newsletters Cann Valley Connect (Source: Mailchimp Report)	3	23 October 2018 – Spring Connect	<ul style="list-style-type: none"> 39 recipients 20 opened (51.3%) 7 clicks (17.9%)
		2 November 2019 – Community Survey	<ul style="list-style-type: none"> 46 recipients 28 opened (62.2%) 11 clicks (24.4%)
		9 September 2019 – Draft Plan open for comment	<ul style="list-style-type: none"> 63 recipients 38 opened (64.4%) 11 clicks (18.6%)

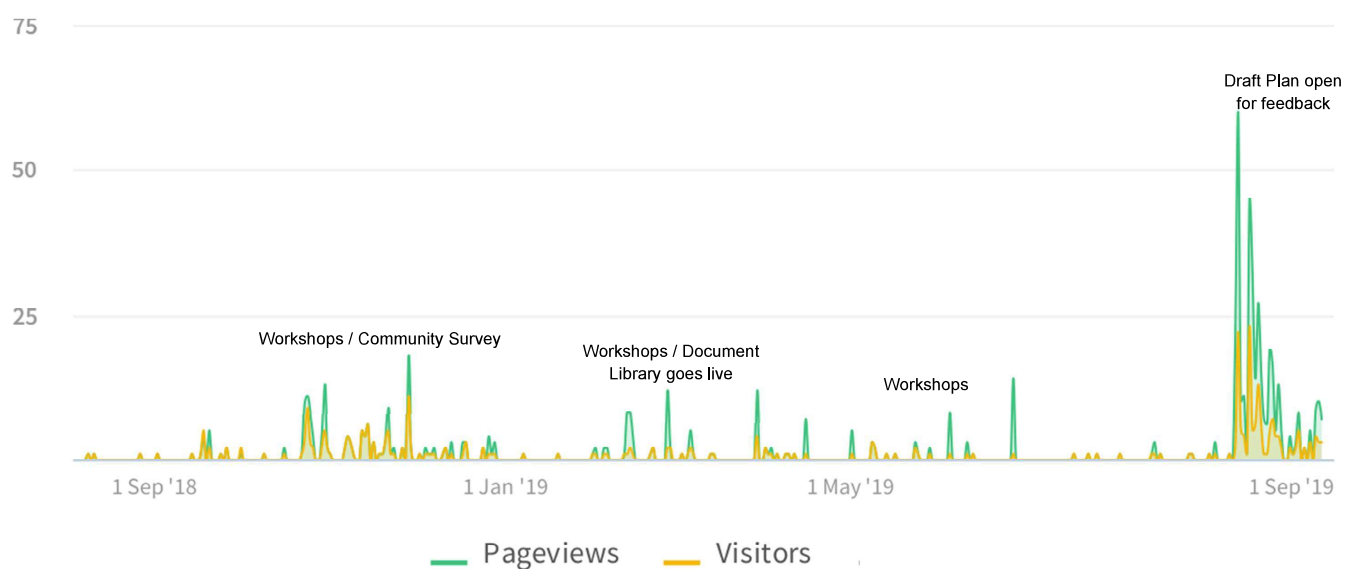
Engagement Tool	Total No.	Date	Success measures
Emails to project subscriber group	11	17 October 2018 – Thank you (Asset Mapping Workshop) 29 October 2019 – Workshop reminder 5 November 2018 – Community Survey 30 November 2018 – Workshop reminder 25 January 2019 – Workshop reminder 18 February 2019 – Workshop reminder 20 February 2019 – Workshop summary and follow up 22 February 2019 – Workshop reminder 22 February 2019 – Workshop reminder 18 May 2019 – Workshop reminder 1 May 2019 – Thank you (Next Steps)	<ul style="list-style-type: none"> Up to 28 recipients
Hardcopy displays	10	6 September – 4 October 2019 <ul style="list-style-type: none"> Duration of consultation period - documents issued to all Customer Service Centres 50 hardcopy plans, 10 posters, 60 flyers supplied to Mobile Library, CVBNC and CRCC 	<ul style="list-style-type: none"> Difficult to measure reach or success with hard copy engagement tools
Your Say East Gippsland web page yoursay.eastgippsland.vic.gov.au/cannvalley-plan (Source: Your Say Report)	1	Live from May 2019 (ongoing at time of writing)	<ul style="list-style-type: none"> 351 visits 245 participants visited at least one page 70 participants viewed multiple project pages on Your Say
Survey Monkey – Community Survey (Source: Survey Monkey Report)	1	Open 1 November 2018 – 31 January 2019	<ul style="list-style-type: none"> 59 completed surveys (19.6% of district population)

Engagement Tool	Total No.	Date	Success measures
Your Say Survey – Draft District Community Plan Feedback Form (Source: Your Say Report)	1	Open 6 September – 4 October 2019	<ul style="list-style-type: none"> 20 completed surveys (5.3% of district population).
Frequently Asked Questions (Source: Your Say Report)	11	Live from 6 September 2019	<ul style="list-style-type: none"> 12 views
Your Say Document library (Source: Your Say Report)	9	Live from March 2019	<ul style="list-style-type: none"> 63 participants downloaded/viewed the draft District Community Plan A total of 103 downloads of the 9 documents in the library

VISITORS TO YOUR SAY WEB PAGE

The below graph shows the number of visitors to the Cann Valley Your Say web page on a daily basis, in correlation with engagement activities. (Source: Your Say Report)

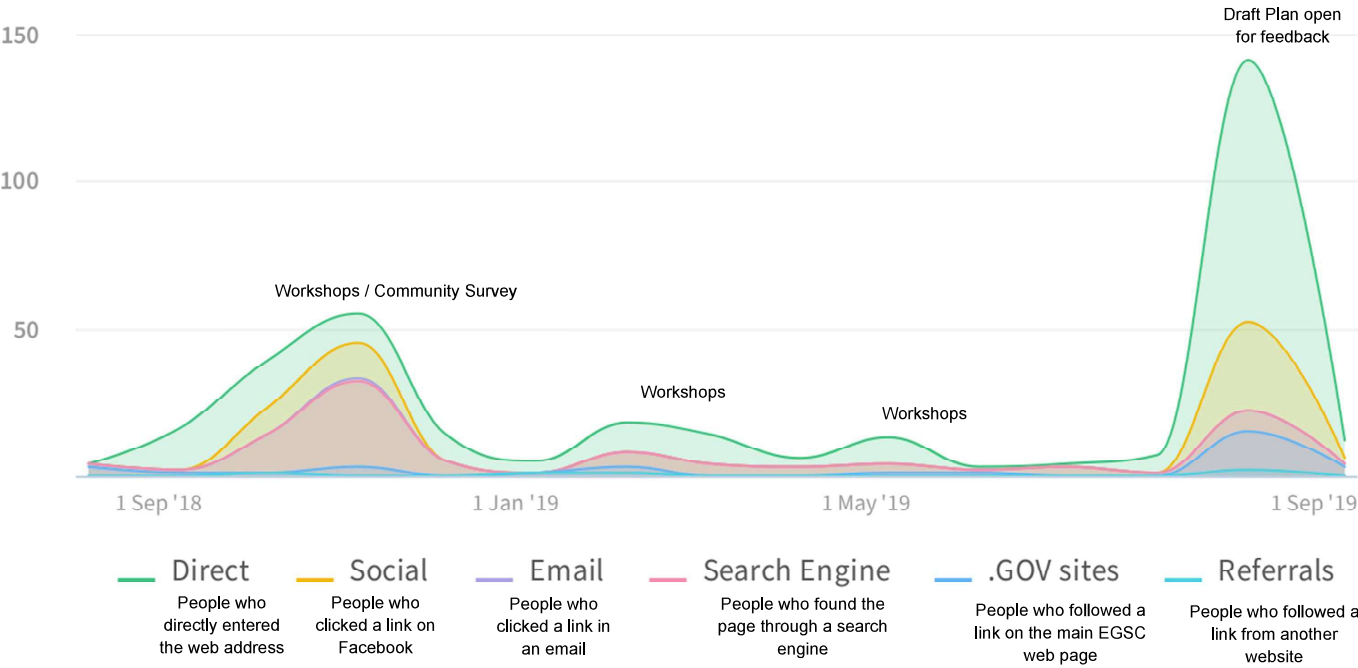
Your Say East Gippsland from 01 Aug'18 to 04 Oct'19



TRAFFIC TO YOUR SAY WEB PAGE

The below graph shows how visitors got to the Cann Valley Your Say web page on a monthly basis, in correlation with engagement activities. (Source: Your Say Report)

Your Say East Gippsland from 01 Aug'18 to 04 Oct'19



Contact us

Telephone

Residents' Information Line: 1300 555 886 (business hours)

Citizen Service Centre: (03) 5153 9500 (business hours)

National Relay Service: 133 677

Post

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Bairnsdale 3875 Australia

Fax (03) 5153 9576

Web www.eastgippsland.vic.gov.au

Email feedback@egipps.vic.gov.au

In person

Bairnsdale: 273 Main Street

Lakes Entrance: 18 Mechanics Street

Mallacoota: 70 Maurice Avenue

Omeo: 179 Day Avenue

Orbost: 1 Ruskin Street

Paynesville: 55 The Esplanade

Outreach Centres

Bendoc Outreach Centre -

18 Dowling Street

Buchan Resource Centre -

6 Centre Road

Cann River Community Centre -

13 Princes Highway

East Gippsland Shire Council

273 Main Street PO Box 1618

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Website: www.eastgippsland.vic.gov.au

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