



GREAT OCEAN ROAD COAST COMMITTEE

2015 COAST SURVEY REPORT

December 2015



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EXECUTIVE SUMMARY

INTRODUCTION

In January 2015 the Great Ocean Road Coast Committee (GORCC) launched the first ever GORCC Coast Survey. The overarching aim of the survey was to measure and gain insights into the views, ideas, behaviour and satisfaction levels of coastal users with a connection to the Crown land reserves under GORCC's management.

GORCC's Coastal Management Plan 2013-2018 (which identifies priorities and provides direction for the sustainable management of the GORCC-managed coast) contains an action that GORCC "conduct research (e.g. surveys) with coastal users and volunteers to gain feedback and to measure GORCC's performance".

In response to this action the first GORCC Coast Survey was developed and launched in 2015. It is envisaged that the survey will be conducted every two years, and comparative analysis will be undertaken to measure GORCC's progress.

The survey was conducted from 1 January 2015 to 29 March 2015.

SURVEY OBJECTIVES

The objectives of the 2015 GORCC Coast Survey were to:

- Provide the coastal community with an opportunity to communicate openly with and provide feedback to GORCC.
- Provide coastal users with an opportunity to share their aspirations for the coast with GORCC.
- Measure community satisfaction levels with GORCC's performance across its core areas of responsibility and work.

- Identify any community concerns or key issues in relation to the coastal areas under GORCC's management.
- Gather and establish baseline data to be used for comparative measurement against future Coast Survey results.

KEY FINDINGS

About the respondents

More than 700 individuals participated in the survey and 535 respondents completed the survey to question 43 (the final question). The majority of these respondents (44%) were aged between 35-54 years, and were permanent residents (76%), followed by visitors (18.5%) and holiday home owners (6%).

The visitors who responded were made up of a mix of day trippers, visitors staying on the coast and campers. These respondents were mostly regular visitors who visited the coast more than once a year (90%).

When asked to indicate their primary place of residence, respondents selected Torquay (35%) as the most popular response, followed by Jan Juc (13%), Anglesea (10%), Geelong and surrounding suburbs (9%) and Melbourne and surrounding suburbs (9%).

Holiday home owners were asked where their property was located, and the most common response was Anglesea (37%), followed by Torquay (19%) and Lorne (12%).

Respondents' familiarity with GORCC

When it came to respondents' familiarity with the Great Ocean Road Coast Committee, most (35%) said they were 'quite familiar', indicating they knew 'quite a bit about who GORCC is and what GORCC does'. Only 16% had never heard of GORCC before.

Participants were also asked to answer a series of true and false questions measuring their familiarity with GORCC's role and management areas, and overall, 71% of responses were correct.

What respondents love most about the coast

Respondents were asked to list the top three things they loved most about the coast, and the majority of responses related to the coast's natural values. The top three key themes arising from responses to this question were natural beauty (31%), coastal cleanliness (28%) or the beach/waves in general (27%). 22% said it was the natural environment (in general) that they loved most, 17% said it was the work undertaken by GORCC to protect and enhance the natural environment and 12% said it was the lack of development or sensitivity of development on the coast.

These responses reveal that above all else, the coastal community appreciates the natural, coastal environment. They also indicate that, coastal users desire to see the environment protected and enhanced, and the coast remain in as close to a natural state as possible.

The fourth most popular response was GORCC facilities and/or maintenance of GORCC facilities (24%), followed by walking and bike riding tracks, pathways and trails (23%), while the accessibility of the coast also featured highly at 14%.

What respondents would like to see changed or improved

Respondents were asked to list the top three things they would like to see changed or improved about the GORCC managed coast. The most popular response was that further protection or enhancement of the natural environment was necessary, with 25% of respondents making a comment relating to this key theme. Specific suggestions for how to achieve this were varied, however, the most common suggestions were that GORCC should increase indigenous plantings/revegetation, increase dune protection/ erosion mitigation and/or increase weed control efforts.

This key theme was closely followed by calls for improved waste management, particularly over peak season, with 24% of comments made relating to this key theme. Most respondents commenting on this issue suggested either an increase in the provision of bins, more regular emptying of bins, or better waste management in general.

Various concerns regarding traffic, transport and/or car parking followed at 22%, with responses under this key theme ranging from requests for more parking space to general complaints about congestion over peak season. It should be noted, however, that many of the respondents making comments relating to this key theme did not specify what roads or car parks they were referring to, and that these unspecified locations could relate to areas not under GORCC's management.

18% of respondents suggested that increased or new coastal facilities were required, with toilet facilities the most popular suggestion.

Coastal use – insights into beachgoer behaviour

A large percentage of respondents (45%) said Torquay was the coastal area managed by GORCC that they had visited the most over the last 12 months, followed by Jan Juc (17.5%) and Anglesea/Pt Roadknight (17.5%).

The majority of respondents (64%) said they spent 1-3 hours on average when they visited their favourite coastal location, and that they chose that location due to its proximity to their house or accommodation (63%). Most respondents said they usually accessed the coast by car (60%).

When asked what they loved most about their favourite coastal spot, the most popular type of response was the water or surf conditions (24%), its natural beauty, scenery or views (23%), or that it was a family friendly and/or a safe location (22%).

Levels of satisfaction with GORCC's areas of work

Respondents were asked to indicate their satisfaction levels with seven areas of GORCC's work. Overall, across all seven areas, satisfaction rates were as follows:

- Very satisfied 21%
- Satisfied 43%
- Neutral 26%
- Unsatisfied 8%
- Very unsatisfied 2%

The areas of work with the highest satisfaction rate (i.e. those who selected 'very satisfied' or 'satisfied') were 'access provision' (81%), followed by 'natural environment protection' (77%) and 'infrastructure provision' (70%).

Respondents were also asked to explain their satisfaction level selection. Comments made regarding these top rated areas indicated that respondents were more familiar with these areas of GORCC's work (compared to other areas) given how visible this type of work (and the results of this type of work) is to average coastal user.

The areas of work with the lowest satisfaction rate were 'community involvement' (47%) and 'planning' (40%). While these areas of work did not necessarily attract high dissatisfaction rates, they did attract high 'neutral' responses (at 49% and 39% respectively). The most common reason given for a neutral response across both areas of work was a lack of familiarity with that area of GORCC's work.

The areas of 'caravan park management' (54%) and 'commercial activity management and support' (56%) saw medium levels of satisfaction recorded.

Where respondents want to see resources go

Respondents ranked GORCC's seven areas of work in order of the most to least important in their eyes, indicating where they would like to see GORCC spend the most time, money and effort.

'Natural environment protection' was number one, with 78% of respondents ranking this area of work as number 1, 2 or 3. This was followed by access provision (54%) and 'infrastructure provision' (49%).

The area of work ranked the lowest was 'commercial activity management and support' (12%).

ABOUT THE GREAT OCEAN ROAD COAST COMMITTEE

GORCC is a Committee of Management formed by the Victorian Government in 2004. GORCC manages 37 kilometres of Crown land reserves along the Great Ocean Road in the Surf Coast Shire, from Point Impossible east of Torquay to the Cumberland River south of Lorne.

The voluntary committee members of GORCC are appointed under the *Crown Land (Reserves) Act 1978* for a term of three years by the Minister for Environment, Climate Change and Water, and are selected through a public, skills-based Expression of Interest process.

GORCC currently generates around \$7 million in normal operating income annually, with the majority coming from the two directly managed caravan parks in Torquay and Lorne. The remainder is derived from a range of sources including lease, licence and permit fees, and fee-for-service delivery.

In addition, this revenue is often supplemented by grants, for example from State and Federal Governments, for special projects. However, GORCC receives no recurrent funding from any level of government.

GORCC is required to reinvest all revenue it raises back into the management of its Crown land reserves, and to share this revenue appropriately across all reserves. The majority of the direct revenue is expended on looking after the coast and operating and maintaining the caravan parks, while income from grants and donations is applied to specific projects and environmental work.

More information on GORCC is available at www.gorcc.com.au.

SURVEY METHODOLOGY

THE SURVEY

The survey was conducted via electronic survey program Survey Monkey, which collects and records responses online. The program ensures only one survey from a certain computer or IP address can be completed, and ensures respondents can provide feedback in an anonymous, private manner at a time and place of their choosing.

The survey was designed to capture both qualitative and quantitative data, with a mix of question types offered.

The survey was also designed to react automatically to participant responses, guiding each individual through a tailored pathway that captured data in the most efficient and effective way. This ensured that respondents were not asked to answer questions that were not applicable to them and gave GORCC the opportunity to ask for further detail or commentary from some respondents.

RESPONSE RATES

A total of 722 individuals participated in the survey, which contained 43 questions. Response rates for individual questions were dependent on the path each respondent took in the survey, as the survey automatically forced some respondents to skip certain questions, depending on their

previous responses. This ensured questions asked were applicable to each individual participant.

Not all respondents who started the survey finished the survey, with response rates varying across questions and decreasing as respondents worked their way through the questions. For example:

- 722 participants completed up to question 6
- 641 participants completed up to question 8
- 529 participants completed questions 9, 10 and 11
- 574 respondents completed questions 24-29
- 535 participants completed the final question available to all participants (question 43).

REPORTING OF RESULTS

Tables and charts report percentage results. Some scores may not equal 100% due to rounding, or because some questions allowed respondents to give more than one answer.

For all rating scales measuring attitudes, respondents who could not provide a rating (either because they were not familiar with the area of coast or coastal management in question, because the question did not apply to them or because they had no opinion) has been measured as a 'non response' and these scores were excluded in the calculation of overall mean scores.

Where options to provide open comments were offered, a large volume of responses were received. To assist in the clear and efficient reporting of this data these results have been reported featuring a snapshot of all comments made.

PROMOTION

Participation in the survey was optional, and the opportunity was advertised widely. An intensive promotional campaign was conducted in an effort to reach as many coastal users as possible, and to target a diverse range of participants from a large number of demographics.

Promotional activities included but were not limited to:

- Direct mail – flyer distributed via mail boxes to 11,000 coastal residences.
- Flyer handouts – 3,000 flyers handed out by promotional staff on GORCC managed beaches in Anglesea, Lorne and Torquay over 2 weekends and 2 weekdays in January 2015.
- ‘Boosted’ Facebook posts – more than 17,000 news feeds reached and more than 500 click throughs to the survey.
- Tweets via Twitter to more than 800 followers.
- GORCC E-Newsletter articles in two editions (newsletter distributed to more than 1700 subscribers).
- Flyers displayed in tourism information centres, caravan parks and other local businesses (approx. 1000 flyers).
- Mentions in the Surf Coast Times (two articles promoting the survey were published).
- Information displayed on the GORCC website (home page and dedicated page).
- Information displayed on the Torquay and Lorne Foreshore Caravan Park websites.
- Promotion at the GORCC Open Day event held in Torquay during the Australia Day long weekend (January 2015) – 160 participants.
- Promotion at the GORCC Education Stall at the Torquay Nightjar event (four dates in January 2015).
- All participants went in the draw to win a \$1000 Quiksilver voucher. The prize proved to be a major drawcard for participants, with numbers of respondents well exceeding expectations



One of the many ways the Coast Survey was promoted was via GORCC’s 2015 Open Day event in Torquay.

HOW THE RESULTS WILL BE USED

The results of the 2015 GORCC Coast Survey will:

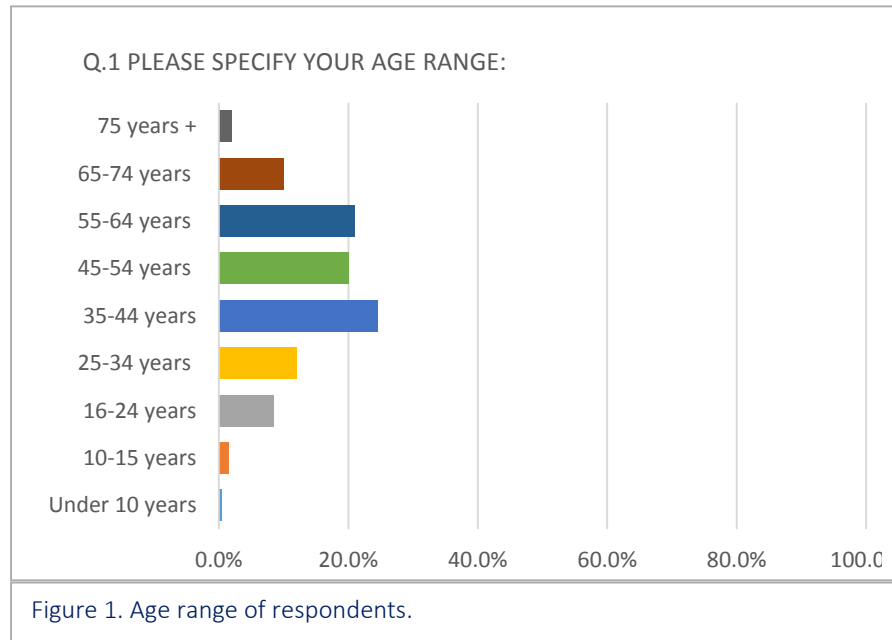
- Be taken into consideration and be used to help inform decision making and planning processes.
- Be used as baseline data for future comparative analysis, so GORCC can track progress and performance over time.

SURVEY RESULTS

SECTION A. ABOUT THE PARTICIPANTS

1. What is your age range? (721 responses)

- 35-44 years – 176 (24%)
- 55-64 years – 149 (21%)
- 45-54 years – 145 (20%)
- 25-34 years – 89 (12%)
- 65-74 years – 70 (10%)
- 16-24 years – 61 (8%)
- 75 years+ – 17 (2%)
- 10-15 years – 11 (1.5%)
- Under 10 years – 3 (1.5%)



2. Please indicate your gender: (721 responses)

- Female – 419 (58%)
- Male – 302 (42%)

3. What is your primary place of residence? (721 responses)

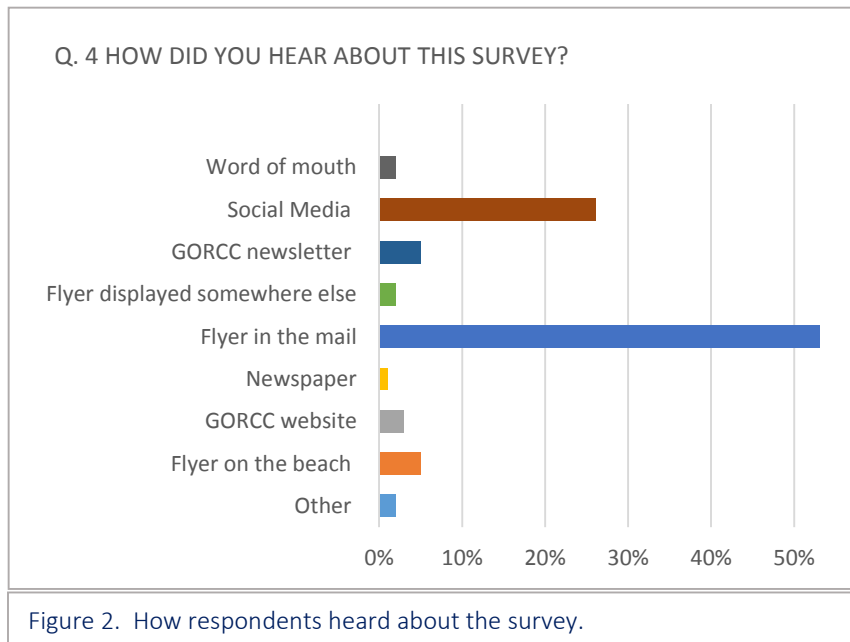
- Torquay – 250 (35%)
- Jan Juc – 95 (13%)
- Anglesea – 74 (10%)
- Geelong and surrounding suburbs – 66 (9%)
- Melbourne and surrounding suburbs – 63 (9%)
- Armstrong Creek – 22 (5%)
- Aireys Inlet – 26 (4%)
- Lorne – 22 (3%)
- The Bellarine – 18 (3%)
- Bellbrae – 15 (2%)
- Country VIC – Other – 14 (2%)
- Outer Geelong Region – 8 (1%)
- Fairhaven to Eastern View – 8 (1%)
- Bells Beach – 7 (1%)
- Ballarat – 7 (1%)
- New South Wales – 4 (1%)
- Other – 4 (1%)
- Overseas – 3 (0.5%)
- South Australia – 2 (0.5%)

4. *How did you hear about this survey? (721 responses)*

- Flyer in the mail – 383 (53%)
- Social media – 189 (26%)
- Handed a flyer on the beach – 35 (5%)
- GORCC Newsletter – 36 (5%)
- GORCC website – 22 (3%)
- Other – 17 (2%)
- Flyer displayed somewhere else – 16 (2%)
- Word of mouth – 15 (2%)
- Newspaper article – 8 (1%)

Examples of ‘other’ responses:

- “I went into the office and picked one up with my family”
- “GORCC Open Day at Torquay”
- “Torquay Nightjar Festival – GORCC Stall”



5. *How are you connected to the GORCC-managed coast? (721 responses)*

- Permanent resident – 549 (76%)
- Day tripper (not staying on the coast) – 51 (7%)
- Visitor (staying on the coast) – 46 (6%)
- Holiday home owner – 44 (6%)
- Camper (caravan) – 33 (5%)
- Business owner – 19 (3%)
- Camper (tent) – 9 (1%)
- Other – 12 (2%)

Examples of ‘other’ responses

- “Student/volunteer”
- “Participated in GORCC programs through school”
- “I work on the Surf Coast”

6. *Where is your coastal residence located?* (57 responses)*

- Anglesea – 21 (37%)
- Torquay – 11 (19%)
- Lorne – 7 (12%)
- Jan Juc – 3 (5%)
- Moggs Creek – 2 (4%)
- Fairhaven – 1 (2%)
- Aireys Inlet – 1 (2%)
- Other – 11 (19%)

Examples of ‘other’ responses:

- “Wye River”
- “Ocean Grove”
- “Belmont”

**This question was only visible to respondents who selected ‘permanent resident’ or ‘holiday home owner’ in response to question 5.*

7. How often do you visit the beach or foreshore areas that GORCC manages?* (167 responses)

- More than once a year - 149 (90%)
- Once a year – 6 (4%)
- Once every couple of years or occasionally – 6 (4%)
- This is my first time visiting – 6 (4%)

*This question was only visible to respondents who did not select 'permanent resident' or 'holiday home owner' in response to question 5.

8. How familiar are you with GORCC and what GORCC does? (641 responses)

- Quite familiar (I know quite a bit about who GORCC is and what GORCC does) – 216 (34%)
- Not very familiar (I know a little about who GORCC is and what GORCC does) – 205 (32%)
- I had never heard of GORCC before today – 101 (16%)
- Unfamiliar (I have heard of GORCC but that's all) – 54 (8%)
- Very familiar (I know who GORCC is and have an in depth knowledge of what GORCC does) – 65 (10%)

SECTION B. HOW FAMILIAR THE PARTICIPANTS WERE WITH GORCC

9. Please indicate whether you think the below statements are true or false** (525 responses)

| STATEMENT | TRUE | FALSE | CORRECT RESPONSE |
|---|-----------|-----------|------------------|
| GORCC is mostly funded by the Crown land caravan parks it manages. | 332 (65%) | 180 (35%) | True |
| GORCC receives rates from ratepayers. | 100 (20%) | 403 (80%) | False |
| GORCC is not for profit. | 459 (90%) | 53 (10%) | True |
| GORCC manages Bells Beach. | 347 (70%) | 152 (30%) | False |
| GORCC manages Fishermans Beach. | 390 (78%) | 112 (22%) | True |
| GORCC's management area is continuous (there's no breaks in-between). | 244 (48%) | 261 (52%) | False |
| GORCC enforces local laws (e.g. dog control, parking) on the land it manages. | 123 (24%) | 383 (76%) | False |
| The GORC Committee is made up of voluntary members. | 401 (78%) | 114 (22%) | True |

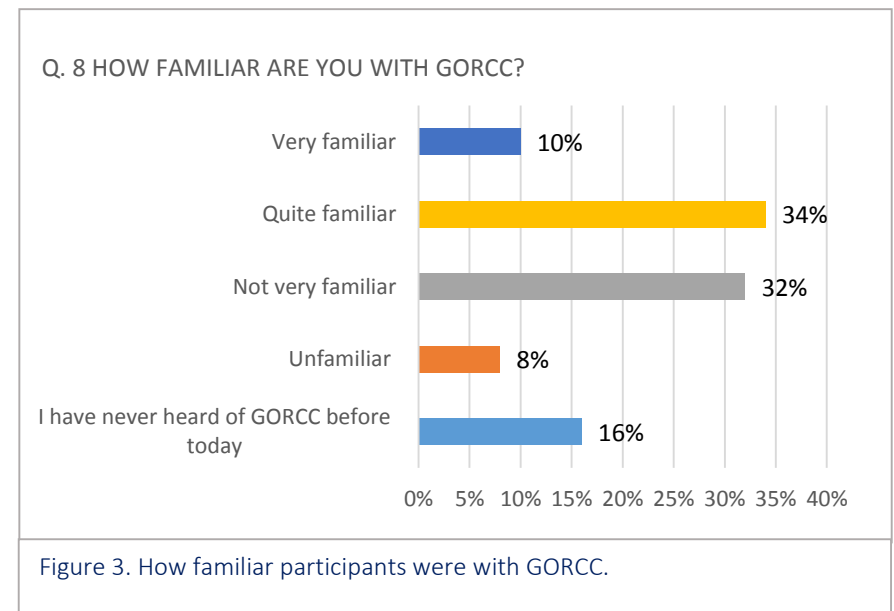


Figure 3. How familiar participants were with GORCC.

**These questions were not visible to those who selected the response option 'I have never heard of GORCC before today' in response to question 8

SECTION C. WHAT PARTICIPANTS LOVED AND WANTED TO IMPROVE MOST ABOUT THE COAST

10. What are the three things you love most about the GORCC-managed coast? (529 responses)

Key themes arising from answers given have been summarised below.

| KEY THEME | EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|--|---|----------------------|
| Natural beauty, scenery or views | <ul style="list-style-type: none"> ○ <i>"Views without buildings, roads and other man made intrusions."</i> ○ <i>"Natural, unspoiled beauty"</i> ○ <i>"Impressive, memorable coastline scenery"</i> ○ <i>"Magnificent coastal vistas"</i> | 164/529 (31%) |
| Cleanliness (in general or free from rubbish) | <ul style="list-style-type: none"> ○ <i>"Clean beaches"</i> ○ <i>"That you keep the areas managed pretty clean for the most part of the year"</i> ○ <i>"The cleanliness of our beaches and the water itself."</i> ○ <i>"Clean/ unpolluted"</i> | 146/529 (28%) |
| The beach, ocean or waves (general) | <ul style="list-style-type: none"> ○ <i>"The beaches"</i> ○ <i>"The ocean"</i> ○ <i>"The amazing beaches"</i> | 145/529 (27%) |
| GORCC provided facilities or maintenance of GORCC facilities | <ul style="list-style-type: none"> ○ <i>"Improvements in foreshore facilities such as seating etc."</i> ○ <i>"Amenities like toilets, BBQs"</i> ○ <i>"Good maintenance of foreshore facilities"</i> ○ <i>"Simple facilities that still promote natural beauty"</i> | 129/529 (24%) |
| Walking and bike riding tracks, pathways and trails | <ul style="list-style-type: none"> ○ <i>"Pathways and bike tracks linking towns"</i> ○ <i>"Trails and paths parallel to the beaches to run, walk, hike be active off the beach but with a coastal view"</i> ○ <i>"Well maintained and defined walking paths/tracks"</i> | 122/529 (23%) |
| Natural environment (general) | <ul style="list-style-type: none"> ○ <i>"The natural vegetation along the coast"</i> ○ <i>"Coastal habitats"</i> ○ <i>"The wild coastal areas"</i> ○ <i>"The natural environment"</i> | 118/529 (22%) |
| GORCC conservation work | <ul style="list-style-type: none"> ○ <i>"Protecting the natural coastline e.g. getting rid of weeds and rubbish."</i> ○ <i>"GORCC's commitment to habitat protection and restoration of coastal habitat"</i> ○ <i>"The conservation that is clearly evident with flora and fauna alike protected from our intervention"</i> ○ <i>"Environmental activities with volunteers"</i> | 92/529 (17%) |
| Access | <ul style="list-style-type: none"> ○ <i>"Mix of easily and not easily accessed beaches"</i> ○ <i>"Well maintained beach access"</i> | 76/529 (14%) |

| KEY THEME | EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|--|--|---------------------|
| | <ul style="list-style-type: none"> ○ <i>"The accessibility of the beaches for the various activities"</i> | |
| The surf, surf beaches or surfing | <ul style="list-style-type: none"> ○ <i>"The beaches for surfing"</i> ○ <i>"Access to surf spots"</i> ○ <i>"The quality of the surf"</i> | 68/529 (13%) |
| Lack of, low or sensitive development | <ul style="list-style-type: none"> ○ <i>"It hasn't been overdeveloped"</i> ○ <i>"Building and 'improvements' seem to be restricted on beach front reserves"</i> ○ <i>"Mostly natural environment with minimal development"</i> | 64/529 (12%) |
| Specific location | <ul style="list-style-type: none"> ○ <i>"Shelley Beach and Point Grey picnic area"</i> ○ <i>"Split Point - Lighthouse area in Aireys Inlet"</i> ○ <i>"Point Danger (Anzac area)"</i> | 61/529 (12%) |
| Recreational opportunities (other than surfing, or walking tracks) | <ul style="list-style-type: none"> ○ <i>"Variety of activities possible on the beachfronts (fishing, swimming, surfing, sailing, canoeing, snorkelling ...)"</i> ○ <i>"Markets and festivals in Torquay"</i> ○ <i>"Picnic tables and pathways for family activities"</i> | 57/529 (11%) |
| Dog laws or dog beaches | <ul style="list-style-type: none"> ○ <i>"Walking on the beach with my dogs"</i> ○ <i>"There are dog free areas and 'dogs allowed' areas of the beach in Torquay"</i> ○ <i>"That there is a common sense approach to allowing dogs on beaches"</i> | 36/529 (7%) |
| Community – inclusiveness or shared values | <ul style="list-style-type: none"> ○ <i>"Sense of community and shared value and love of the coast"</i> ○ <i>"Local people who care"</i> ○ <i>"Great community feel"</i> | 35/529 (7%) |
| Family friendly and/or safe beaches/areas/activities | <ul style="list-style-type: none"> ○ <i>"Great spaces for families to enjoy the beach"</i> ○ <i>"Beautiful and safe beaches for family activities"</i> ○ <i>"Great safe swimming and surf beaches"</i> | 33/529 (6%) |
| That the coast is well managed | <ul style="list-style-type: none"> ○ <i>"The fact that I have seen transformation (action) in the 3+ years I have lived on the GOR"</i> ○ <i>"Areas managed and in good health despite increasing human usage"</i> ○ <i>"They (GORCC) get things done, sometimes against the narrow views of others."</i> | 33/529 (6%) |
| Wildlife | <ul style="list-style-type: none"> ○ <i>"The abundance of wildlife"</i> ○ <i>"Incredible and unique birdlife"</i> ○ <i>"It is home to many species of wildlife"</i> | 31/529 (6%) |
| Remoteness/isolation/quiet particularly in off-peak seasons | <ul style="list-style-type: none"> ○ <i>"The serenity during the cooler months."</i> ○ <i>"Ability to have beach 'all to myself' ..."</i> ○ <i>"Can find uncrowded spots"</i> | 20/529 (4%) |
| Caravan Parks | <ul style="list-style-type: none"> ○ <i>"Great camping/caravan park"</i> ○ <i>"Awesome caravan parks"</i> ○ <i>"Ambiance of the caravan park"</i> | 19/529 (4%) |
| The Great Ocean Road | <ul style="list-style-type: none"> ○ <i>"The Great Ocean Road"</i> ○ <i>"Driving on the Great Ocean Road"</i> | 16/529 (3%) |

| KEY THEME | EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|--|---|---------------------|
| Car parks (or parking provided in general) | <ul style="list-style-type: none"> ○ "Free parking" ○ "Easy to find a car park" | 14/529 (3%) |
| Friendliness (of people) | <ul style="list-style-type: none"> ○ "Friendly people who work with GORCC" ○ "Regional, friendly, Aussie vibe" | 14/529 (3%) |
| Location | <ul style="list-style-type: none"> ○ "Proximity to Great Otway National Park" ○ "Close to Geelong" | 13/529 (2%) |
| Variety/choice of beaches | <ul style="list-style-type: none"> ○ "The variety of beaches" ○ "Differentiation of beach characteristics" | 11/529 (2%) |
| Open space or grassy areas | <ul style="list-style-type: none"> ○ "The variety of beaches" ○ "Open areas without hard structures (e.g. playgrounds, buildings)" ○ "Grassy areas close to the beach" | 10/529 (2%) |
| Trees or forest close to the ocean | <ul style="list-style-type: none"> ○ "Meeting of bush and sea" ○ "The trees growing down to the sea, especially the blue gums" | 10/529 (2%) |
| GORCC education programs | <ul style="list-style-type: none"> ○ "The great effort to educate the public about our coast." ○ "GORCC works to educate people in understanding the natural coastal environment" | 9/529 (2%) |

11. What are the 3 things you would most like to see changed or improved about the GORCC- managed coast and why? (529 responses)

Key themes arising from answers given have been summarised below.

| KEY THEME | SUMMARY AND EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|---|--|---------------------|
| Further protection/enhancement of natural environment | <p>A large number of comments were made in relation to this key theme. While there were a variety of different types of comments made, overall all related to protection and enhancement of the natural environment. The most popular types of suggestion made were:</p> <ul style="list-style-type: none"> ○ Increase in indigenous plantings and revegetation projects (25 comments) ○ Increase in dune protection and/or erosion mitigation (24 comments) ○ Increase in weed control efforts (19 comments) ○ Increased feral pest control (9 comments) ○ Increased wildlife protection efforts (8 comments) ○ More trees/vegetation (in general – not necessarily indigenous) (7 comments) ○ Support for more sustainable practices/approaches to infrastructure, planning and management (5 comments) | 130/529 (25%) |

| KEY THEME | SUMMARY AND EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|--|---|-----------------------------|
| | <p><i>Examples of answers given included:</i></p> <ul style="list-style-type: none"> ○ <i>“Greater investment towards eradicating pest plants and animals”</i> ○ <i>“More indigenous plantings along the coastline.”</i> ○ <i>“Smarter protection from erosion on dunes, beaches, cliffs and estuaries”</i> ○ <i>“Feral animals better controlled/eradicated”</i> ○ <i>“Greater protection for beach nesting birds - control of special habitat”</i> ○ <i>“More use of sustainable practices like solar power and natural toilets (when possible)”</i> | |
| <p>Improved waste management (provision of bins and maintenance of beaches) and cleanliness of foreshore areas</p> | <p><i>Comments relating to this theme were mostly focused on waste management during peak periods. The most popular types of comment under this theme were:</i></p> <ul style="list-style-type: none"> ○ <i>More rubbish bins required – particularly over peak season (50 comments)</i> ○ <i>Better waste management overall/in general (21 comments)</i> ○ <i>More regular emptying of bins – particularly over peak season (14 comments)</i> ○ <i>Increased availability of dog poo bags (6 comments)</i> ○ <i>More litter patrols (6 comments)</i> <p><i>Examples of answers given include:</i></p> <ul style="list-style-type: none"> ○ <i>“A system that sees fines for those who leave rubbish”</i> ○ <i>“More bins at dog friendly beach entrances”</i> ○ <i>“Improved rubbish management over summer”</i> ○ <i>“Bins emptied twice a day in peak season”</i> ○ <i>“More rubbish collections at busy times to stop the overflow of rubbish ending up in the ocean”</i> ○ <i>“More dog poo bags”</i> ○ <i>“Liaise with council to improve litter collections and recycling.”</i> | <p>129/529 (24%)</p> |
| <p>Traffic, transport and car parking concerns (various)</p> | <p><i>The most common type of answer given in relation to this key theme were:</i></p> <ul style="list-style-type: none"> ○ <i>More parking spaces required (34 comments)</i> ○ <i>General parking congestion and related issues (21 comments)</i> ○ <i>Calls for better traffic management in general (11 comments)</i> ○ <i>Requests to bring in paid parking or restrictions but for visitors only, locals exempt (8 comments)</i> ○ <i>Safety concerns for pedestrians and/or drivers (6 comments)</i> ○ <i>Road or car park maintenance/improvements required (6 comments)</i> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“More areas that can be used for parking on busy tourist days”</i> ○ <i>“Better parking access in certain places to meet demand and not interfere with current vegetation”</i> ○ <i>“Greater provision of parking”</i> ○ <i>“Better traffic management on busy days”</i> | <p>114/529 (22%)</p> |

| KEY THEME | SUMMARY AND EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|--|--|----------------------------|
| | <ul style="list-style-type: none"> ○ <i>“Paid parking at busy beaches/areas for non-residents during peak times”</i> ○ <i>“Existing car parks maintained all year round”</i> | |
| <p>Increased or new facilities or infrastructure required</p> | <p><i>Comments made under this theme centred on either a desire for additional, increased or new facilities/infrastructure. The most popular suggestions were:</i></p> <ul style="list-style-type: none"> ○ <i>More toilet facilities (21 comments)</i> ○ <i>More drinking taps (9 comments)</i> ○ <i>More shade trees or shade shelters (6 comments)</i> ○ <i>More seating (5 comments)</i> ○ <i>More picnic or BBQ facilities or areas (5 comments)</i> <p><i>Examples of comments made were:</i></p> <ul style="list-style-type: none"> ○ <i>“Toilets to cater for day visitors between Fairhaven and Lorne”</i> ○ <i>“More drinking taps along the Surf Coast trail”</i> ○ <i>“More public toilets and showers”</i> ○ <i>“More BBQs – difficult at time to find a spare one”</i> ○ <i>“Workout or fitness areas with rubber flooring for yoga and sit ups”</i> | <p>95/529 (18%)</p> |
| <p>Better/more enforcement of local laws relating to user behaviour</p> <p>(see also section below on dog owner behaviour and dog regulations)</p> | <p><i>Respondents that made a comment relating to enforcement of local laws and regulations mostly focused on dog laws, with many responses indicating a strong desire to see dog laws more comprehensively enforced. While establishment and enforcement of local laws is not directly GORCC’s responsibility, GORCC does take an advocacy role in these areas and looks to communicate regularly with the Surf Coast Shire on these issues. There was acknowledgement by many that enforcement was an issue that must be tackled in partnership with and/or led by the Surf Coast Shire.</i></p> <p><i>The most popular types of comments made were:</i></p> <ul style="list-style-type: none"> ○ <i>That dog laws should be better enforced or tightened (29 comments) – there were also 28 comments specific to people picking up dog poo and many of these related to a desire to see fines implemented for this.</i> ○ <i>That laws should be enforced better to protect wildlife and the environment – particularly the Hooded Plover (13 comments)</i> ○ <i>That littering should be better policed (8 comments)</i> ○ <i>That regulations protecting dunes should be better enforced (5 comments)</i> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“Better enforcement of regulations that protect the environment”</i> ○ <i>“Dog Control – especially near endangered Hooded Plover sites”</i> ○ <i>“Tougher penalties for littering”</i> | <p>82/529 (16%)</p> |

| KEY THEME | SUMMARY AND EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|---|--|---------------------|
| | <ul style="list-style-type: none"> ○ <i>“Increased fines for people walking dogs and not picking up faeces”</i> ○ <i>“Preventing people from damaging sand dunes”</i> | |
| <p>Tighter dog regulations and/or better enforcement of dog laws</p> <p>(see also sections below on answers given on issues not directly under GORCC’s control or areas of responsibility, and enforcement of local laws)</p> | <p><i>While establishment of dog regulations and enforcement of dog regulations is not directly GORCC’s responsibility, GORCC does take an advocacy role in this area and looks to communicate regularly with the Surf Coast Shire on this issue. There was a large number of comments made in relation to this theme, the most common type of answers given were:</i></p> <ul style="list-style-type: none"> ○ <i>Better/stronger enforcement needed of dog regulations (29 comments)</i> ○ <i>Decrease dog poo left on the foreshore, either via better enforcement, higher fines, or provision of more bags by GORCC (28 comments)</i> ○ <i>Stricter control of dogs required (either less dog areas or increased fines) (14 comments)</i> ○ <i>Dogs should be banned from the foreshore completely (3 comments)</i> <p><i>22 respondents expressed opinions contradictory to this, and advocated for more dog off leash areas and/or times.</i></p> <p><i>Examples of comments made included:</i></p> <ul style="list-style-type: none"> ○ <i>“More management of dogs being on leads and fines for people who don’t pick up their dogs poop”</i> ○ <i>“Better control of dog droppings in conjunction with SCS”</i> ○ <i>“Bring back provided dog poo bags near beaches and walking tracks”</i> ○ <i>“Increased fines for people walking dogs and not picking up their faeces”</i> ○ <i>“Improved dog owner management. Dogs ought to be kept on leashes at all public beaches”</i> ○ <i>“Dog Control at Moggs Creek - endangered Hooded Plover breeding territory”</i> ○ <i>“No dogs on beach - law enforcement”</i> ○ <i>“Larger dog beach areas so dogs can be let off and not disturb others”</i> | 79/529 (15%) |
| <p>Increased or improved tracks, paths and/or trails</p> | <p><i>The most common types of answers given in relation to this key theme were:</i></p> <ul style="list-style-type: none"> ○ <i>Improve or upgrade existing tracks paths and/or trails (21 comments)</i> ○ <i>Create new or more tracks, paths and/or trails (11 comments)</i> ○ <i>Extend existing tracks, paths and/or trails or make them more continuous (8 comments)</i> ○ <i>Improve signage on tracks, paths and/or trails (5 comments)</i> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“Extended walking trail to Aireys (ideally along the coast)”</i> ○ <i>“More running, walking and riding tracks”</i> ○ <i>“Bike path improvements especially from Torquay to Pt Impossible”</i> ○ <i>“Keep track foliage trimmed back”</i> | 66/529 (12%) |

| KEY THEME | SUMMARY AND EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|--|--|---------------------|
| | <ul style="list-style-type: none"> ○ <i>“Shared tracks to be widened and sealed. Current tracks in sections are so narrow its dangerous and when wet the gravel goes soft and makes it extremely difficult to ride on”</i> | |
| Signage – increased, improved or reduced | <p><i>Comments in relation to signs were mixed, although the majority of answers given indicated a desire to see more signs (particularly environmental or educational signs) or improved signs. Many respondents also indicated that signs needed to be in multiple languages.</i></p> <p><i>The most common type of answer given in relation to this key theme were:</i></p> <ul style="list-style-type: none"> ○ <i>Improve existing signs to make them clearer, particularly for dog regulations and directional signs for tracks and trails (19 comments)</i> ○ <i>Increase educational signs for environmental protection purposes (i.e. to protect dunes, wildlife, stop litter, etc. (15 comments)</i> ○ <i>Decrease the number of signs on the coast (10 comments)</i> ○ <i>Install new signs or increase signage in general for directions, dog regulations etc. (9 comments)</i> ○ <i>Increase or improve visibility safety signs (e.g. numbered emergency markers, danger to swimmers, cliffs etc.) (5 comments)</i> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“Better signage on the walking tracks e.g. distances”</i> ○ <i>“More information signs pointing out significant flora for local and tourist education”</i> ○ <i>“Proliferation of signage (roadside and on beaches/dunes/foreshore areas) is an ugly blot on landscapes”</i> ○ <i>“More signs warning of the dangerous conditions again for non-swimming tourists”</i> ○ <i>“More signs to keep people off sand dunes”</i> | 63/529 (12%) |
| Better maintenance of existing facilities/ infrastructure or upgrades required | <p><i>The majority of comments made relating to this key theme were focused on toilet cleaning, maintenance or upgrades. Other suggestions included increased car park maintenance and upgrades, path/track maintenance, general improved maintenance of all facilities, boat ramp improvements and better fencing, particularly in relation to environmentally sensitive areas.</i></p> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“Better all year round maintenance of toilets – seems to drop off in winter”</i> ○ <i>“Keep improving the car parks and toilet/change facilities”</i> ○ <i>“Pt Roadknight carpark – needs grading and to be more user friendly”</i> | 51/529 (10%) |

| KEY THEME | SUMMARY AND EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|---|--|---------------------|
| | <ul style="list-style-type: none"> ○ <i>Put better fencing around the vegetation area because the dunes are such vital parts of our beaches”</i> | |
| Increased communication/information distribution and community consultation | <p><i>The most common types of answers given in relation to this key theme were:</i></p> <ul style="list-style-type: none"> ○ <i>Increase communications and availability of information (29 comments)</i> ○ <i>More engagement activities and/or respond to community feedback better (14 comments)</i> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“More accessible information about the areas and what GORCC does, and how residents can help”</i> ○ <i>“Increased publicity so we are well informed”</i> ○ <i>“Bigger presence on social media”</i> ○ <i>“Start listening to the majority of people who live here”</i> ○ <i>“I would like more public consultation”</i> ○ <i>“More resident consultation”</i> | 50/529 (9%) |
| GORCC’s role and management area (various) | <p><i>The most common types of answers given in relation to this key theme were:</i></p> <ul style="list-style-type: none"> ○ <i>Extend GORCC’s management area (9 comments)</i> ○ <i>Transfer coastal management to the Surf Coast Shire (9 comments)</i> ○ <i>Increase accountability and transparency of the GORC Committee and/or improve Committee approach to decision-making (9 comments)</i> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“More land under GORCC control”</i> ○ <i>“Like to see GORCC responsibilities extended”</i> ○ <i>“Devolvement of GORCC’s responsibilities to local government”</i> ○ <i>“Committee inability to meet the current demands of the public”</i> ○ <i>“Non-flexible approach to change”</i> ○ <i>“Committee unaccountability”</i> | 37/529 (7%) |
| Caravan Parks and coastal camping (various) | <p><i>The most common types of answers given in relation to this key theme were:</i></p> <ul style="list-style-type: none"> ○ <i>Upgrade/improve existing Crown land caravan parks (6 comments)</i> ○ <i>Increase access to and/or affordability of Crown land caravan parks (6 comments)</i> ○ <i>Provide more caravan parks and/or camping opportunities (5 comments)</i> ○ <i>Provide free camping opportunities (5 comments)</i> ○ <i>Restrict illegal camping and/or enforce illegal camping regulations (5 comments)</i> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“More cheap camping so that everyone can enjoy it”</i> ○ <i>“Improve the camping availability and facilities for average wage people”</i> | 35/529 (7%) |

| KEY THEME | SUMMARY AND EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|---|---|---------------------|
| | <ul style="list-style-type: none"> ○ <i>“More places to camp near the beach”</i> ○ <i>“More free camping spots for travellers due to rip off prices in caravan parks”</i> ○ <i>“No illegal camping at beach carparks”</i> | |
| Increase or improve foreshore access | <p><i>The most common types of answers given in relation to this key theme were:</i></p> <ul style="list-style-type: none"> ○ <i>Improve general beach access (or increase it) (9 comments)</i> ○ <i>Improve disabled access (8 comments)</i> ○ <i>Improve access at specific locations – multiple specific examples given (7 comments)</i> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“Improved universal access to viewing areas and beaches”</i> ○ <i>“Better beach access for elderly citizens as the stairs at Torquay Back Beach are hard to climb”</i> ○ <i>“Better access to beach for prams and wheelchairs”</i> ○ <i>“Well designed and sympathetically designed and managed beach access areas”</i> | 31/529 (6%) |
| Increase community education programs/strategies | <p><i>The majority of respondents providing an answer under this key theme wanted to see environmental education increased to change user behaviour, while some other felt that safety education was important.</i></p> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“Better education for those using the area (residents and visitors) to not litter”</i> ○ <i>“More work with schools”</i> ○ <i>“More public awareness of environmental concerns”</i> ○ <i>“More education, notice boards relating to the need to protect vulnerable animal and plant species e.g. Hooded Plover and grasses. Need to explain to people why it is important to keep out of dune system and especially to keep dogs out of particular areas”</i> | 25/529 (5%) |
| Too developed, or development needs to be limited | <p><i>Comments made relating to this key theme were consistent in their message, calling for restrictions on development.</i></p> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“More restriction on commercial development that impacts on coastal land”</i> ○ <i>“Less development - toilets, cafes, facilities, buildings (e.g. surf clubs), playgrounds on the foreshore public land”</i> ○ <i>“No more buildings or buildings enlarged on crown land”</i> | 20/529 (4%) |
| Improve partnerships/collaboration with other land managers | <p><i>Comments made relating to this key theme all called for better cooperation with other agencies.</i></p> <p><i>Examples of comments made:</i></p> <ul style="list-style-type: none"> ○ <i>“Better co-ordination with Surf Coast Shire (less overlap)”</i> ○ <i>“More liaison/sharing of resources between GORCC and the Surf Coast Shire”</i> ○ <i>“More communication with / influence on VicRoads to ease traffic congestion at busy periods”</i> | 16/529 (3%) |

| KEY THEME | SUMMARY AND EXAMPLES OF ANSWERS GIVEN | NUMBER OF RESPONSES |
|--|---|---------------------|
| More events and/or activity options on the coast | <p>Respondents giving answers that related to this key theme expressed a desire to see more events/activity options on the coast, with suggestions ranging from kids activities to markets and more eateries.</p> <p>Examples of comments made:</p> <ul style="list-style-type: none"> ○ “More markets for local produce” ○ “More community events to get involved in” ○ “More events celebrating the region” | 10/529 (2%) |
| GORCC funding/allocation of funds | <p>Comments made relating to this key theme varied from respondents wanting GORCC to attract more funding through to suggestions for how funding should be spent.</p> <p>Examples of comments made:</p> <ul style="list-style-type: none"> ○ “More financial support from government” ○ “I’d like to see ongoing State funding for the organisation so they could employ more great young people to work with locals to help preserve and improve our coastal environment” ○ “More funding for fencing and infrastructure replacement” | 10/529 (2%) |
| Fencing (various) | <p>Answers given in relation to fencing varied, however most were requests for more fencing for vegetation/dune protection. Two respondents asked to see fencing minimised.</p> <p>Examples of comments made:</p> <ul style="list-style-type: none"> ○ “Having fencing done where (there are) areas that need protecting” ○ “More secure fencing/monitoring around areas where cliffs are as sometimes people climb over the existing fencing and ruin vegetation” ○ “Keep fencing etc. to a minimum” | 7/529 (1%) |

In addition to the answers categorised above, 151 responses were given relating to issues that are outside GORCC’s direct control or management area. These 151 responses are in addition to those made on local laws enforcement (see above).

The most common types of answer given about this type of issue were:

- Concerns about traffic issues including congestion, the state of the Great Ocean Road, speed limits, calls for more pedestrian crossings and more **(74 comments)**
- Restrict suburban and housing development **(14 comments)**
- Comments about the management of Bells Beach **(7 comments)**

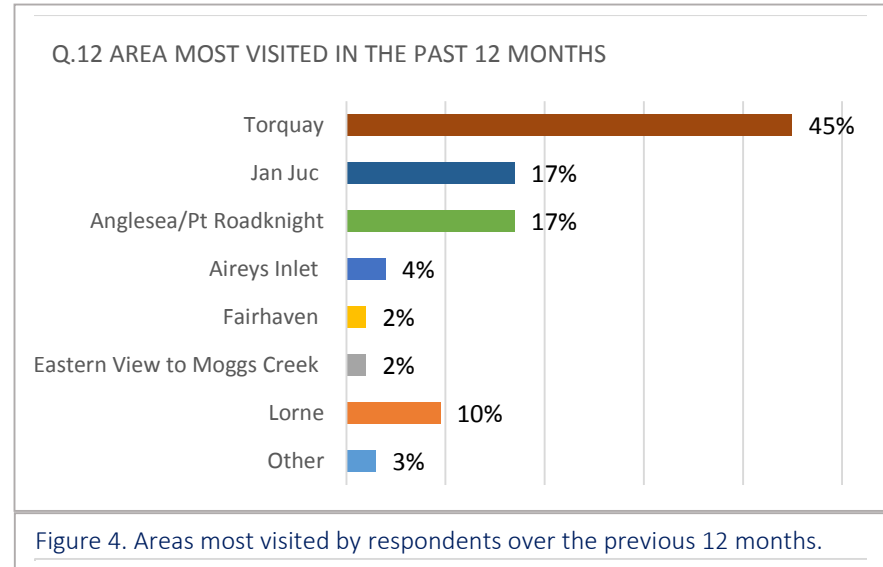
SECTION D. INSIGHTS INTO PARTICIPANT COASTAL USE

12. *Over the last 12 months, which general, coastal area managed by GORCC would you say you have visited the most? (528 responses)*

- Torquay – 237 **(45%)**
- Jan Juc – 92 **(17.5%)**
- Anglesea/ Pt Roadknight – 92 **(17.5%)**
- Lorne – 50 **(9.5%)**
- Aireys Inlet – 19 **(3.5%)**
- Fairhaven – 11 **(2%)**
- Eastern View to Moggs Creek – 11 **(2%)**
- Invalid responses – 6 **(1%)**
- Equally all areas – 5 **(1%)**

13. *Which specific Torquay location do you visit the most? (236 participants answered)**

- Fisherman’s Beach – 48 **(20%)**
- Whites Beach – 48 **(20%)**
- Torquay Surf Beach/Back Beach – 42 **(17.5%)**
- Cosy Corner – 36 **(15%)**
- Torquay Front Beach – 28 **(12%)**
- Point Danger – 8 **(3.5%)**
- Point Impossible – 5 **(2%)**
- The Torquay Foreshore Caravan Park – 5 **(2%)**
- Elephant Walk – 3 **(1%)**
- The Esplanade (Shops) – 3 **(1%)**
- Not sure – 2 **(1%)**
- Non-Torquay answers 2 **(1%)**
- Taylor Park – 1 **(0.5%)**



14. *Which specific Jan Juc location do you visit the most? (95 participants answered)**

- Jan Juc Beach (Main) – 54 **(57%)**
- Bird Rock (Jan Juc) – 28 **(29%)**
- Rocky Point (Jan Juc) – 4 **(4%)**
- All areas – 5 **(5%)**
- Other – 5 **(5%)**

**These questions were only visible to respondents who did not select ‘permanent resident’ or ‘holiday home owner’ in response to question 5.*

15. Which specific Anglesea or Point Roadknight location do you visit the most?* (92 participants answered)

- Anglesea Main/Surf Beach – 47 (51%)
- Point Roadknight Beach – 29 (31.5%)
- Soapy Rocks – 6 (6.5%)
- Anglesea Back Beach – 3 (3%)
- All areas – 2 (2%)
- Guvvos Beach – 1 (1%)
- Other – 4 (4.5%)

16. Which specific Aireys Inlet location do you visit the most?* (19 participants answered)

- Sandy Gully – 14 (68.5%)
- Split Point – 3 (16%)
- Step Beach – 0 (0%)
- Other – 2 (10%)

17. Which specific Moggs Creek/Eastern View location do you visit the most?* (11 participants answered)

- Eastern View Beach – 4 (36.5%)
- 'The Spot' Surf Break – 3 (27%)
- Spout Creek (Eastern View) – 3 (27%)
- Moggs Creek Beach – 1 (9%)

18. Which specific Lorne location do you visit the most?* (50 participants answered)

- Lorne Main Beach/ Foreshore Area (Louttit Bay) – 18 (36%)
- Lorne Swing Bridge Area/ Erskine River Precinct – 7 (14%)
- Point Grey Precinct (Pier Area) – 6 (12%)
- The Lorne Foreshore Caravan Park – 6 (12%)
- Lorne Point (Surf Break) – 4 (8%)
- Cumberland River – 2 (4%)
- Stony Creek Beach – 2 (4%)
- Shelly Beach – 1 (2%)
- Queens Park – 1 (2%)

19. How much time would you normally spend at this foreshore area or beach? (If you only visited the area once, just estimate how long you spent there) (578 participants answered)

- 1-3 Hours – 369 (64%)
- Greater than 5 hours – 15 (16.5%)
- 3-5 hours – 59 (10%)
- Less than 1 hour – 55 (9.5%)

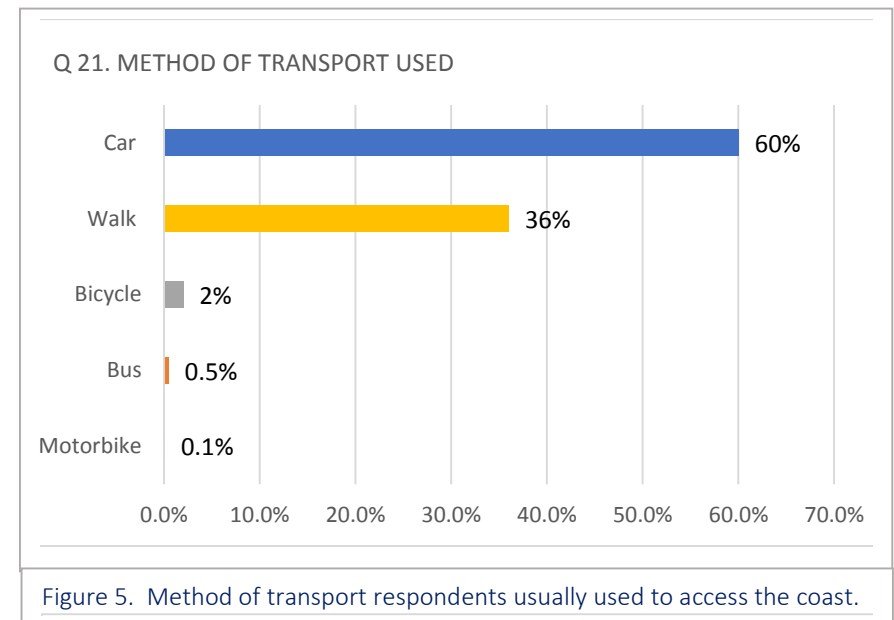
*These questions were only visible to respondents who did not select 'permanent resident' or 'holiday home owner' in response to question 5.

20. Thinking of the beach or foreshore area you just selected, what made you more likely to visit it over other areas on the Surf Coast? Select all that apply. (578 participants answered)

- Proximity to my house or accommodation – 363 (63%)
- Easy to access – 223 (38.5%)
- Its natural beauty – 214 (37%)
- Surf conditions – 205 (35.5%)
- Car park availability – 188 (32.5%)
- Dogs are allowed – 174 (30%)
- It's a safe swimming beach – 160 (27.5%)
- It's a less congested area – 157 (27%)
- Tracks or trails are available – 112 (19.5%)
- It has a surf lifesaving patrol – 107 (18.5%)
- It's the closest beach to where I travel/led from – 101 (17.5%)
- It had less commercial activities or events than other locations – 68 (11.5%)
- Proximity to a town or shopping area – 66 (11.5%)
- Grassy areas available – 62 (10.5%)
- There's a kiosk, van or other food outlet nearby – 58 (10%)
- A family or historical connection – 58 (10%)
- There's a lookout in that location – 47 (8%)
- It's the location for an event or organised activity I took part in or watched – 29 (3.5%)
- Shade from the sun available – 35 (6%)
- Dogs are prohibited – 27 (4.5%)
- Recommendation from friends or family (word of mouth) – 22 (4%)
- It doesn't have a surf lifesaving patrol – 14 (2.5%)
- Public transport services that area – 5 (1%)
- TripAdvisor ratings or reviews – 4 (0.5%)
- Flora and fauna - 4 (0.5%)
- Other – 2 (0.3%)

21. Thinking of this beach or foreshore area, what method of transport did you usually use to get there? (578 participants answered)

- Car – 346 (60%)
- Walk – 208 (36%)
- Bicycle – 11 (2%)
- Bus – 3 (0.5%)
- Motorbike – 1 (0.2%)



22. What do you love most about this specific beach or foreshore location? (578 participants answered)

Key themes arising from answers given have been summarised below.

| KEY THEME | EXAMPLE OF ANSWERS GIVEN | NUMBER OF ANSWERS |
|---|--|-------------------|
| Beach conditions | <ul style="list-style-type: none"> ○ <i>"Great waves and not as busy as other surf spots"</i> ○ <i>"The surf"</i> ○ <i>"Waves and rock pools"</i> | 138 /578 (24%) |
| Natural beauty, scenery or views | <ul style="list-style-type: none"> ○ <i>"The view and coastal vegetation"</i> ○ <i>"The natural beauty of the Great Ocean Road"</i> ○ <i>"Lovely wide beach and picturesque cliffs"</i> | 133 /578 (23%) |
| Family friendly and/or safe beaches/areas/activities | <ul style="list-style-type: none"> ○ <i>"It's a nice open, family friendly beach with plenty of sand and diverse scenery"</i> ○ <i>"Great beach and swimming for small kids"</i> | 132/578 (22%) |
| Location and proximity to home | <ul style="list-style-type: none"> ○ <i>"It's within walking distance of my house"</i> ○ <i>"It's close to home and easy to access"</i> | 96/578 (17%) |
| Dog friendly | <ul style="list-style-type: none"> ○ <i>"Convenient, generally quieter and can walk the dogs"</i> ○ <i>"Great spot to let the dogs run"</i> | 92/578 (16%) |
| Walking and bike riding tracks, pathways and trails | <ul style="list-style-type: none"> ○ <i>"Good walking/ jogging paths around the area"</i> ○ <i>"The opportunities for circular walks especially from Anglesea to Point Roadknight"</i> | 89/578 (15%) |
| Remoteness/isolation/quiet particularly in off-peak seasons | <ul style="list-style-type: none"> ○ <i>"Winter time there are fewer people so we can enjoy the peace and tranquillity of the coast"</i> ○ <i>"Fewer people compared to other beaches"</i> | 47/578 (8%) |
| Cleanliness (in general or free from rubbish) | <ul style="list-style-type: none"> ○ <i>"Clean water, clean sand"</i> | 40/578 (7%) |
| Access | <ul style="list-style-type: none"> ○ <i>"Easy vehicle access and family friendly"</i> ○ <i>"Easy access and good tracks"</i> | 29/578 (5%) |

| KEY THEME | EXAMPLE OF ANSWERS GIVEN | NUMBER OF ANSWERS |
|---|---|--------------------|
| Life guards and patrolled beaches | <ul style="list-style-type: none"> ○ <i>"The beach is patrolled at popular times"</i> ○ <i>"Safe patrolled beach"</i> | 24/578 (4%) |
| Community – inclusiveness or atmosphere | <ul style="list-style-type: none"> ○ <i>"The sense of local community"</i> ○ <i>"The general vibe of the place"</i> | 23/578 (4%) |
| Lack of, low or sensitive development | <ul style="list-style-type: none"> ○ <i>"It's not overly commercialised"</i> ○ <i>"Lack of residential and commercial development"</i> | 15/578 (3%) |
| Open space or grassy areas | <ul style="list-style-type: none"> ○ <i>"The openness of the beach which is good for walking along"</i> ○ <i>"Wide open beach with areas I can walk my dog, sunbake and swim"</i> | 14/578 (2%) |

Key themes have also been sorted by location the respondent was referring to in the following tables.

A summary of comments made in relation to specific Torquay locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|-------------------------------|--|---------------------|--|
| TORQUAY (Point Impossible) | Beach conditions | 3/5 (60%) | <ul style="list-style-type: none"> ○ <i>"The beach is underutilised even on the warmest of days, you don't have to search for a place to sit with your family. It's a beautiful part of Torquay and safe for me to take my husband and young baby for a swim."</i> ○ <i>"Surf, less people"</i> |
| | Natural beauty | 2/5 (40%) | |
| TORQUAY (Whites Beach) | Dogs allowed (off leash beach) | 25/45 (56%) | <ul style="list-style-type: none"> ○ <i>"Convenient, generally quieter and can walk the dogs"</i> ○ <i>"It's just beautiful! The beach is large and even on a crowded day it's still enjoyable. I have two dogs so this makes it a perfect walking destination"</i> ○ <i>"Not crowded, clean, natural environment, great for our dogs to run,"</i> |
| | Great walking destination | 11/45 (24%) | |
| | Location/proximity to Torquay or home | 10/45 (22%) | |
| | Less crowded | 10/45 (22%) | |
| | Natural beauty/serenity | 8/45 (18%) | |
| TORQUAY (Fishermans Beach) | Beach conditions are good for certain activities | 3/5 (60%) | <ul style="list-style-type: none"> ○ <i>"It's directly down from where I live, there's never too many people and it seems more flatter (wave wise) for supping (stand-up paddleboarding)."</i> ○ <i>"Expansive, good surf, dog friendly, clean, good access, local"</i> ○ <i>"My wife feels safe launching our paddle boards from here and then we can take off in the water whichever direction we want"</i> ○ <i>"It's close to home so easy to access. I'd just as readily go to any surf coast beach if it were close to home"</i> |
| | Dogs are allowed | 2/5 (40%) | |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|---|---|---------------------|---|
| TORQUAY (Taylor Park) | One comment made – see right. | 1/1 | <ul style="list-style-type: none"> “It’s natural beauty situated in the centre of Torquay. Not many Victorian towns have such a large and unique park which is used as a breathing space” |
| TORQUAY (Torquay Front Beach) | Aesthetics/amenity | 8/27 (30%) | <ul style="list-style-type: none"> “Safe, beautiful bath along foreshore that we love to walk along. Close to cafés easy to walk to. Easy to park outside of busy tourist times” “Beautiful beach for families. Patrolled at popular times” “The view, not many rocks, easy access from car to beach, shower available, close to shops, not far from home, surf life guard patrolled” |
| | Safe, sheltered and/or family friendly | 8/27 (30%) | |
| | Location – proximity to Torquay | 4/27 (15%) | |
| TORQUAY (Elephant Walk) | Two comments were made – see right | 2/2 | <ul style="list-style-type: none"> “All beaches from Fishos to Cosy Corner are close. Walks from Elephant Walk head in opposite directions. Cowrie Market and Rotary Motor Show are well situated there. Gilbert Street shops are handy.” “Nice and quiet” |
| TORQUAY (Cosy Corner) | Safe and/or sheltered | 14/34 (41%) | <ul style="list-style-type: none"> “Safe swimming for grandchildren and protection from wind. It’s natural beauty and tables to eat meals” “Restaurants across the road, central to town, calm spot for my toddler to play safely” “Sheltered from cold winds. BBQ facilities. Central to other walking routes” “Great calm bay, safe conditions for the kids, clean, less seaweed” |
| | Family friendly | 13/34 (38%) | |
| | Beach conditions | 8/34 (24%) | |
| | Views/natural beauty | 4/34 (12%) | |
| TORQUAY (Point Danger) | Views/natural beauty | 3/8 (38%) | <ul style="list-style-type: none"> “Great waves & not as busy as other surf spots” “The surf, and its natural beauty” “To be able to park easily and enjoy the spectacular view. 5 min drive from home” |
| | Beach conditions and surf | 2/8 (25%) | |
| TORQUAY (Surf Beach/Back Beach) | Surf/beach conditions | 17/40 (42.5%) | <ul style="list-style-type: none"> “It’s a 2 minute walk from where we stay. It’s clean & patrolled. Can swim, boogie board, surf or play cricket. Kids love the rock pools to snorkel in” “It’s close to home, easily accessible to the surf and provides the ability to see the conditions from the Surf Club through Point Danger” “We go there to surf - that’s why we drive, to transport boards however we also walk there a lot because we can walk to it along Spring Creek from our house” “The great beach location, surf, the town centre accessibility and the proximity to my house” |
| | Location – proximity to Torquay or home | 9/40 (22.5%) | |
| | Walking/running opportunities | 7/40 (17.5%) | |
| | Patrolled beach | 5/40 (12.5%) | |
| TORQUAY (Torquay Foreshore Caravan Park) | Various comments were made, mostly about the location and proximity to the beach. | 5/5 | <ul style="list-style-type: none"> “I love that you can stay right near the beach in the camping grounds” “The location of the caravan park right on the beach” |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|----------------------------|--------------------------------------|---------------------|--|
| TORQUAY (Other) | Dogs allowed | 4/14 (29%) | <ul style="list-style-type: none"> ○ <i>"It's closeness to my house, the beautiful scenery, dog friendly, easy access from car to beach, not overcrowded , great walking"</i> ○ <i>"Quiet, not many tourist go to this beach. The dogs are allowed to be let off lead, allowing them to have a good run around"</i> ○ <i>"The view, fresh air and relaxing"</i> |
| | Location – proximity to town or home | 3/14 (21%) | |
| | Views/natural beauty | 3/14 (21%) | |

A summary of comments made in relation to specific Jan Juc locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|----------------------------|---|---------------------|--|
| JAN JUC (Rocky Point) | Three comments were made, all relating to dogs – see right. | 3/3 | <ul style="list-style-type: none"> ○ <i>"Dogs are allowed at all times"</i> ○ <i>"I used to love that there were dog restrictions but it is difficult now with so many poorly supervised animals running amok"</i> ○ <i>"I can take the dogs over summer and spend the day there with the family"</i> |
| JAN JUC (Main Beach) | The surf and/or beach conditions | 19/53 (36%) | <ul style="list-style-type: none"> ○ <i>"Good surf and relatively quiet (Steps to Boobs stretch)"</i> ○ <i>"Hardly any development on the foreshore, beautiful cliffs, good surf, in winter it's still uncrowded"</i> ○ <i>"Natural beauty, able to walk dogs off lead and cliff top walks in both directions"</i> ○ <i>"The beach, its waves, its beauty and its closeness to my home"</i> ○ <i>"It's accessible by foot from my home, it's under-developed and dogs are allowed"</i> |
| | Natural beauty/views | 17/53 (32%) | |
| | Walking opportunities | 15/53 (28%) | |
| | Location – proximity to home/accommodation | 11/53 (21%) | |
| | Dogs are allowed | 11/53 (21%) | |
| Jan Juc (Bird Rock) | Beach conditions or surf | 10/26 (38%) | <ul style="list-style-type: none"> ○ <i>"It's our local. Great for surfing, walking and playing with the kids"</i> ○ <i>"I've grown up surfing this area and looking up towards the big cliffs and other scenery around this area never gets old, also this area is always clean"</i> ○ <i>"My family has called this 'our beach' since my childhood. I love its beauty in the variety of sand dunes, cliffs and the creek in the middle"</i> ○ <i>"The view and the coastal vegetation. The walking track (good for running)"</i> |
| | Natural beauty or views | 9/26 (35%) | |
| | Walking opportunities | 4/26 (15%) | |
| JAN JUC (Other) | Walking opportunities | 3/11 (27%) | <ul style="list-style-type: none"> ○ <i>"It's patrolled, really good surf conditions, good amount of grass area and overall just a great beach for swimming and surfing"</i> ○ <i>"Quiet and uncrowded out of the Christmas/ New Year period"</i> |
| | Surf or beach conditions | 3/11 (27%) | |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|----------------------------|-------------------|---------------------|--|
| | It's less crowded | 2/11 (18%) | <ul style="list-style-type: none"> o <i>"The beautiful walking path along the cliff tops and beach walks at low tide"</i> |

A summary of comments made in relation to specific Anglesea locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|--------------------------------|---|---------------------|--|
| ANGLESEA (Main/Surf Beach) | It's safe and/or sheltered | 13/46 (28%) | <ul style="list-style-type: none"> o <i>"It's clean, beautiful, and safe and we love it. The part of Anglesea beach that I use a lot also is the dog friendly (all year) beach heading towards Pt Addis. It's quiet and beautiful"</i> o <i>"It's a safe ocean beach, with a very long shallow area, it can be sedate one day and wild the next. There are gorgeous Moonah trees"</i> o <i>"My kids have a sense of ownership: it's their beach. Even though they all have anxieties due to autism, they will all let visitors know that it's not okay to litter/ drop butts/ interfere with the flora or fauna"</i> o <i>"The views of the cliffs. The estuary and river. The safe, clean beach. The walk from main beach to Point Roadknight"</i> o <i>"It's easy to get to for a walk, close to the house, patrolled for the kids, good surf for kids"</i> o <i>"Walking distance from my house to dog off lead beach (seasonal)"</i> o <i>"It is great being able to walk my dog off lead, even with the restricted times over summer. Looking at the cliffs and water as you walk the beach is terrific"</i> |
| | Beach conditions | 9/46 (20%) | |
| | Location – proximity to town or house/accommodation | 9/46 (20%) | |
| | It's clean | 8/46 (17%) | |
| | Patrolled beach | 8/46 (17%) | |
| | Natural beauty or views | 7/46 (15%) | |
| | Walking opportunities | 7/46 (15%) | |
| | Family friendly | 7/46 (15%) | |
| | Dogs are allowed | 7/46 (15%) | |
| ANGLESEA (Point Roadknight) | It's safe and/or sheltered | 11/29 (45%) | <ul style="list-style-type: none"> o <i>"Safe for my level of surfing. Great for my grandkids as well. Good for open water swimming which I enjoy with my children"</i> o <i>"It's accessibility, beach safety and great views. Outside of summer periods it is just perfect"</i> o <i>"The surfing and the natural undeveloped environment"</i> o <i>"Natural beauty and family friendly"</i> |
| | Beach or surf conditions | 11/29 (45%) | |
| | Natural beauty/serenity | 9/29 (31%) | |
| | Family friendly beach | 6/29 (21%) | |
| | Walks, tracks and trails | 4/10 (40%) | |
| ANGLESEA (Other) | Natural beauty/unspoilt | 4/10 (40%) | <ul style="list-style-type: none"> o <i>"Wildness and great for long low tide walks with the dog"</i> o <i>"Beaches. Bush walks, indigenous vegetation. Coastal views. Sunrises and sunsets...."</i> o <i>"From the foreshore and the surf there is no buildings to see only the natural landscape"</i> |

A summary of comments made in relation to specific Aireys Inlet locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|-------------------------------|---|---------------------|---|
| AIREYS INLET (Sandy Gully) | Natural beauty/unspoilt nature | 4/10 (40%) | <ul style="list-style-type: none"> ○ <i>"It remains wild, uncrowded and I can walk my dogs"</i> ○ <i>"Beaches. Bush walks, indigenous vegetation. Coastal views. Sunrises and sunsets....."</i> |
| | Walking tracks/paths/trails | 4/10 (40%) | |
| AIREYS INLET (Split Point) | 3 responses were made for this location – see right | 3/3 | <ul style="list-style-type: none"> ○ <i>"The natural beauty, walking trails, lookouts, its history, being able to stop for lunch or coffee and cake"</i> ○ <i>"Scenery, historical significance, combined flat water and surf, less congested"</i> ○ <i>"Natural beauty"</i> |
| AIREYS INLET (Other) | 3 responses in total were made under this category | 3/3 | <ul style="list-style-type: none"> ○ <i>"Surf"</i> ○ <i>"Relatively unknown except to locals"</i> ○ <i>"All of the above"</i> |

A summary of comments made in relation to specific Fairhaven to Eastern View locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|---|--|---------------------|---|
| FAIRHAVEN TO EASTERN VIEW (Eastern View Beach) | 4 comments were made regarding this specific location – see right. | 4/4 | <ul style="list-style-type: none"> ○ <i>"Changes in beach conditions"</i> ○ <i>"Dog free area - the dogs love it"</i> ○ <i>"Limited development and lack of congestion"</i> ○ <i>"The fact that is so close to the road, yet not too developed"</i> |
| FAIRHAVEN TO EASTERN VIEW (Moggs Creek Beach) | 1 comment was made regarding this specific location | 1/1 | <ul style="list-style-type: none"> ○ <i>"Proximity to my house. Best Hang / Para Gliding site on the West Coast"</i> |
| FAIRHAVEN-EASTERN VIEW (‘The Spot’ Surf Break) | 3 comments were made regarding this specific location – see right | 3/3 | <ul style="list-style-type: none"> ○ <i>"It is ideal beach area for Hooded Plovers - the birds have learnt to cope with all the other beach users apart from unleashed dogs"</i> ○ <i>"I really like the surf and how it is not as developed as other beaches. I like that when I go to Spot there is not as many people there as other beaches. It is also such a beautiful beach"</i> ○ <i>"The natural beauty and surf"</i> |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|---|--|---------------------|--|
| FAIRHAVEN-EASTERN VIEW (Spout Creek) | 3 comments were made regarding this specific location – see right. | 3/3 | <ul style="list-style-type: none"> ○ “Surf” ○ “Lack of residential and commercial development” ○ “It’s tucked down in the back corner and a little more sheltered than more exposed beaches meaning the surf can be a little more forgiving most of the time. It boasts a beautiful back drop of rolling mountains into the sea. I have frequently seen dolphins and seals here, amazing place” |

A summary of comments made in relation to specific Lorne locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|--|---|---------------------|---|
| LORNE (Stony Creek Beach) | 2 comments were made regarding this specific location | 2/2 | <ul style="list-style-type: none"> ○ “Close to my home, dogs allowed off leash, fewer people.” ○ “Varied swimming conditions” |
| LORNE (Swing Bridge/Erskine River Precinct) | A wide range of comments were made, including that it was quiet, had a great café, was good for dog walking and that the river was a highlight. | 7/7 | <ul style="list-style-type: none"> ○ “We love the beach. But the creek is a big highlight for our kids. They spend hours playing there with their nets at the caravan park” ○ “Quieter than most and fantastic café and the world class Swing Bridge” |
| LORNE (Lorne Foreshore Caravan Park) | Location | 4/6 (67%) | <ul style="list-style-type: none"> ○ “Pretty location next to river and close to township and walks” ○ “Close to the beach, bush and town” |
| LORNE (Main Beach) | It’s safe and/or sheltered | 4/18 (22%) | <ul style="list-style-type: none"> ○ “Safe beach, some shade, grassed areas for children to play” ○ “Safe beach and has Surf Life Saver” ○ “The fact that it is protected from southwest winds in winter and so remains offshore and glassy a lot making it look inviting even on a nasty weather day elsewhere” |
| | The beach conditions are good | 4/18 (22%) | |
| | The open space | 3/18 (17%) | |
| | There’s a patrolled beach | 3/18 (17%) | |
| LORNE (Lorne Point Surf Break) | 3 comments were made regarding this specific location – see right. | 3/3 | <ul style="list-style-type: none"> ○ “Good waves” ○ “Quiet off season” ○ “The view over the surf break and the beach” |
| LORNE (Point Grey Precinct) | A range of answers were given. Several comments were made about the precinct’s general feel and sense of community. | 6/6 | <ul style="list-style-type: none"> ○ “The sense of local community” ○ “Point Grey for the Aquatic Club and great view and community ambience there” |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|--------------------------------|--|---------------------|--|
| LORNE (Shelly Beach) | 1 comment was made in relation to this location – see right. | 1/1 | ○ <i>“Amazing beach”</i> |
| LORNE (Queens Park Reserve) | 1 comment was made in relation to this location – see right. | 1/1 | ○ <i>“The Queens Park Caravan Park”</i> |
| LORNE (Cumberland River) | 2 comments were made in relation to this location – see right. | 2/2 | ○ <i>“Natural beauty”</i> ○ <i>“Less people and its natural beauty”</i> |

23. What do you think could be improved about this beach or foreshore location? (578 participants answered)

A summary of comments made in relation to specific Torquay locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|-------------------------------|---|---------------------|--|
| TORQUAY (Point Impossible) | Traffic, parking or road issues | 3/5 (60%) | ○ <i>“ Doesn’t really need anything done...it’s nice being a bit under developed”</i> ○ <i>“Road needs to be graded more regularly”</i> |
| | Do nothing | 2/5 (40%) | |
| TORQUAY (Whites Beach) | Increase facilities (drinking fountains, toilets, outdoor shower water taps and change rooms suggested) | 13/45 (29%) | ○ <i>“Access to the beach, very hard for elderly or those with very young kids to get down the stairs to the beach as it does not seem to be cleared and maintained on a regular basis. The walk way to the beach is too steep for a number of people we speak to access”</i> ○ <i>“There are a number of beach access points from the Wyndham to the sands that are not well kept and difficult to access with children & prams. Toilets and an outdoor shower would be beneficial near The Sands area”</i> ○ <i>“Nothing less change the better”</i> ○ <i>“Enhanced dog ownership and control”</i> ○ <i>“More dog ‘poo bags,’ another dispenser or more frequent replacement/ collection of bins refuse at Sands entrance- it’s used by 20+ more folk”</i> |
| | Dogs – various – most suggestions to increase dog restrictions or enforcement and manage dog poo issue | 9/45 (20%) | |
| | Do nothing | 7/45 (15.5%) | |
| | Access: improve or make easier/better for those with limited mobility | 5/45 (11%) | |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|----------------------------------|--|---------------------|---|
| TORQUAY (Fishermans Beach) | Happy as it is | 12/47 (26%) | <ul style="list-style-type: none"> ○ "I have sent a number of e-mails about the parking rules at the boat ramp and it has been largely resolved but those making the parking rules have not really understood the best way to arrange the signage and rules for parking there. It has been a frustration of many and I have offered my advice but that has not been accepted" ○ "Surface the car park area or do something to stop the dust which is recycled crushed concrete" ○ "I think it is fantastic just the way it is" ○ "I feel that dog control could be better! Many dogs off leashes when they should be on leashes" ○ "I strongly dislike the reduced hours that dogs are allowed off lead during summer!" ○ "Boat ramp should be clear of Mums and kids for safety" ○ "The current boat-ramp is a disgrace and is dangerous to try and launch from or even get access to the sand from. I have seen many mishaps here because of the ramp" |
| | Traffic/parking concerns related to congestion and safety and/or desire to see the car park sealed | 9/47 (19%) | |
| | Need to extend dog hours or ease restrictions on dogs | 6/47 (13%) | |
| | Need to control dogs better (enforcement and/or tougher restrictions) | 6/47 (13%) | |
| | Comments on boat facilities – various – some suggesting boat launch facility needs upgrading, others suggesting boat owner behaviour needed to be safer/improved | 5/47 (11%) | |
| TORQUAY (Taylor Park) | 1 comment made – see right | 1/1 | <ul style="list-style-type: none"> ○ "The drainage in storms is very bad. There should be a double barrel underground drain from Fischer Street. Not a single drain" |
| TORQUAY (Torquay Front Beach) | Happy as it is | 10/27 (37%) | <ul style="list-style-type: none"> ○ "Nothing, it's fine the way it is" ○ "There are already enough facilities there, toilets, paths, seats, tables, etc. Just leave it alone!! It is becoming too crowded with "stuff"!" ○ "Not removing car parks to put more grass at Darian Rd" ○ "More bins closer to the beach to help encourage people to put their rubbish in the bin" |
| | More car parking or improved parking required | 5/27 (19%) | |
| | Improved waste management required | 4/27 (15%) | |
| TORQUAY (Elephant Walk) | 2 comments made – see right | 2/2 | <ul style="list-style-type: none"> ○ "Nothing" ○ "Not much" |
| TORQUAY (Cosy Corner) | Increase facilities – suggestions include better toilets, improved disabled access, more BBQs and tables, water fountains, inside showers. | 10/34 (29%) | <ul style="list-style-type: none"> ○ "Improve access to the beach - perhaps better access for families with prams/wheelchairs, demolish that disgusting, dark and smelly toilet and rebuild new toilet/shower/change room facilities, the outdoor shower area surely can be improved, more BBQ facilities, picnic benches" ○ "Easier access down to the beach from the tracks. That's it really. But could definitely use some steps or ramp of some sort, especially as I'm getting older and the joints are stiffening up!" ○ "More planting of endemic vegetation in order to increase the current stands of trees and shrubs. This will increase shade and improve wind reduction" |
| | Traffic/parking improvements – suggestions mostly centred on lack of parking | 7/34 (21%) | |
| | Happy as it is | 7/34 (21%) | |
| | Improve waste management | 5/34 (15%) | |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|---|---|---------------------|---|
| | | | <ul style="list-style-type: none"> ○ <i>"More BBQ facilities and tables, upgrade the toilets"</i> ○ <i>"During summer it would be good to increase rubbish bin numbers or extra pick-ups"</i> |
| TORQUAY (Point Danger) | Happy as it is | 3/8 (38%) | ○ <i>"Not a lot. I go there because of what it is already"</i> |
| | Improve waste management | 2/8 (25%) | <ul style="list-style-type: none"> ○ <i>"Better signage to visitors about taking home their rubbish & where the bins are"</i> ○ <i>"More work on coastal vegetation regeneration"</i> |
| TORQUAY (Surf Beach/Back Beach) | Happy as it is | 11/40 (28%) | ○ <i>"Not much needs to be done from my point of view"</i> |
| | Increased or improved facilities – suggestions included more seating, water taps for feet washing, outdoor shower for car park | 8/40 (20%) | ○ <i>"Generally nothing, except for when peak holiday time is on. But nothing can really be done to help this. It just means that getting to the beach and parking is near on impossible. But it's something I can deal with"</i> |
| | Improved or more parking | 5/40 (13%) | ○ <i>"Ban smoking and fines for people who drop smoke butts and rubbish"</i> |
| | Improved waste management | 5/40 (13%) | <ul style="list-style-type: none"> ○ <i>"Litter on the beach should be addressed. It is pointless telling people to take rubbish home when they ignore this advice"</i> ○ <i>"More park style benches scattered around"</i> |
| TORQUAY (Torquay Foreshore Caravan Park) | Various comments were made, most centred on either doing nothing or increasing/improving facilities. | 5/5 | <ul style="list-style-type: none"> ○ <i>"Nothing that I can think of, I am comfortable with the way it is in my view"</i> ○ <i>"Drinking fountains"</i> |
| TORQUAY (Other) | Comments made reflected a wide range of views with the most common being improvements to or more parking and better waste management. | 14/14 | <ul style="list-style-type: none"> ○ <i>"Better rubbish pickups, the large bins were overflowing this year!"</i> ○ <i>"More parking"</i> ○ <i>"Fixing the potholes in the car park on the hill near Fishos, and maintaining the walking tracks that run parallel to the beach"</i> |

A summary of comments made in relation to specific Jan Juc locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|----------------------------|---|---------------------|---|
| JAN JUC (Rocky Point) | Three comments were made, all relating to dogs – see right. | 3/3 | ○ <i>"More frequent checks that dog poo bags are available, ensuring people are more aware that it is a dog beach (too many upset tourists and visitors complaining about dogs without realising it's the dog end of the beach). It would be great if the timeshare for the rest of the beach (Main and Bird Rock) is</i> |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|----------------------------|--|---------------------|---|
| | | | <p><i>reduced to 1/12-31/1 + Easter times. Everyone has gone back to work or school by the end of January so what's the point of having a timeshare!?"</i></p> <ul style="list-style-type: none"> ○ <i>"Go back to ban on dogs in peak times"</i> ○ <i>"We need the other end of the beach for dogs"</i> |
| JAN JUC (Main Beach) | Happy as it is - do nothing | 14/53 (26%) | <ul style="list-style-type: none"> ○ <i>"It's perfect as is"</i> ○ <i>"Maintain it as is and all will be good"</i> ○ <i>"Generally happy with its management. Greater investment in regular clean-up of beach debris (plastic waste the biggest problem)"</i> ○ <i>"Preparation of clear guidelines or code of conduct for the interactions between fisherman and dogs/owners (dogs taking baits and potential for dogs to be hooked), fishermen and surfers (surfers occasionally getting hooked or tangled in fishing line, sometimes leading to heated exchanges)"</i> ○ <i>"No dogs and less rubbish. Even though I know dogs are allowed at times - I have seen so many people not pick up their dog droppings and it just ruins the beach for everyone"</i> ○ <i>"Better parking during peak times and paid parking for non-residents during peak times to help cover costs of maintenance"</i> ○ <i>"Toilets closer to the Jan Juc SLSC. A kiosk"</i> |
| | Improve waste management | 10/53 (19%) | |
| | Dogs need to be better managed, owner behaviour needs to be enforced or dogs should be more restricted | 9/53 (17%) | |
| | More facilities – suggestions included updated/new toilets, better shower and change facilities | 8/53 (15%) | |
| | Parking issues – improve or increase parking. | 7/53 (13%) | |
| JAN JUC (Bird Rock) | Access – either needs to be better controlled or better access provided for disabilities etc. | 5/26 (19%) | <ul style="list-style-type: none"> ○ <i>"The main problem remains the dog poo on the pathways"</i> ○ <i>"Nothing, its great the way it is"</i> ○ <i>"It would be good to see some more bins as a lot of tourists are very lazy when rubbish facilities are not in sight"</i> ○ <i>"The old Bird Rock stair case to be re-built"</i> ○ <i>"Small ramps over rocky areas for wheel chair access"</i> ○ <i>"More access points to the beach, parking facilities properly marked out, even out the car congestion in summer"</i> |
| | Dogs – either issues with dog poo, dog behaviour/enforcement or request for longer dog periods | 4/26 (15%) | |
| | Waste management needs to be improved | 4/26 (15%) | |
| | Infrastructure/facilities need repair or maintenance | 3/26 (12%) | |
| | Happy as it is | 3/26 (12%) | |
| JAN JUC (Other) | Answers varied widely, ranging from the need for improved waste management (more bins), reduction in dog poo and more removal of environmental weeds, to more support for local volunteers | 11/11 | <ul style="list-style-type: none"> ○ <i>"More help to the local volunteers to care for and improve the native vegetation on the cliff tops"</i> ○ <i>"Bins on the actual beach at the exits as well as at the top of the paths; like at Ocean Grove - can be easily accessed to empty at low tide"</i> ○ <i>"No disabled access to dog off leash area at Jan Juc for elderly or old dogs. The rocky stairs are unsuitable for many at Bens Moll area 75W"</i> |

A summary of comments made in relation to specific Anglesea locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|--------------------------------|---|---------------------|--|
| ANGLESEA (Main/Surf Beach) | Waste management needs to be improved – multiple suggestions for more bins | 10/46 (22%) | <ul style="list-style-type: none"> ○ <i>“The main beach car park needs lines painted & maintained, too many spaces wasted by inconsiderate drivers”</i> ○ <i>“This is a fairly perfect beach, however I notice that there is a lot of dune damage. There are always kids (mostly) playing in the dunes behind the fences and up the cliff. More signage or penalties perhaps?”</i> ○ <i>“More rubbish bins as you leave the beach. It’s no good having a ‘pick-up 3’ if there is nowhere to put the rubbish”</i> ○ <i>“Keep people out of the dunes as they are really bad. Dogs are becoming a problem in terms of faeces - I worry about this for the little kids who like to play in the sand. Maybe dogs shouldn’t be allowed on this beach at all in summer”</i> ○ <i>“More family activities, more BBQ and seating”</i> ○ <i>“Better management of foreshore dune areas which are being eroded by inconsiderate beachgoers. Generally day trippers. Car parking areas can be enlarged without too much removal of natural bush growth”</i> |
| | Parking issues – either suggesting more parking or better management of parking | 10/46 (22%) | |
| | Concerns about dune protection and erosion | 6/46 (13%) | |
| | New facilities required – seating, BBQs, picnic facilities, hot showers suggested | 5/46 (11%) | |
| ANGLESEA (Point Roadknight) | Traffic, parking or roads | 10/29 (21%) | <ul style="list-style-type: none"> ○ <i>“The carpark is a disgrace - full of potholes, little organised parking, wasted spaces due to poor parking management, poor dog control during summer, and occasional use of alcohol by visitors”</i> ○ <i>“More car parking the work done a few years back has reduced space and with young kids you need to carry a lot”</i> ○ <i>“Fixing the potholes in the car park would be great...”</i> |
| | Better enforcement of dog laws | 6/29 (45%) | |
| ANGLESEA (Other) | Traffic, parking or roads | 4/10 (40%) | <ul style="list-style-type: none"> ○ <i>“Dune protection. It’s clear that many people can or won’t read the signs! Better fences and fence maintenance”</i> ○ <i>“Better traffic and pedestrian management around the Anglesea Surf Club at peak times”</i> |
| | Conservation (waste management and erosion control) efforts need to increase | 5/10 (50%) | |

A summary of comments made in relation to specific Aireys Inlet locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|--------------------------------------|--|---------------------|---|
| AIREYS INLET (Sandy Gully) | <i>Increase facilities</i> | <i>3/13 (23%)</i> | <ul style="list-style-type: none"> ○ <i>"I would appreciate a cold shower to hose off before I head home. But I appreciate there are water consumption issues"</i> ○ <i>"Somehow stopping kids from climbing on the banks of the gully"</i> |
| | <i>Enforce laws better (dogs/access etc.)</i> | <i>3/13 (16%)</i> | |
| AIREYS INLET (Split Point) | <i>3 responses were made for this location – see right</i> | <i>3/3</i> | <ul style="list-style-type: none"> ○ <i>"Maintain cleanliness"</i> ○ <i>"Greater fencing of dunes"</i> ○ <i>"Nothing"</i> |
| AIREYS INLET (Other) | <i>3 responses in total were made under this category</i> | <i>3/3</i> | <ul style="list-style-type: none"> ○ <i>"Toilets. People use the bush next to car park and it stinks"</i> ○ <i>"Toilets would be useful and the parking area is very limited. Street parking has a very loose gravel base and can sometimes be difficult to manage"</i> ○ <i>"NOTHING! Leave it alone"</i> |

A summary of comments made in relation to specific to Fairhaven-Eastern View locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|--|--|---------------------|---|
| FAIRHAVEN-EASTERN VIEW (Eastern View Beach) | <i>4 comments were made regarding this specific location – see right</i> | <i>4/4</i> | <ul style="list-style-type: none"> ○ <i>"Changes in beach conditions"</i> ○ <i>"Dog free area - the dogs love it"</i> ○ <i>"Limited development and lack of congestion"</i> ○ <i>"The fact that is so close to the road, yet not too developed"</i> |
| FAIRHAVEN-EASTERN VIEW (Moggs Creek Beach) | <i>1 comment was made regarding this specific location – see right</i> | <i>1/1</i> | <ul style="list-style-type: none"> ○ <i>"Edges of Great Ocean Road too narrow - dangerous to walk or cycle on GOR West of Moggs Creek"</i> |
| FAIRHAVEN-EASTERN VIEW (‘The Spot’ Surf Break) | <i>3 comments were made regarding this specific location – see right</i> | <i>3/3</i> | <ul style="list-style-type: none"> ○ <i>"Obviously I see a great need for the area from Moggs Estuary to Spot to have dog regulations - dogs prohibited or at least dogs must be on a lead"</i> ○ <i>"The beach access could be improved and the native vegetation protected"</i> ○ <i>"It is undeveloped and the number of people that can access the beach in summer is limited by parking options. This is a positive!"</i> |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|---|---|---------------------|---|
| FAIRHAVEN-EASTERN VIEW (Spout Creek) | 3 comments were made regarding this specific location – see right | 3/3 | <ul style="list-style-type: none"> ○ <i>“Signage to where toilet facilities are”</i> ○ <i>“More rubbish collection during peak periods. Vigilance of erosion”</i> ○ <i>“Better managed car parking space. It seems to be suffering from some erosion in some places along the banks to the road”</i> |

A summary of comments made in relation to specific Lorne locations is below:

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|--|--|---------------------|--|
| LORNE (Stony Creek Beach) | 2 comments were made regarding this specific location | 2/2 | <ul style="list-style-type: none"> ○ <i>“Increased surveillance of fishermen/women at Jump Rock with the application of heavy fines for littering!”</i> ○ <i>“Rubbish bins”</i> |
| LORNE (Lorne Swing Bridge and Erskine River Precinct) | Do nothing | 3/7 (43%) | <ul style="list-style-type: none"> ○ <i>“More parking options”</i> ○ <i>“More rubbish bins and more collections over summer. Better use made of the green verge between the GOR and the beach carpark. Viewing platforms, parking run offs and more picnic tables”</i> ○ <i>“Nothing...it's beautiful!”</i> |
| | Increase facilities (rubbish bins, picnic tables, viewing platforms and toilets) | 3/7 (43%) | |
| | Parking upgrades/more parking | 2/7 (29%) | |
| LORNE (Lorne Foreshore Caravan Park) | Traffic, parking or roads needs improving | 3/6 (50%) | <ul style="list-style-type: none"> ○ <i>“Continued maintenance of roads, trees, toilets, more playgrounds. Better policing of policies regarding dogs in caravan parks”</i> ○ <i>“Traffic congestion”</i> |
| | Other | 3/6 (50%) | |
| LORNE (Lorne Main Beach) | Do nothing | 6/18 (33%) | <ul style="list-style-type: none"> ○ <i>“Playground is in desperate need of shade sails”</i> ○ <i>“Besides fixing the light above the public toilet block. e.g. the toilet block next to the swimming pool. I really like the area the way it is”</i> ○ <i>“Keep it as it is”</i> |
| | Other (including requests for upgrades to facilities, requests for more shade) | n/a | |
| LORNE (Lorne Point – Surf Break) | 3 comments were made in relation to this specific location – see right | 3/3 | <ul style="list-style-type: none"> ○ <i>“Nothing”</i> ○ <i>“More shops open off season”</i> ○ <i>“Outdoor showers or at least a tap”</i> |

| LOCATION BEING REFERRED TO | KEY THEME | NUMBER OF RESPONSES | EXAMPLE OF ANSWERS GIVEN |
|--------------------------------|---|---------------------|---|
| LORNE (Point Grey Precinct) | Comments made varied widely ranging from a need to reflect the history of the pier, a desire to see the precinct get a 'facelift' and banning jet skis through to not overdeveloping it | 6/6 | <ul style="list-style-type: none"> ○ <i>"I do not want jet skis or speed boats to be able to launch here so please make it just for fishermen. Jet skis must be banned before they take over like in Portsea"</i> ○ <i>"The layout is pretty good but it needs a face lift"</i> |
| LORNE (Shelly Beach) | 1 comment was made regarding this specific location – see right | 1/1 | <ul style="list-style-type: none"> ○ <i>"Carparks can always be improved and facilities"</i> |
| LORNE (Queens Park Reserve) | 1 comment was made regarding this specific location – see right | 1/1 | <ul style="list-style-type: none"> ○ <i>"Do nothing"</i> |
| LORNE (Cumberland River) | 1 comment was made in relation to this location – see right | 1/1 | <ul style="list-style-type: none"> ○ <i>"Access from the caravan park to the beach"</i> |

SECTION E. PARTICIPANT SATISFACTION WITH GORCC'S PERFORMANCE IN COASTAL MANAGEMENT

Participants were asked to indicate their level of satisfaction with GORCC's work in the following areas and then comment on their selection.

Overall levels of satisfaction across all of GORCC's areas of work taken from answers given to questions 25, 27, 29, 31, 33 and 35 are as follows:

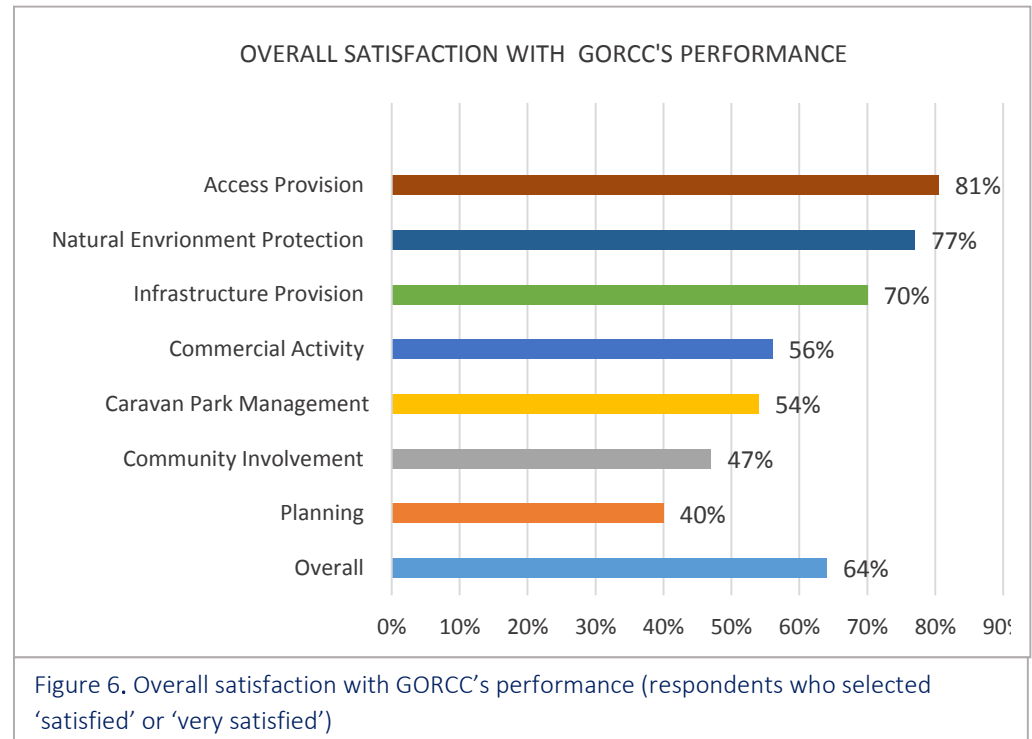
- Very satisfied (620 responses total) 21%
- Satisfied (1257 responses total) 43%
- Neutral (758 responses total) 26%
- Unsatisfied (758 responses total) 8%
- Very unsatisfied (75 responses total) 2%

Overall satisfaction (i.e. those who indicated they were satisfied or very satisfied) is at 64%.

*24. ACCESS PROVISION: Includes the provision and care of access to the coast for those who use it (i.e. for surfing, fishing or walking) such as pathways, stairs, lookouts, ramps, car parks, fishing platforms, etc. (574 participants answered)**

- Satisfied – 272 (**48%**)
- Very satisfied – 186 (**33%**)
- Neutral – 72 (**12%**)
- Unsatisfied – 28 (**5%**)
- Very unsatisfied – 11 (**2%**)

**5 respondents selected 'Not sure or don't know' and their response has not been counted in the statistical analysis above.*



25. Please explain your answer. (571 participants answered)

A summary of comments made sorted by the response participants gave to question 24 is below:

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|---|--|----------------------|--|
| SATISFIED OR VERY SATISFIED (457 RESPONSES) | Access is clean (or leads to a clean beach) | 224/457 (49%) | <ul style="list-style-type: none"> ○ <i>“Despite the amount of traffic and visitors, the beach and access areas are relatively well looked after and managed”</i> ○ <i>“The walking tracks and car parks are regularly cared for it seems and it makes a real difference to people who use these regularly for walking, running, biking etc.”</i> ○ <i>“I think there are enough paths, platforms and it is usually clean”</i> ○ <i>“Keeping it natural but still accessible”</i> ○ <i>“I think they do a brilliant job in ensuring access is safe and available with consideration to the natural environment and local flora and fauna”</i> ○ <i>“New facilities and maintenance of walkways, stairs etc.”</i> ○ <i>“I like the paths and there is always improvement being done to them which is good, particularly when they were really muddy last year and gravel was put down”</i> ○ <i>“It’s hard to think of things to improve because it’s like the beaches are untouched and in their natural state - even though there is a lot of effort being put into them to make them user friendly and safe”</i> |
| | Satisfied in general | 165/457 (36%) | |
| | Access points are well maintained | 121/457 (26%) | |
| | Walks, paths and tracks are good | 37/457 (8%) | |
| | Access is integrated sensitively with the natural environment /surroundings | 24/457 (5%) | |
| | Generally good but still room for improvement | 21/457 (5%) | |
| | Access is safe and/or easy | 19/457 (4%) | |
| | Could be some improvements and/or more investment | 8/457 (2%) | |
| NEUTRAL (72 RESPONSES) | Not sure about GORCC’s role or unaware of work being done around access | 18/72 (25%) | <ul style="list-style-type: none"> ○ <i>“There is a distinct lack of investment in resources for the beautiful areas along the managed areas. It feels that many areas are not continually improved, developed or made further accessible.”</i> ○ <i>“Can be better improved with maintenance and attending potholes in car parks and walking tracks”</i> ○ <i>“Easier access onto the beach is needed in some areas, i.e. platforms, walkways rather than soft sand”</i> ○ <i>“More work needs to be done. Some of the access steps to the Pt Roadknight back beach area are impossible for me to access on crutches”</i> |
| | Good, but some more disabled access is required | 7/72 (10%) | |
| | Confusion around roles of different agencies, not sure who to score, or think there’s too many agencies involved | 6/72 (8%) | |
| | Access infrastructure needs to be better maintained | 6/72 (8%) | |

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|---|--|---------------------|--|
| UNSATISFIED OR VERY UNSATISFIED (39 RESPONSES) | Disabled access needs improvement | 7/39 (18%) | <ul style="list-style-type: none"> ○ <i>"Can't access either Jan Juc or Torquay beaches with our son who is in a wheelchair"</i> ○ <i>"Additional provision should be made for disabled persons. Thought into reducing gravel road side stops."</i> ○ <i>"Weed overgrowth often on paths, accessibility for prams/wheelchairs etc."</i> ○ <i>"Many times outside of the peak summer season there are sections of walking tracks which are overgrown"</i> ○ <i>"With increased tourism access and facilities need to be upgraded and maintained in a sensitive way so that the beauty of the area is sustained and environmental damage is controlled"</i> |
| | Better or faster maintenance is required | 9/39 (23%) | |
| | Traffic congestion or parking is an issue | 5/39 (13%) | |
| | Relationships with other agencies and/or definitions of who managers where need to be improved | 5/39 (13%) | |

Overall responses given to this question have been summarised and sorted into key themes below:

| KEY THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers given relating to this key theme |
|--|---|--|
| Satisfied in general | <ul style="list-style-type: none"> ○ <i>"They are doing a great job"</i> ○ <i>"I can always get to where I want to go"</i> ○ <i>"Everything is functional"</i> ○ <i>"I've never had an issue"</i> | 171/571 (30%) |
| GORCC's maintenance of access points is good | <ul style="list-style-type: none"> ○ <i>"Stairs are in good condition"</i> ○ <i>"All access areas are in good condition and well maintained"</i> ○ <i>"Regularly maintained satisfactorily"</i> ○ <i>"Look outs, stairs and access to the beach well maintained"</i> | 144/571 (25%) |
| More GORCC provided facilities or improved maintenance of GORCC facilities is required | <ul style="list-style-type: none"> ○ <i>"Access is generally good, just needs maintenance in some areas"</i> ○ <i>"Showers at some surf breaks would be good"</i> ○ <i>"Stairs washed away every few years take a long time to be repaired"</i> ○ <i>"It took a year to repair the O'Donohue Road stairs"</i> | 63/571 (11%) |
| Walking and bike riding tracks, pathways and trails are great | <ul style="list-style-type: none"> ○ <i>"Most places have trails that are well kept"</i> ○ <i>"Defined pathways are easy to access all areas of coastline"</i> ○ <i>"Tracks, steps and viewing platforms are generally very good"</i> | 44/571 (8%) |

| KEY THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers given relating to this key theme |
|--|--|--|
| Access infrastructure is clean or leads to clean areas/beaches | <ul style="list-style-type: none"> ○ <i>"The beaches are safe, clean and accessible"</i> ○ <i>"There are plenty of clean facilities in the area without being too suburban"</i> ○ <i>"Most paths and ramps are easy to get to the beach. Clean and accessible for most"</i> | 33/571 (6%) |
| Neutral | <ul style="list-style-type: none"> ○ <i>"Not strongly impressed or unhappy"</i> ○ <i>"Some good, some poor"</i> | 28/571 (5%) |
| Disability access to beaches requires improvement | <ul style="list-style-type: none"> ○ <i>"I believe new and innovative methods need to be investigated for disability access"</i> ○ <i>"It is generally good but sometimes access points excludes disabled or elderly users"</i> ○ <i>"Although I have no need for this myself, it would be better for a lot of disabled and aged community members to have some better access to some beach area. There are not enough disabled parks either"</i> | 27/571 (5%) |
| Traffic and parking conditions require improvement | <ul style="list-style-type: none"> ○ <i>"Insufficient parking"</i> ○ <i>"Put limits on car park sizes to limit the number of people on the beach"</i> | 23/571 (5%) |
| Access provided is safe | <ul style="list-style-type: none"> ○ <i>"Makes access to the beach very safe and easy"</i> ○ <i>"It's safe for families or groups"</i> | 19/571 (3%) |
| GORCC relationship with other agencies needs strengthening or improving or it is difficult to understand who manages where | <ul style="list-style-type: none"> ○ <i>"Need to understand more about who is doing what in each area"</i> ○ <i>"Does not work closely with other agencies therefore duplication of effort"</i> | 10/571 (2%) |

26. CARAVAN PARK MANAGEMENT & OPERATION: Includes the operation of those caravan parks directly managed by GORCC (i.e. the Torquay and Lorne foreshore caravan parks) and those caravan parks that GORCC leases to private operators (i.e. the Anglesea and Cumberland River caravan parks). (567 participants answered)*

- Satisfied – 124 (39%)
- Neutral – 122 (39%)
- Very satisfied – 47 (15%)
- Unsatisfied – 15 (5%)
- Very unsatisfied – 7 (2%)

*252 respondents selected 'Not sure or don't know' and their response has not been counted in the statistical analysis above.

27. Please explain your answer (320 participants answered)

A summary of comments made sorted by the response participants gave to question 26 is below:

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|--|---|---------------------|--|
| SATISFIED OR VERY SATISFIED (169 RESPONSES) | They are well maintained | 37/169 (22%) | <ul style="list-style-type: none"> ○ <i>“Great condition and great utilities and amenities”</i> ○ <i>“The facilities are well maintained and there is continual improvement of the park”</i> ○ <i>“They look better managed and tidier, as well as the building/amenities improvements”</i> ○ <i>“Management at Lorne has improved dramatically in the past 18 months or so. Maintenance issues are seen to in a timely manner and staff are visible and friendly”</i> |
| | They are clean | 36/169 (21%) | |
| | They are well managed | 25/169 (15%) | |
| | Great facilities | 10/169 (6%) | |
| NEUTRAL (122 RESPONSES) | Not sure, or haven’t had a lot to do with the parks | 98/122 (80%) | <ul style="list-style-type: none"> ○ <i>“Could be better managed”</i> ○ <i>“I don’t use the caravan parks. They always look busy though so must be doing a good job”</i> ○ <i>“I don’t have anything to do with them and only hear stuff through the newspaper”</i> ○ <i>“My main concern is that the price to camp in peak periods is ridiculous”</i> |
| | Prices are too high | 6/122 (5%) | |
| | Management could improve | 5/122 (4%) | |
| UNSATISFIED OR VERY UNSATISFIED (22 RESPONSES) | Prices are too high | 5/22 (23%) | <ul style="list-style-type: none"> ○ <i>“Lorne parks in particular. Lack of proper cleaning, upgrading, wheelchair facilities, bad roads. This is from 25 years of camping there!!!”</i> ○ <i>“The Torquay Caravan Park is a disgrace. Should be the best along the coast. Very unsightly from Bell St. This is because of very poor management standards I suspect”</i> ○ <i>“Too expensive and too many cabins”</i> |
| | Generally unsatisfied | 3/22 (14%) | |
| | Access issues | 3/22 (14%) | |

Overall responses given to this question have been summarised and sorted into key themes below:

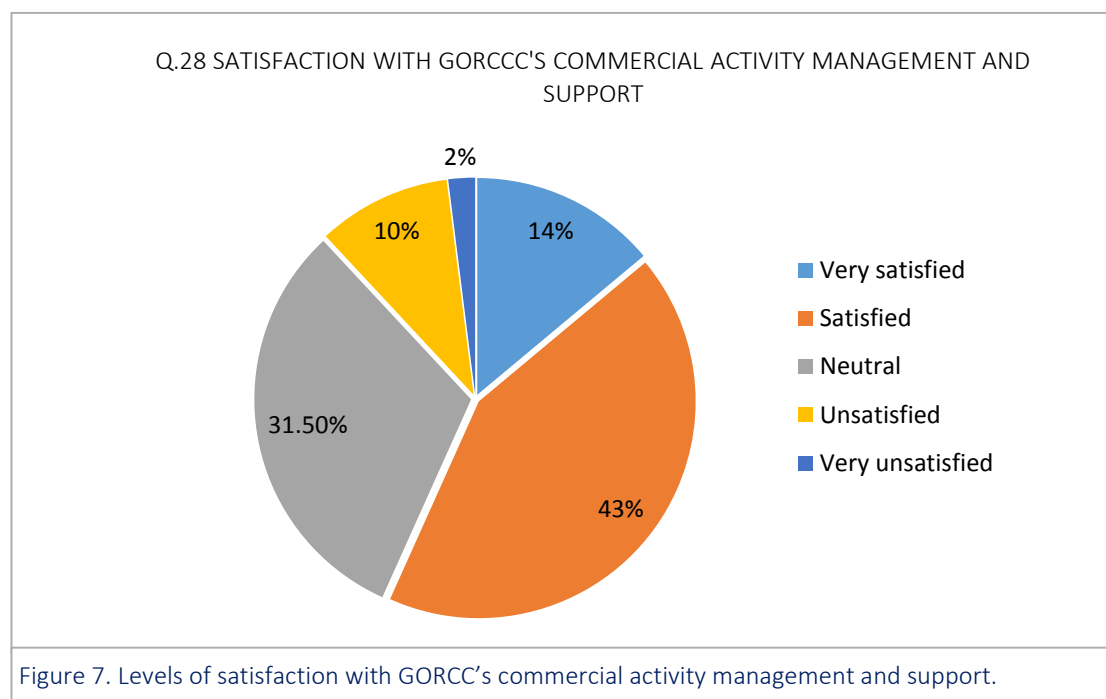
| KEY THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers given relating to this key theme |
|--|---|--|
| Haven't had a lot or anything to do with the caravan parks | <ul style="list-style-type: none"> ○ <i>"I don't know much about Caravan Parks as I haven't utilized any in this area"</i> ○ <i>"Don't go in there and never stayed there"</i> ○ <i>"We don't use the facilities so unsure if they are managed well or not"</i> | 122/320 (38%) |
| They are well maintained (either the facilities or in general) | <ul style="list-style-type: none"> ○ <i>"The facilities are well maintained and there is continual improvement of the park"</i> ○ <i>"They seem to be run and maintained well"</i> ○ <i>"Management at Lorne has improved dramatically in the past 18 months or so. Maintenance issues are seen to in a timely manner and staff are visible and friendly"</i> | 40/320 (12.5%) |
| Parks are clean | <ul style="list-style-type: none"> ○ <i>"They are always clean and tidy, and very welcoming"</i> ○ <i>"The caravan park feels safe and is always clean and well cared for"</i> ○ <i>"Parks are clean and well run"</i> | 35/320 (11%) |
| Parks are well managed or run | <ul style="list-style-type: none"> ○ <i>"Management appears to be adequate"</i> ○ <i>"Because everything is organised. Seems to be running smoothly"</i> ○ <i>"Well-maintained and well-run during periods of high occupancy"</i> | 26/320 (8%) |
| Satisfied in general | <ul style="list-style-type: none"> ○ <i>"The Caravan Park is a great place to have a holiday"</i> ○ <i>"Enjoyed staying there in the past and was a nice place to stay"</i> ○ <i>"When we tell our friends to go there they come back and tell us how much they loved it"</i> | 20/320 (6%) |
| Parks are overpriced | <ul style="list-style-type: none"> ○ <i>"All parks are becoming too expensive for the average family to camp - even on an unpowered site"</i> ○ <i>"I have not camped there recently. My main concern is that the price to camp in peak periods is ridiculous"</i> ○ <i>"Don't like all the cabins installed at Torquay, it takes away the 'affordable family camping' holiday for Victorian families, less space to hire out forcing astronomical prices hiring those cabins. That's sad"</i> | 15/320 (5%) |
| The facilities offered are good | <ul style="list-style-type: none"> ○ <i>"We have been visitors to these caravan parks and they are kept clean with great facilities - e.g. BBQ's, toilets"</i> ○ <i>"I have only visited some of them but I was happy with the facilities etc."</i> ○ <i>"Because of great positioning, lots of space, and great facilities within the caravan parks"</i> | 15/320 (5%) |
| Facilities need to be improved, maintenance needs to be improved or facilities are dirty/unsightly | <ul style="list-style-type: none"> ○ <i>"Lorne parks in particular. Lack of proper cleaning, upgrading, wheelchair facilities, bad roads. This is from 25 years of camping there!!! And many more"</i> ○ <i>"It's old and dilapidated. Facilities are run down. Location of Caravan Park is magnificent but the area within the caravan park seems like it needs ALOT of work"</i> ○ <i>"Toilet cleaning in the Caravan Parks is a disgrace. Likewise maintenance and refurbishment of these facilities"</i> | 15/320 (5%) |

| KEY THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers given relating to this key theme |
|---|---|--|
| Management of the parks needs improvement | <ul style="list-style-type: none"> o "Overall everything works well, but some decisions affecting caravan park users have not been very well thought through" | 10/320 (3%) |
| The location of the parks is great | <ul style="list-style-type: none"> o "Good location next to the beach & well maintained" o "They are in great locations, everyone I know that goes loves them" o "Location, size, many to choose from" | 8/320 (2.5%) |

28. COMMERCIAL ACTIVITY MANAGEMENT AND SUPPORT: Includes the issuing and operation of licences and permits for specific activities such as surf schools, as well as other operations generating income on the coast such as kiosks (557 participants answered)*

- o Satisfied – 161 (43%)
- o Neutral – 118 (31.5%)
- o Very satisfied – 52 (14%)
- o Unsatisfied – 36 (10%)
- o Very unsatisfied – 7 (2%)

*183 respondents selected 'Not sure or don't know' and their response has not been counted in the statistical analysis above.



29. Please explain your answer (388 participants answered)

A summary of comments made sorted by the response participants gave to question 28 is below:

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|---|--|-----------------------|--|
| SATISFIED OR VERY SATISFIED (211 RESPONSES) | Commercial activities are well controlled and/or don't get in the way of foreshore enjoyment | 78/121 (64%) | <ul style="list-style-type: none"> ○ "Happy to see such activities and services provided that do not impinge greatly on beach users or impact negatively on the environment" ○ "The number of surf schools appears to be manageable in the area with the amount of ocean we have. They are not a problem for recreational surfers" ○ "I think the kiosks etc. at Torquay are fine and no more are needed. We need to limit development and consider how to preserve our beautiful coastal environment" ○ "Not too much but still supporting local industry" ○ "The surf schools are run by competent staff & close to the beaches" ○ "The Swing Bridge Café is a major asset and is now operated well. Provided the environment is not adversely affected I see this as a major asset for Lorne" ○ "They are doing the job and have to be licensed, so someone has to give them out. And you guys are doing well with that" |
| | Generally satisfied | 62/121 (51%) | |
| | The beach/foreshore isn't too overcrowded | 29/121 (24%) | |
| | Commercial operators run their businesses well | 20/121 (16.5%) | |
| | Support for surf schools | 15/121 (12%) | |
| | It's good to have a wide variety of activities on offer | 12/121 (10%) | |
| | Supports local operators/businesses | 11/121 (9%) | |
| | Commercial activities are sensitive to the natural environment or natural beauty | 11/121 (9%) | |
| NEUTRAL (118 RESPONSES) | Don't know much about them or doesn't involve me | 65/118 (55%) | <ul style="list-style-type: none"> ○ "There can be a bit too many surf schools operating at beaches at busy times" ○ "It doesn't greatly affect my enjoyment of the beach either positively or negatively" ○ "I'm not a fan of surf schools or commercial businesses on the foreshore. Lorne's developments have always been part of its fabric, but further development is to be discouraged" |
| | Surf schools should be reduced | 8/118 (7%) | |

| | | | |
|---|--|------------|---|
| UNSATISFIED OR VERY UNSATISFIED (43 RESPONSES) | More food outlets such as food vans, cafes or restaurants are required | 8/43 (19%) | <ul style="list-style-type: none"> ○ <i>"Because the only food at Cosy is a very overpriced ice-cream truck"</i> ○ <i>"I think there could be more opportunities for this e.g. kiosk etc."</i> ○ <i>"Too many beaches are taken over for private surf schools"</i> ○ <i>"I think the controls are a bit tight. Come on let the Swing Bridge have a licence and expand its tables round the river"</i> |
| | Commercial activities restrict access/use | 6/43 (14%) | |
| | Restrictions on commercial operators should be reduced | 5/43 (12%) | |
| | Too expensive for the average user | 5/43 (12%) | |

Overall responses given to this question have been summarised and sorted into key themes below:

| KEY THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this theme |
|--|--|---|
| Commercial activities are well-managed and regulated and/or a good balance has been achieved | <ul style="list-style-type: none"> ○ <i>"Happy to see such activities and services provided that do not impinge greatly on beach users or impact negatively on the environment"</i> ○ <i>"Seems to be managed well without excessive commercial activities operating"</i> ○ <i>"There is not an over saturation in this area, just a fair amount of business using the space"</i> ○ <i>"Not overdone. Enough to support jobs. Not overdeveloped"</i> | 82/388 (21%) |
| Unsure about, or never been involved with GORCC commercial activity | <ul style="list-style-type: none"> ○ <i>"No knowledge"</i> ○ <i>"Doesn't involve me"</i> ○ <i>"I have not personally experienced any dealings of commercial activity under management"</i> | 81/388 (20%) |
| General satisfaction | <ul style="list-style-type: none"> ○ <i>"Because I don't see any issues and everything runs smoothly"</i> ○ <i>"Meets customer needs"</i> ○ <i>"It seems to work"</i> | 66/388 (17%) |
| The foreshore is not too overcrowded | <ul style="list-style-type: none"> ○ <i>"The number of surf schools appears to be manageable in the area with the amount of ocean we have. They are not a problem for recreational surfers"</i> ○ <i>"Supports local businesses and it's not overcrowded"</i> ○ <i>"Don't seem to take over the beach or the landscape"</i> | 30/388 (8%) |
| Activities are well run by the operators | <ul style="list-style-type: none"> ○ <i>"The surf schools are run by competent staff & close to the beaches"</i> ○ <i>"Kiosks are well managed"</i> ○ <i>"Such operations appear to be well run and do not have negative impact on those that do not use them"</i> ○ <i>"These activities seem to operate smoothly without interfering too much with local residents"</i> | 20/388 (5%) |

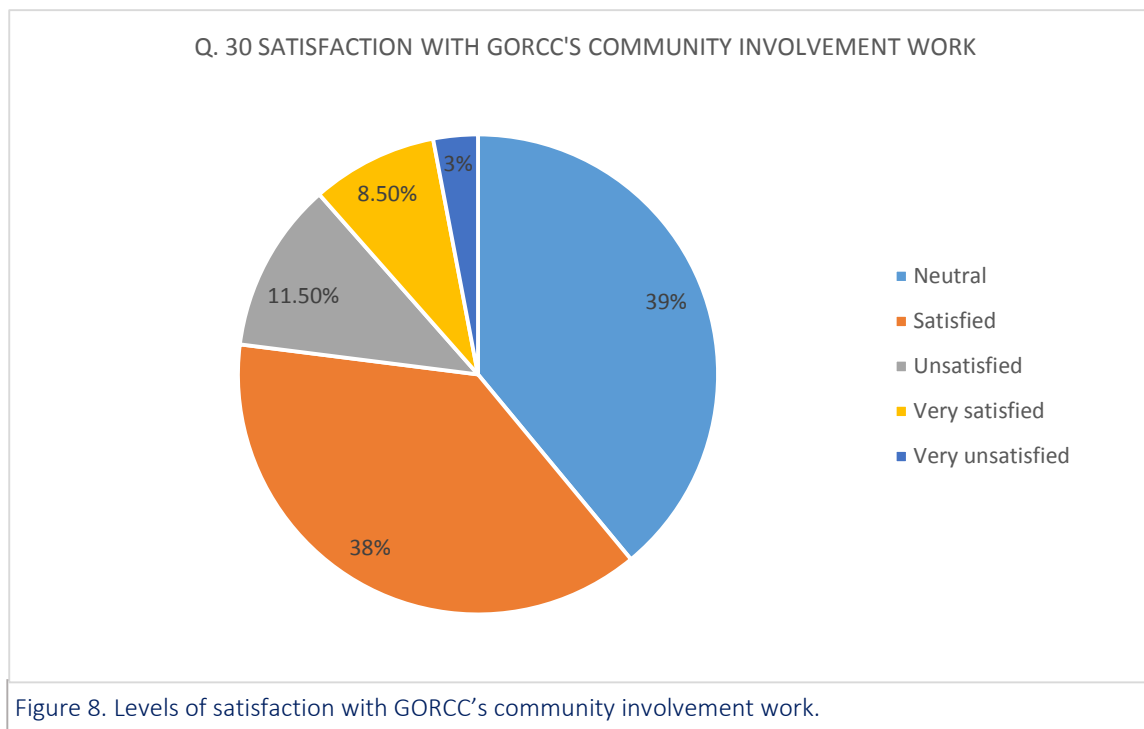
| KEY THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this theme |
|--|--|---|
| Neutral | <ul style="list-style-type: none"> ○ <i>"No opinion"</i> ○ <i>"Nothing stands out as a problem"</i> | 19/388 (5%) |
| Need more food outlets (or more opening hours for existing ones) | <ul style="list-style-type: none"> ○ <i>"Limited mobile food vans allowed in peak seasons"</i> ○ <i>"Talking about Torquay, Elephant Walk is the perfect place to have a restaurant precinct yet never seems to be allowed"</i> ○ <i>"Kiosks good but some could open earlier for the people that go to the beach early and leave before the crowds arrive"</i> | 17/388 (4%) |
| Support for surf schools | <ul style="list-style-type: none"> ○ <i>"All of the surf schools I have attended are all very informal and interesting"</i> ○ <i>"It is great to have surf schools for people to learn the skills required for our oceans. As well as the local surf clubs teaching water safety"</i> ○ <i>"Good to see surf schools helping younger people"</i> | 17/388 (4%) |
| Use of foreshore/access is too restricted by commercial operators | <ul style="list-style-type: none"> ○ <i>"Have had no problems with this aspect, apart from surf schools taking over a good portion of the beach when two or three are operating at the same time"</i> ○ <i>"Some activities take over the beach so that private individuals can't find space"</i> ○ <i>"As previously mentioned: The plethora of surf, kayak, and canoe etc. schools are invading our beaches. They are turning what were once beautiful, wild, unspoilt beaches into commercial zones"</i> | 15/388 (4%) |
| Support having a range of activities on offer | <ul style="list-style-type: none"> ○ <i>"Lots of good outdoor activities for people to get involved in"</i> ○ <i>"I see plenty of group activities around our beaches - people seem happy"</i> ○ <i>"Always see things happening so availability is great"</i> | 14/388 (4%) |
| Reduce surf schools | <ul style="list-style-type: none"> ○ <i>"I don't know how much they pay but sometimes find the surf schools intrusive and wonder if they teach surf etiquette"</i> ○ <i>"There can be a bit too many surf schools operating at beaches at busy times"</i> ○ <i>"I'm not a fan of surf schools or commercial businesses on the foreshore"</i> | 12/388 (3%) |
| Commercial activities are good because they are environmentally sensitive and/or don't detract from the natural surroundings | <ul style="list-style-type: none"> ○ <i>"Appears to be a well balanced approach which takes into account the need to preserve the natural beauty of the region"</i> ○ <i>"The activities seem to serve the purpose without being overly intrusive upon the natural features of the environment"</i> ○ <i>"Facilities and events seem to have minimal impact on the environment"</i> | 12/388 (3%) |
| The level of commercial activity is ok – don't increase further | <ul style="list-style-type: none"> ○ <i>"Just the right amount of activity at present does not need to be increased"</i> ○ <i>"I feel the amount of commercial activities available only enhance the beaches and don't detract from them. I wouldn't like them to become too prevalent though"</i> ○ <i>"At present it's at max capacity, it can handle it, if more tourists it will not be able to handle it and it will get damaged"</i> | 10/388 (2.5%) |

| KEY THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this theme |
|--|--|---|
| Commercial activities are good as they support local businesses and/or employment and/or the local economy | <ul style="list-style-type: none"> ○ “I can see some flourishing businesses that provide employment” ○ “Not too much but still supporting local industry” ○ “Tourist wise it’s good for the town” | 10/388 (2.5%) |

30. COMMUNITY INVOLVEMENT: Includes communication and engagement with groups and individuals such as distribution of information, education programs i.e. environmental education, consultation opportunities, etc.* (563 participants answered)

- Neutral – 152 (39%)
- Satisfied – 149 (38%)
- Unsatisfied – 45 (11.5%)
- Very satisfied – 33 (8.5%)
- Very unsatisfied – 12 (3%)

*172 respondents selected ‘Not sure or don’t know’ and their response has not been counted in the statistical analysis above.



31. Please explain your answer (502 participants answered)

A summary of comments made sorted by the response participants gave to question 30 is below:

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|--|---|---------------------|--|
| SATISFIED OR VERY SATISFIED (181 RESPONSES) | Generally satisfied | 39/181 (21.5%) | <ul style="list-style-type: none"> ○ <i>"Think there is heaps of community spirit and involvement. Information is always readily available and easily accessible"</i> ○ <i>"I feel well informed with Facebook pages and mail drops as to what is happening around town most of the time"</i> ○ <i>"A great education program and really good support for volunteers"</i> ○ <i>"I think GORCC has well educated and very dedicated staff doing a great job of educating students and the public. And are always very helpful in supporting community groups"</i> ○ <i>"Saving the 'hoodie' and supporting ANGAIR and other environmental organisations"</i> ○ <i>"I do see information in the local papers that GORCC is very active in community involvement & my children have experienced this through their school at St Therese Primary School"</i> ○ <i>"Newsletters, website, grants, facilities all invoke community involvement with GORCC"</i> ○ <i>"Consultation and information has improved recently with newsletters and forums"</i> |
| | Environmental education programs are great | 33//181 (18%) | |
| | I'm well informed – there's plenty of information at hand | 31//181 (17%) | |
| | GORCC works closely with the community and/or volunteers | 21/181 (12%) | |
| | I receive information on GORCC via the local newspaper | 13/181 (7%) | |
| | I'm aware of GORCC and GORCC's work | 12/181 (7%) | |
| | I receive the GORCC E-Newsletter | 8/181 (4%) | |
| | Happy with consultation undertaken | 6/181 (3%) | |
| Happy with/have interacted with GORCC at public events | 6/181 (3%) | | |
| NEUTRAL (152 RESPONSES) | Not on the coast a lot or don't have a lot of experience with GORCC's community engagement activities | 25/152 (16%) | <ul style="list-style-type: none"> ○ <i>"Not enough info to form an opinion"</i> ○ <i>"At this stage I'm not really familiar with what they are involved with myself"</i> ○ <i>"I have not received any information in the past regarding the work GORCC undertakes or any opportunities"</i> ○ <i>"Would like to see more involvement with school groups - possibly more advertisement as to how they can be involved"</i> ○ <i>"Because you have great school programs but you do not get to the general public"</i> ○ <i>"I have only heard about GORCC when they are asking for feedback and have heard nothing else about community involvement"</i> ○ <i>"I am not really aware (GORCC's activities) other than the Coast News which seems to communicate reasonably well. However the Point Grey consultation seemed to be very badly handled and the lack of SERIOUS consultation has made the whole decision making process very lengthy. A classic case of not listening to the community"</i> |
| | GORCC needs to increase communications or I haven't received enough communication to be satisfied | 25/152 (16%) | |
| | I've never been involved and/or community involvement opportunities should increase | 12/152 (8%) | |
| | Consultation occurs but there's no genuine 'listening', response in decision making or flexibility in plans | 5/152 (3%) | |

| | | | |
|--|---|--------------------|---|
| UNSATISFIED OR VERY UNSATISFIED (57 RESPONSES) | GORCC needs to communicate more or there's not enough opportunities to be involved | 15/57 (26%) | <ul style="list-style-type: none"> ○ "I know it's hard to engage with all stakeholders, but this is the first time I have been asked to comment, or have been consulted on GORCC's work" ○ "I would like to know more about what is happening in my area. I feel like the only way I find out is to do my own research, whether this is internet or word of mouth" ○ "I am not aware of what you do" ○ "Predetermined outcomes or no consultation" ○ "No expectation that feedback will be responded to" ○ "Point Grey and initial public consultation and input was treated with contempt" ○ "I have never been consulted on anything before this survey" |
| | Consultation occurs but there's no genuine 'listening', response in decision making or flexibility in plans | 10/57 (17%) | |
| | I'm not aware of GORCC and what you do | 10/57 (17%) | |
| | Consult the community more | 5/57 (9%) | |

Overall responses given to this question have been summarised and sorted into key themes below:

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|---|--|---|
| Don't know a lot about GORCC's community involvement activities or haven't been exposed to them | <ul style="list-style-type: none"> ○ "Don't know enough though am aware that GORCC is often present in public places to promote things" ○ "Have only been in contact with them on one occasion so can't really form opinion" ○ "Haven't had much to do with the community involvement when I've been in the area" | 94/394 (23%) |
| I'm generally satisfied | <ul style="list-style-type: none"> ○ "Lots of opportunities are provided for the community to be involved" ○ "Community spirit & activities are exceptional" ○ "Seem to have a good profile and seem to be actively improving facilities" | 42/394 (11%) |
| Environmental education programs are great | <ul style="list-style-type: none"> ○ "Have terrific activities during school holidays" ○ "I have been directly involved with vegetation management using school groups. GORCC staff support has always been excellent" ○ "I have heard kids talking about tree planting with their school on foreshores with GORCC which is a great environmental education for kids" | 38/394 (10%) |
| I feel the community is well informed or information is easy to access | <ul style="list-style-type: none"> ○ "Always lots of information, support and general community vibe here. If you are after information you can usually find it very easily" ○ "I follow your Facebook page so I am kept informed!" ○ "I notice that the GORCC often keeps community informed by the local paper" | 31/394 (8%) |

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|---|---|---|
| There is little to no communication from GORCC | <ul style="list-style-type: none"> ○ <i>"I don't think the work that GORCC does is communicated well enough. I would love to hear more about what is happening, how to get involved and what it has achieved"</i> ○ <i>"I don't ever seem to know about events until after the fact"</i> ○ <i>"I haven't heard of anything from GORCC. This may be my own ignorance, but it would be nice to hear what is going on"</i> | 28/394 (7%) |
| Communication activities should be increased | <ul style="list-style-type: none"> ○ <i>"Could involve the community more via social media, local paper etc."</i> ○ <i>"Clearly, GORCC does make the effort to engage with the community. However, it would be good get the info out to a larger and less informed audience as well"</i> ○ <i>"Doing well, I think more information on how locals can help would be good"</i> | 24/394 (6%) |
| GORCC is good at supporting and working with the community and/or volunteers | <ul style="list-style-type: none"> ○ <i>"[The Conservation Supervisor] and team do a fantastic job engaging with the community and supporting the work of volunteers on the coast"</i> ○ <i>"From my experiences in working in the NRM industry and firsthand experience in working with GORCC staff and community volunteers I am impressed with the way GORCC interacts with the community"</i> ○ <i>"Being part of a community group I have dealing with GORCC regarding group activities and always find GORCC great to deal with"</i> | 18/394 (4.5%) |
| Consultation occurs but there's no genuine 'listening', response in decision making or flexibility in plans | <ul style="list-style-type: none"> ○ <i>"GORCC struggles with listening to the opinions of the people who live in the areas it manages"</i> ○ <i>"I have a feeling that GORCC Committee has a non-inclusive agenda to people with other ideas"</i> ○ <i>"E mailed newsletter is good, consultation occurs but as in all consultation sometimes it just feels like box ticking. Yep we did consult but not to really find out information or make adjustments to plans"</i> | 15/394 (4%) |
| I hear about GORCC through local media | <ul style="list-style-type: none"> ○ <i>"The local paper is informative of the group's actions and role"</i> ○ <i>"I notice that the GORCC often keeps community informed by the local paper"</i> ○ <i>"I only see what is written in the papers but there is some community work being done which is great"</i> | 15/394 (4%) |
| I'm generally aware of GORCC and what GORCC does | <ul style="list-style-type: none"> ○ <i>"I am aware of the programs"</i> ○ <i>"Always seem to be aware of what's happening out and about."</i> ○ <i>"Definitely feel a presence in the community"</i> | 14/394 (3.5%) |
| I receive the GORCC newsletter and/or it's informative | <ul style="list-style-type: none"> ○ <i>They consult the public when necessary, newsletters are informative"</i> ○ <i>"I enjoy the online newsletter - well researched and good variety of items"</i> ○ <i>"Comprehensive up to date website and newsletters"</i> | 12/394 (3%) |
| Increase education programs | <ul style="list-style-type: none"> ○ <i>"Should work more closely with schools to provide education on environment"</i> ○ <i>"It would be great to offer junior membership and education programs for local kids. Promoting sustainable environments and improved knowledge of flora and fauna"</i> ○ <i>"More education programs would be great. Especially for primary school age children and teenagers"</i> | 11/394 (3%) |

32. **INFRASTRUCTURE PROVISION:** Includes the construction and care of coastal amenities and other infrastructure (except access infrastructure, which is listed as a separate question) such as toilet blocks, fences, club houses, storm-water drains, seawalls, etc. (560 participants answered) *

- Satisfied – 279 (55.8%)
- Neutral – 89 (17.8%)
- Very satisfied – 71 (14.2%)
- Unsatisfied – 46 (9.2%)
- Very unsatisfied – 15 (3%)

*60 respondents selected 'Not sure or don't know' and their response has not been counted in the statistical analysis above.

33. Please explain your answer (502 participants answered)

A summary of comments made sorted by the response participants gave to question 32 is below:

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|---|--|---------------------|---|
| SATISFIED OR VERY SATISFIED (348 RESPONSES TOTAL) | I'm satisfied in general | 109/348 (31%) | <ul style="list-style-type: none"> ○ "In the areas I use, what I need is there, well maintained, and adequate" ○ "I like how GORCC is replacing old toilet facilities with new ones. They are well designed and generally well maintained" ○ "It is balanced and in keeping with the general amenity of the areas concerned, without being excessive" ○ "I think they are doing a good job with upgrading toilet blocks; BBQs in good nick, as are fences and walkways - all looks very nice as well and settles into dunes and cliffs" ○ "New toilet block and BBQs near Whites Beach area have been done really well" ○ "I believe GORCC does this very well. The facilities are very good and when maintenance is needed I find when I return it has been fixed. The additional facilities and paths they have added over the last 2 years have made a huge impact to our community and travellers' abilities to access and enjoy our beautiful beaches" ○ "Everything works and there seems to be a continual upgrading of these facilities" |
| | Infrastructure is well maintained | 102/348 (30%) | |
| | Toilets are good | 50/348 (14%) | |
| | There have been improvements made of late | 31/348 (9%) | |
| | New facilities are great | 30/348 (9%) | |
| | Good, but toilets need improvements | 29/348 (8%) | |
| | Good, but some upgrades required | 18/348 (5%) | |
| | There is an adequate amount of facilities | 17/348 (5%) | |
| | Infrastructure is natural, unobtrusive and/or environmentally friendly | 14/348 (4%) | |
| Infrastructure/facilities are accessible | 13/348 (4%) | | |
| NEUTRAL (44 RESPONSES TOTAL) | Facilities need some upgrading | 17/44 (39%) | <ul style="list-style-type: none"> ○ "For such a famous coast in Australia I do think we need further updating of toilet blocks along the coast and BBQ areas." |
| | Toilets need improvements | 16/44 (36%) | |

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|--|---|---------------------|---|
| | Not sure or haven't had enough to do with GORCC infrastructure to say | 15/44 (34%) | <ul style="list-style-type: none"> ○ "I've not used most of these so have no opinion" ○ "The toilet block redevelopment at Elephant Park is terrible. Sinks block up." |
| UNSATISFIED OR VERY UNSATISFIED (61 RESPONSES TOTAL) | Facilities/infrastructure (general) need upgrading | 14/44 (31%) | <ul style="list-style-type: none"> ○ "Old and dilapidated. Seems like there needs to be a LOT of work" ○ "Toilets are way below the standard of public toilets in other countries" ○ "Toilet blocks at Cosy Corner need updating and families with disabilities have limited access to beaches as ramps are few and far between" ○ "Very few toilets, fences poorly maintained" |
| | Toilets need improvements/upgrades | 14/44 (31%) | |
| | More facilities or infrastructure needed – mostly toilets | 10/44 (23%) | |
| | Better maintenance or cleaning of infrastructure or facilities required | 10/44 (23%) | |

Overall responses given to this question have been summarised and sorted into key themes below:

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|--|--|---|
| Satisfied in general | <ul style="list-style-type: none"> ○ "I've never had a problem with the facilities so they must be doing a good job" ○ "The infrastructure is done well, and provides for people's needs" ○ "I never identify inadequate facilities" ○ "The infrastructure that I see/use seems fine" | 120/502 (24%) |
| Infrastructure and facilities are well maintained | <ul style="list-style-type: none"> ○ "In the areas I use, what I need is there, well maintained, and adequate" ○ "Good facilities which are generally well maintained" ○ "Given the high usage rates, I find things pretty well maintained" ○ "Toilets are well maintained" | 115/502 (23%) |
| Toilets need upgrades/improvements | <ul style="list-style-type: none"> ○ "Most toilet blocks are maintained to a 'usable' standard though it can be quite difficult with a young baby. Perhaps consideration needs to be taken with such upgrades to include adequate change and hand wash facilities for parents with babies" ○ "Toilet at Roadknight could do with a spruce up" ○ "Toilet blocks are 'the pits'. Travelling around Australia any old country town has toilet blocks better than the Surf Coast" | 60/502 (12%) |
| Public toilets are good (many mentions of new toilets) | <ul style="list-style-type: none"> ○ "Toilets are well maintained and considerate of the local environs" ○ "I think they are doing a good job with upgrading toilet block" ○ "New toilet blocks are great as are new benches" ○ "There are plenty of toilets around the area, which is particularly necessary with young children!" | 51/502 (10%) |

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|---|--|---|
| Upgrades are required (to various facility/infrastructure types) | <ul style="list-style-type: none"> ○ <i>"Some are excellent like the new ones at Elephant Walk and Front Beach. Some need updating like Cosy Corner and Surf Beach"</i> ○ <i>"If you need something it is quite close - just feel a few could be updated"</i> ○ <i>"Upgrades needed"</i> ○ <i>"Facilities are ok but I wouldn't be disappointed to see upgrades"</i> | 50/502 (10%) |
| New facilities on the foreshore are great | <ul style="list-style-type: none"> ○ <i>"Some are excellent like the new ones at elephant walk and front beach"</i> ○ <i>"Recent upgrades of toilet facilities, walking paths and children's play park at Elephant Walk satisfy my needs"</i> ○ <i>"New paths, toilet facilities, parks etc. in recent times"</i> | 31/502 (6%) |
| There have been notable improvements to infrastructure of late | <ul style="list-style-type: none"> ○ <i>"These things have been improved greatly over the past few years which is really great and was really needed!"</i> ○ <i>"I see the continual updating and improvement of facilities"</i> ○ <i>"There has been some thoughtful upgrades to facilities in the Torquay / Jan Juc region along the coast"</i> | 31/502 (6%) |
| More facilities are needed (most respondents suggested more toilets – 19 comments - but other suggestions included fences, showers and facilities in general) | <ul style="list-style-type: none"> ○ <i>" I think more facilities are needed to cope with demand"</i> ○ <i>"Again, Torquay facilities are abundant, but lacking in other locations! Too often not clean enough"</i> ○ <i>"Need more facilities at Anglesea (showers, toilets, change rooms)"</i> | 22/502 (4%) |
| I don't know enough or haven't had enough experience of GORCC infrastructure to comment | <ul style="list-style-type: none"> ○ <i>" I am fairly new to this area so I am not quite sure about all of the infrastructure"</i> ○ <i>"Rarely, if ever, use the facilities. Usually go back to the house"</i> ○ <i>"Don't use the infrastructure often"</i> | 20/502 (4%) |
| I feel neutral about infrastructure on the coast | <ul style="list-style-type: none"> ○ <i>"Nothing to say, nothing stands out"</i> ○ <i>"Seems fine"</i> | 19/502 (4%) |
| There's an adequate amount of infrastructure | <ul style="list-style-type: none"> ○ <i>"Toilet blocks and water fountains are available in most locations"</i> ○ <i>"Current facilities are well maintained and meet the needs of beach users"</i> | 18/502 (4%) |
| Keep infrastructure natural and minimal and do more to protect the environment | <ul style="list-style-type: none"> ○ <i>"I like the idea of trying to create a balance between structures and natural environment. Natural environment should be the priority here. So infrastructure should be kept small and unobtrusive"</i> ○ <i>"Lorne is developed enough. Keep the beautiful surroundings"</i> | 18/502 (4%) |
| Cleaning of facilities needs improvement (almost all responses were related to toilets) | <ul style="list-style-type: none"> ○ <i>"The toilet blocks could be better maintained (cleaned)"</i> ○ <i>"The toilets are a bit dirty and could have cleaning up"</i> | 17/502 (3%) |

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|--|---|---|
| Infrastructure is unobtrusive, sensitive to the environment and natural | <ul style="list-style-type: none"> ○ <i>"It is balanced and in keeping with the general amenity of the areas concerned, without being excessive"</i> ○ <i>"Good balance of conservation and facilities"</i> | 15/502 (3%) |
| Maintenance could be increased or improved | <ul style="list-style-type: none"> ○ <i>"Step access needs more constant up keep"</i> ○ <i>"All seem good where we go, toilets could be cleaned/ maintained more often"</i> | 14/502 (3%) |
| There's good access to infrastructure and facilities | <ul style="list-style-type: none"> ○ <i>"It's all easy to access and easy to find"</i> ○ <i>"Usually have the facilities you want somewhere nearby"</i> | 13/502 (2.5%) |
| Paths/tracks and trails – various comments, some requiring upgrades, others expressing that this infrastructure was good | <ul style="list-style-type: none"> ○ <i>"Need better access to beaches, better paths, less slippery board-walks (Jan Juc steps)"</i> ○ <i>"Love the new toilet blocks and pathways along foreshore"</i> | 12/502 (2%) |
| Waste management could be improved | <ul style="list-style-type: none"> ○ <i>"Placement of bins along coast could be improved"</i> ○ <i>"Rubbish bins are a disgrace"</i> | 12/502 (2.5%) |
| Funding is limited | <ul style="list-style-type: none"> ○ <i>"Infrastructure is costly. Priorities need to be set"</i> ○ <i>"More can always be done - budget restrictions"</i> | 11/502 (2%) |
| Capacity is stretched in peak season | <ul style="list-style-type: none"> ○ <i>"Cleaning and maintenance is always difficult over summer when used at such high intensity"</i> ○ <i>"During off season; Yep, great. During high season, not frequent enough cleaning/checking/ plumbing"</i> | 10/502 (2%) |

34. NATURAL ENVIRONMENT PROTECTION: *Includes the protection and care of the natural coastal environment such as beaches, sand dunes, cliffs, plants, animals, water, etc. (562 participants answered)**

- Satisfied – 273 (53%)
- Very satisfied – 122 (24%)
- Neutral – 71 (14%)
- Unsatisfied – 37 (7%)
- Very unsatisfied – 13 (2.5%)

**46 Respondents selected 'Not sure or don't know' and their response has not been counted in the statistical analysis above.*

35. Please explain your answer (515 participants answered)

A summary of comments made sorted by the response participants gave to question 34 is below:

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|--|--|----------------------|---|
| SATISFIED OR VERY SATISFIED (393 RESPONSES) | I'm satisfied in general | 133/393 (34%) | <ul style="list-style-type: none"> ○ <i>"I have seen the efforts of GORCC staff to help protect the Hooded Plovers. Educate the public on environmental issues. Put in huge efforts to eradicate weeds and vermin. Their love of the coast is noticeable"</i> ○ <i>"An admirable job with challenging conditions. I think the public awareness of needing to protect the dunes and the [Hooded] Plovers is much higher than it has been in the past"</i> ○ <i>"The tracks and pathways are always in good condition, the dunes and cliffs appear to be stable and well fenced off. The choice of building materials used are also in keeping with the natural environment"</i> ○ <i>"Constant maintenance and protection of natural environment"</i> ○ <i>"I've noticed very clear signage in Anglesea to keep off cliffs and to keep dogs away from the dunes during native bird breeding and nesting season"</i> ○ <i>"I see the efforts made to protect more delicate areas from being trampled by the hordes that descend on hot weekends"</i> ○ <i>"Having worked previously with GORCC staff, field crews, contractors and volunteers I have seen enough to convince me that GORCC's track record for managing the natural environment is very good"</i> ○ <i>"The planting out of new grasses to protect the sand dunes, with signage requesting people and dogs to keep off to protect the dunes - provided for by GORCC"</i> ○ <i>"GORCC participates in community volunteer working bees to remove weeds - helped extensively with Hooded Plover monitoring"</i> |
| | The coast is clean and/or well maintained | 48/393 (12%) | |
| | Fencing to protect fragile areas is good | 36/393 (9%) | |
| | Work being undertaken to prevent erosion and protect the dunes is good | 23/393 (6%) | |
| | There's good management of access to prevent damage to fragile areas | 23/393 (6%) | |
| | Revegetation work being undertaken is good | 23/393 (6%) | |
| | The coast remains natural and not too overdeveloped | 22/393 (6%) | |
| | Work in this area is good, but erosion and dune management is still an issue | 17/393 (4%) | |
| | Work to protect Hooded Plovers is good | 14/393 (4%) | |
| | GORCC prioritises the natural environment | 12/393 (3%) | |
| | The work of volunteers and/or GORCC's support of volunteers is good | 11/393 (3%) | |
| Good work is being undertaken to eradicate weeds and feral pests | 11/393 (3%) | | |
| NEUTRAL (71 RESPONSES) | I'm not sure or don't know enough about this area of GORCC's work | 16/71 (22.5%) | <ul style="list-style-type: none"> ○ <i>"I'm not sure I know what GORCC actually does on this"</i> ○ <i>"Don't know what they are doing"</i> ○ <i>"More work must be done in this area to protect what makes us 'love' this area"</i> ○ <i>"I still see people on dunes even though they have seen the signs, and walking their dogs in [Hooded] Plover protected areas"</i> |
| | Concerns about erosion and/or protection of dunes | 11/71 (15%) | |

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|---|---|---------------------|---|
| UNSATISFIED OR VERY UNSATISFIED (50 RESPONSES) | Increase weed/pest management efforts | 9/50 (18%) | <ul style="list-style-type: none"> ○ <i>"I think not enough is done to protect the dune environment, particularly around Whites Beach."</i> ○ <i>"Not proactive enough. It is too late to try to repair damage by erecting fences etc. as it will take years to regenerate. Better to get in first before the damage is done. Classic example at Pt Roadknight beach. Sand dunes fences are improved AFTER the damage occurs"</i> ○ <i>"The invasion of noxious weeds and the lack of replanting of indigenous plants is a concern to me. This needs serious work"</i> ○ <i>"There are rabbits everywhere along the coast, especially around towards Whites Beach. They are on GORCC managed land but nothing is being done to eradicate them. Thistles and weeds are growing profusely"</i> ○ <i>"Need to do more conservation work this is really important"</i> |
| | More conservation is required in general | 9/50 (18%) | |
| | More needs to be done to prevent erosion and/or protect dunes | 9/50 (18%) | |
| | Need to do more to restrict access to fragile areas | 7/50 (14%) | |

Overall responses given to this question have been summarised and sorted into key themes below:

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|---|--|---|
| Satisfied in general | <ul style="list-style-type: none"> ○ <i>"Seems to be a lot of work goes into caring for the environment"</i> ○ <i>"Active preservation"</i> ○ <i>"This aspect of the committee's role appears to be being actioned"</i> | 144/515 (28%) |
| Management of access to protect fragile environments is good (37 comments mentioned that GORCC's fencing work was good) | <ul style="list-style-type: none"> ○ <i>"Dunes are well signed and fenced off"</i> ○ <i>"Great to see areas blocked off to public access for re growth"</i> ○ <i>"All tracks and beach access are restricted to avoid negative impact on environment"</i> | 54/515 (10%) |
| The coast looks clean, beautiful and well maintained | <ul style="list-style-type: none"> ○ <i>"Beaches are clean and well-kept"</i> ○ <i>"Overall the coastline in the region is very clean, well-kept and preserved"</i> ○ <i>"Always seem to be well maintained or work being done to maintain"</i> | 48/515 (9%) |

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|--|--|---|
| Erosion or the state of the dunes is a concern and more needs to be done in this area | <ul style="list-style-type: none"> ○ <i>“Not sure if GORCC manages this area of coast at Anglesea but have noticed considerable erosion over the last few years sadly”</i> ○ <i>“Awesome job! Like to see a bit more dune care on the big dune at the Painkalac river mouth - as a suggestion”</i> ○ <i>“More effort may be needed to protect the dunes on the Point Roadknight back beach from people causing erosion”</i> | 37/515 (7%) |
| Management of access to protect fragile environments should be improved (12 comments mentioned that fencing should be increased) | <ul style="list-style-type: none"> ○ <i>“GORCC make no effort to restrict people accessing Bird Rock beach from Bird Rock carpark”</i> ○ <i>“I believe that much more can be done to restrict people's access to areas outside of paths and access ways as it damages the fragile environment. Obviously this work is expensive and long term”</i> ○ <i>“I see lots of kids (particularly teenagers) walking through the dunes and potentially disrupting and destroying wildlife and the environment. I think there need to be better measures to protecting the dunes/environment in this area”</i> | 30/515 (6%) |
| The coast remains natural and minimally developed and/or any infrastructure is sensitive to the environment | <ul style="list-style-type: none"> ○ <i>“I love how the beach hasn't become a concrete jungle of paths, love the gravel / wood tracks / platforms”</i> ○ <i>“The GORCC achieves a good balance between competing demands for development and retention of natural environment”</i> | 27/515 (5%) |
| Work undertaken to mitigate erosion and/or protect the dunes is good | <ul style="list-style-type: none"> ○ <i>“Good to see revegetation projects and dune management projects happening”</i> ○ <i>“Have seen fencing and brush-matting for dune stabilisation”</i> ○ <i>“It is great to see specific walking paths etc. to keep dune cliff tops protected. I also see a lot of planting to maintain areas”</i> | 25/515 (5%) |
| Revegetation work is good | <ul style="list-style-type: none"> ○ <i>“While walking I have noted many areas of re-vegetation programs happening and I think this is great!”</i> ○ <i>“Work in planting native plants around the area is great.”</i> | 25/515 (5%) |
| Signs to educate the public are good | <ul style="list-style-type: none"> ○ <i>“Good signage and education”</i> ○ <i>“Sand dunes are signed to state the protection of the habitat”</i> | 24/515 (5%) |
| Increase environmental education efforts | <ul style="list-style-type: none"> ○ <i>“Need for greater education, information about need to protect vulnerable species.”</i> ○ <i>“I think some additional education / signage to reduce impacts of peak tourism season and individuals and groups that create substantial damage through single acts could occur”</i> | 20/515 (4%) |
| Education programs are great | <ul style="list-style-type: none"> ○ <i>“My children have been involved in activities with their school caring for this area, it is great for them to be able to be involved in this”</i> ○ <i>“Often see school & other groups planting or weeding beach areas”</i> | 19/515 (4%) |
| Not sure or haven't had enough exposure to this area of GORCC's work | <ul style="list-style-type: none"> ○ <i>“I don't feel I know enough about the latest means of protecting our natural coast line to comment accurately though am very supportive of any means necessary to do so”</i> ○ <i>“Don't know enough about what's done”</i> | 18/515 (3%) |

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|---|--|---|
| Increase conservation efforts in general | <ul style="list-style-type: none"> ○ <i>"If anything can be said, we can all do more to protect our natural environment"</i> ○ <i>"Much more work needs to be done in this area across the region"</i> | 17/15 (3%) |
| Work to protect Hooded Plovers is great (both on ground efforts and 'Save the Hoodie' campaign mentioned) | <ul style="list-style-type: none"> ○ <i>"I like the Hooded Plover campaign and the educational materials in the tent and at Night Jar Festival"</i> ○ <i>"I have seen the efforts of GORCC staff to help protect the Hooded Plovers"</i> | 15/515 (3%) |
| GORCC's work in this area is good, but there's still room for improvement | <ul style="list-style-type: none"> ○ <i>"They appear to be doing a good job however they miss some areas that need attention"</i> ○ <i>"Room for some improvement but on the whole are trying to do good work"</i> | 15/515 (3%) |
| Increase signs that encourage people to do the right thing. | <ul style="list-style-type: none"> ○ <i>"Extra educational signage could be erected to educate holiday makers"</i> ○ <i>"Just more education and maybe signs regarding birds. I love reading the signs along the Deep Creek explaining plants and animals"</i> | 15/515 (3%) |
| Increase work to eradicate weeds and/or feral pests | <ul style="list-style-type: none"> ○ <i>"I think more needs to happen with weed control - otherwise its good"</i> ○ <i>"Appears to do little to eradicate rabbits along the coast"</i> | 13/515 (2.5%) |
| Volunteer work and/or GORCC support of volunteers is great | <ul style="list-style-type: none"> ○ <i>"GORCC participates in community volunteer working bees to remove weeds - helped extensively with Hooded Plover monitoring"</i> ○ <i>"Without a dedicated team of workers and volunteers committed to preserving our coast line we would not have the area to take our grandchildren"</i> | 12/515 (2%) |
| Improve control of dogs | <ul style="list-style-type: none"> ○ <i>"Dogs owners - too many owners do not pick up the dog poo. Dogs on leash enforcement"</i> ○ <i>"I often see dogs off leash in areas on the beach where they are not permitted. I have never seen anyone enforcing this law and I am scared for the wellbeing of the endangered wildlife at risk"</i> | 12/515 (2%) |
| Work to eradicate weeds and/or feral pests is great | <ul style="list-style-type: none"> ○ <i>"Can see efforts in weeding along cliffs near Soapy Rocks. Have seen fencing and brush matting for dune stabilisation"</i> ○ <i>"Evidence of active weed and pest control"</i> | 12/515 (2%) |
| GORCC prioritises the natural environment | <ul style="list-style-type: none"> ○ <i>"Appear to be giving due importance to preserving coast for future"</i> ○ <i>"Environment protection and preservation appears to be a priority which I'm happy about"</i> | 12/515 (2%) |
| Funding is an issue and needs to increase | <ul style="list-style-type: none"> ○ <i>"GORCC is doing the best they can with the resources they have. It would be great to see funding for additional resources out into this area, particularly weed control"</i> ○ <i>"I think they need more funding to do a better job. They do well with the funds they have"</i> | 10/515 (2%) |

36. PLANNING: Includes the preparation and implementation of plans and strategies that guide GORCC's work (555 participants answered)*

- Neutral – 134 (49%)
- Satisfied – 85 (31%)
- Very satisfied – 23 (8%)
- Unsatisfied – 21 (8%)
- Very unsatisfied – 10 (4%)

*282 Respondents selected 'Not sure or don't know' and their response has not been counted in the statistical analysis above.

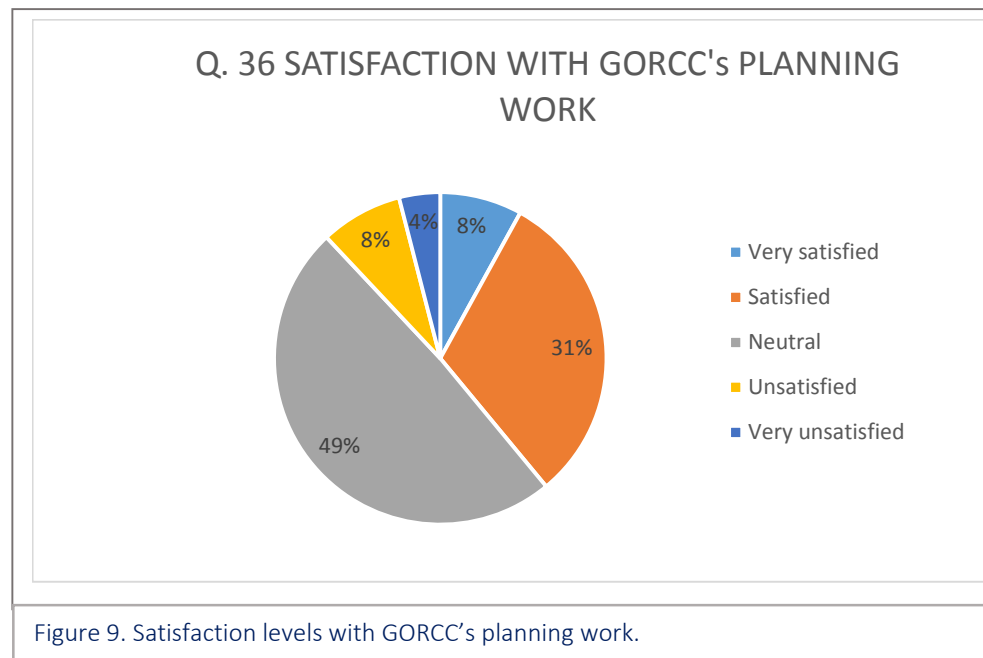


Figure 9. Satisfaction levels with GORCC's planning work.

37. Please explain your answer (272 participants answered)

A summary of comments made sorted by the response participants gave to question 36 is below:

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|---|--|---------------------|---|
| SATISFIED OR VERY SATISFIED (107 RESPONSES) | Satisfied in general | 41/107 (38%) | <ul style="list-style-type: none"> ○ "Given somewhat limited resources, results to date appear to be appropriate and satisfactory" ○ "Good communication with the public about plans" ○ "Speaking to the various staff that serviced the different desks at the recent information day at Torquay and their approach to the task at hand was very pleasing. A young, well qualified, educated, enthusiastic and realistic team!" |
| | Community engagement on and/or communication regarding planning processes is good | 26/107 (24%) | |
| | GORCC prioritises planning and/or takes a thorough, smart and strategic approach to it | 9/107 (8%) | |

| LEVEL OF SATISFACTION SELECTED | KEY THEME | NUMBER OF RESPONSES | EXAMPLES OF COMMENTS MADE |
|--|---|---------------------|--|
| | The results on the ground are good | 8/107 (7%) | <ul style="list-style-type: none"> ○ <i>"The foreshore looks great in all towns keep up the great work you are doing"</i> ○ <i>"Thorough planning and consultation seems to take place on most occasions"</i> |
| | Staff at GORCC in this area are knowledgeable and/or skilled | 5/107 (5%) | |
| NEUTRAL (134 RESPONSES) | Not aware of GORCC's work in this area or not familiar enough with it to comment | 98/134 (73%) | <ul style="list-style-type: none"> ○ <i>"I don't know about your planning strategies"</i> ○ <i>"Not sufficiently aware to give an informed opinion"</i> ○ <i>"Only hear about major developments"</i> ○ <i>"I am aware that there is a lot if planning going on however I wish to hear more about it in the planning am stages to have more of an input"</i> ○ <i>"I'm not really aware of future plans but would love to know and have a say"</i> |
| | Would like to see more communication about planning processes | 12/134 (9%) | |
| | Increase consultation opportunities | 5/134 (9%) | |
| UNSATISFIED OR VERY UNSATISFIED (31 RESPONSES) | GORCC needs to listen to the community and actively respond to consultation results and community desires | 9/31 (29%) | <ul style="list-style-type: none"> ○ <i>"As mentioned before the consultation re Point Grey seems to have gone on forever. The replacement of the Swing Bridge was far too lengthy - and poorly timed"</i> ○ <i>"Too many examples of poor planning, particularly considering market demand, commercialism, poor design and amenity standards including maintenance"</i> ○ <i>"A great many plans have been released how many have been implemented? Or recommendations supported by the majority of residents?"</i> ○ <i>"Point Grey - when will it move on? Just endless rhetoric"</i> |
| | Planning processes could be better in general | 8/31 (25%) | |
| | The Point Grey planning process was disappointing | 7/31 (22.5%) | |
| | Not aware of GORCC's work in this area or not familiar enough with it to comment | 5/31 (16%) | |

Overall responses given to this question have been summarised and sorted into key themes below:

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|--|---|---|
| Not aware of GORCC's work in this area or not familiar enough with it to comment | <ul style="list-style-type: none"> ○ <i>"I don't know enough to make a comment"</i> ○ <i>"Little involvement or knowledge of this area of work"</i> ○ <i>"I do not know a lot about the plans and process that goes into planning and executing works"</i> | 107/272 (39%) |
| Satisfied in general | <ul style="list-style-type: none"> ○ <i>"Happy as always seems to be works and plans to improve area"</i> ○ <i>"Seem to have reasonable plans for the future"</i> | 46/272 (17%) |

| THEME | EXAMPLES OF ANSWERS GIVEN | TOTAL number of answers made relating to this key theme |
|---|--|---|
| Engagement on or communications regarding planning/projects is good | <ul style="list-style-type: none"> ○ <i>"Communication is good & plans are accessible"</i> ○ <i>"Actively engaging the community for strategic direction"</i> ○ <i>"The overall impression is that of positivity and encouragement for communities to become involved"</i> | 29/272 (11%) |
| Increase communication about projects or opportunities to have a say | <ul style="list-style-type: none"> ○ <i>"Don't really have access to all the GORCC's plans maybe you might need to make them more accessible to the general public"</i> ○ <i>"More community involvement regarding planning in the area. It can be hard to get information"</i> ○ <i>"More input from the community needed"</i> | 17/272 (6%) |
| GORCC needs to listen to the community and actively respond to consultation results and community desires | <ul style="list-style-type: none"> ○ <i>"Failure to concede to the community's wishes unless pushed hard"</i> ○ <i>"The LAAC and Pt Grey planning was a disaster. It seemed like trying to get GORCC to listen was like turning an aircraft carrier"</i> | 12/272 (4%) |
| GORCC's planning approach could be better in general (various comments made) | <ul style="list-style-type: none"> ○ <i>"GORCC could do better when preparing and consulting on plans/strategies"</i> ○ <i>"[This area] feels very fragmented"</i> | 12/272 (4%) |
| GORCC prioritises planning, and/or takes a strategic and well thought out approach to planning processes | <ul style="list-style-type: none"> ○ <i>"A comprehensive effort was put into the coastal management plan and the follow up of key milestones gives me the assurance that that planning is being followed through"</i> ○ <i>"GORCC seems to place a high level of importance on planning which ensures best use of resources."</i> | 10/272 (4%) |
| The Point Grey planning process was disappointing and the community wasn't listened to | <ul style="list-style-type: none"> ○ <i>"GORCC's arrogant handling of the Lorne Pt Grey redevelopment"</i> ○ <i>"The time and money that was wasted in the obstinacy of GORCC in recognizing what the people wanted who live and use the Point Grey area was annoying"</i> | 10/272 (4%) |
| Results on the ground look good | <ul style="list-style-type: none"> ○ <i>"Justified by the physical results on the ground"</i> ○ <i>"End results (e.g. lookout at light house"</i> | 10/272 (4%) |
| Would like to see some implementation of plans | <ul style="list-style-type: none"> ○ <i>"A great many plans have been released, how many have been implemented?"</i> ○ <i>"I have seen few of these plans. I do not recall seeing any that have come to fruition"</i> | 10/272 (4%) |

SECTION F. WHERE PARTICIPANTS WANTED TO SEE THE MOST TIME, MONEY & EFFORT INVESTED

38. Where do you want to see GORCC spend the most time, money and effort? Order the below options from 1-8 where 1 is the most important and 8 is the least important (536 participants answered)

| AREA OF COASTAL MANAGEMENT | NUMBER OF RESPONDENTS WHO RANKED THIS AREA AS NUMBER 1 | NUMBER OF RESPONDENTS WHO RANKED THIS AREA AS NUMBER 1, 2 OR 3 | RATING AVERAGE (WHERE 1 IS OF THE HIGHEST IMPORTANCE AND 8 IS OF THE LOWEST IMPORTANCE) |
|--|--|--|---|
| Natural environment protection (includes the protection and care of the natural coastal environment such as beaches, sand dunes, cliffs, plants, animals, water, etc.) | 259 (48%) | 417 (77.8%) | 2.45 |
| Access provision (includes the provision and care of access to the coast for those who use it (i.e. for surfing, fishing or walking) such as pathways, stairs, lookouts, ramps, car parks, fishing platforms, etc.) | 80 (15%) | 289 (54%) | 3.59 |
| Infrastructure provision (includes the construction and care of coastal amenities and other infrastructure (except access infrastructure, which is listed above) such as toilet blocks, fences, club houses, stormwater drains, seawalls, etc.) | 66 (12%) | 262 (49%) | 3.91 |
| Community involvement (includes communication and engagement with groups and individuals such as distribution of information, education programs (i.e. environmental education), consultation opportunities, etc.) | 30 (6%) | 163 (30%) | 4.72 |
| Cultural heritage protection (includes the protection of Indigenous cultural heritage such as shell middens, and non-Indigenous cultural heritage, such as historic buildings) | 26 (5%) | 163 (30%) | 4.94 |
| Planning (includes the preparation and implementation of plans and strategies that guide GORCC's work) | 31 (6%) | 163 (30%) | 4.98 |
| Caravan Park management and operation (includes the operation of those caravan parks directly managed by GORCC i.e. the Torquay and Lorne Foreshore Caravan Parks and those caravan parks that GORCC leases to private operators i.e. the Anglesea and Cumberland River Caravan Parks) | 37 (7%) | 126 (23.5%) | 5.41 |
| Commercial activity management and support (includes the issuing and operation of licences and permits for specific activities such as surf schools as well as other operations generating income on the coast such as kiosks etc.) | 7 (1%) | 66 (12%) | 6.01 |

SECTION G. PARTICIPANT SATISFACTION WITH GORCC'S CUSTOMER SERVICE PERFORMANCE

39. Have you made contact with GORCC within the last 12 months?

(535 responses)

- Yes – 87 (16%)
- No – 488 (84%)

40. Thinking of your most recent contact with GORCC, what area was the staff member from that you spoke to? (86 responses)

- GORCC office – 39 (45.5%)
- Conservation team – 17 (20%)
- Outdoor works team – 7 (8%)
- Torquay Foreshore Caravan Park – 6 (7%)
- Lorne Foreshore Caravan Park – 1 (1%)
- Night Markets Stall/ Foreshore Tent – 4 (4.5%)

41. What were you contacting GORCC about? (86 respondents answered)

- General Information – 14 (16%)
- Maintenance issue – 12 (14%)
- GORCC's environmental education program – 9 (10.5%)
- Complaint – 8 (9.5%)
- A planning process – 8 (9.5%)
- Environmental volunteering – 6 (7%)
- An animal on the beach – 5 (6%)
- Event permits – 3 (3.5%)
- Wedding permits – 3 (3.5%)
- Commercial licenses – 2 (2.5%)
- An invoice or account – 2 (2.5%)
- Accommodation in the Lorne or Torquay Park/s – 2 (2%)
- Other – 7 (8%)

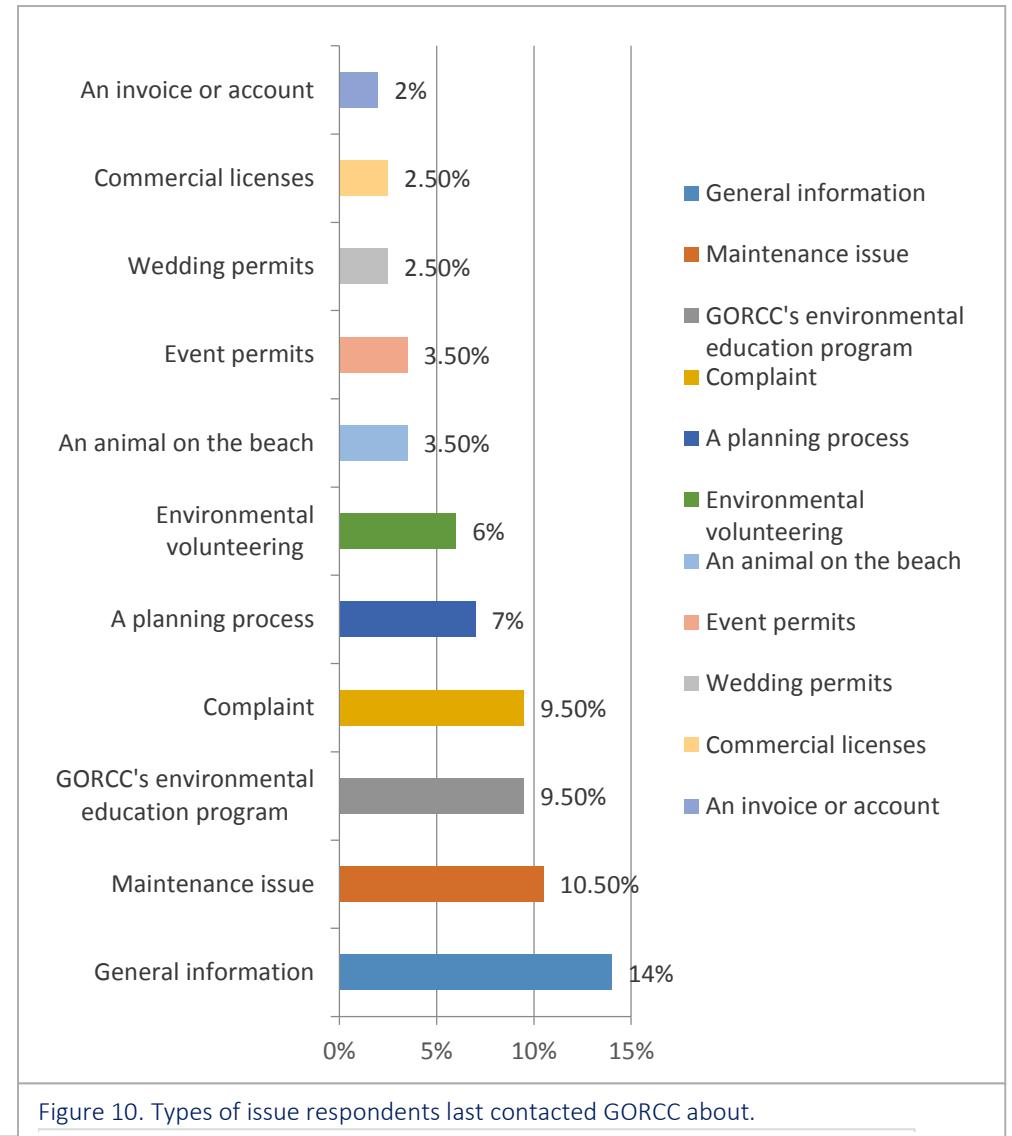
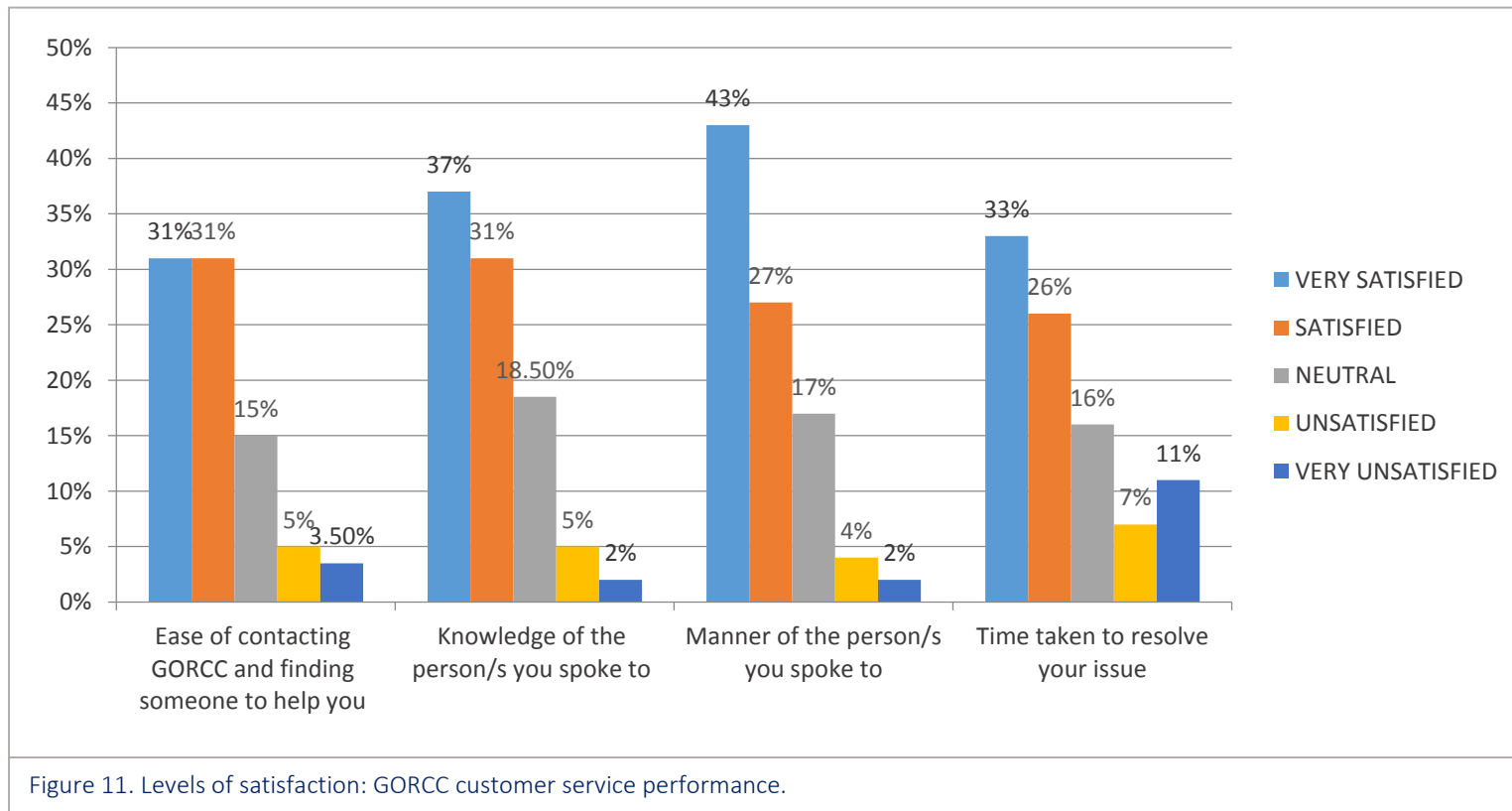


Figure 10. Types of issue respondents last contacted GORCC about.

42. Thinking of the most recent contact with GORCC, how would you rate the following: (86 respondents answered)

| TYPE OF EXPERIENCE | VERY SATISFIED | SATISFIED | NEUTRAL | UNSATISFIED | VERY UNSATISFIED | NOT SURE |
|--|----------------|-------------|---------------|-------------|------------------|-------------|
| Ease of contacting GORCC and finding someone to help you | 36/86 (31%) | 36/86 (31%) | 13/86 (15%) | 4/86 (5%) | 3/86 (3.5%) | 3/86 (3.5%) |
| Knowledge of the person/s you spoke to | 30/86 (37%) | 25/86 (31%) | 15/86 (18.5%) | 4/86 (5%) | 2/86 (2%) | 5/86 (6%) |
| Manner of the person/s you spoke to | 35/86 (43%) | 22/86 (27%) | 15/86 (17%) | 3/86 (4%) | 2/86 (2%) | 5/86 (6%) |
| Time taken to resolve your issue | 27/86 (33%) | 21/86 (26%) | 13/86 (16%) | 6/86 (7%) | 9/86 (11%) | 5/86 (6%) |



SECTION H. OTHER COMMENTS

43. Please provide any other comments or suggestions (133 respondents answered)

A summary of key themes identified in the answers given is below.

| THEME | EXAMPLES OF ANSWERS GIVEN | NO. OF RESPONSES |
|---|---|----------------------|
| GORCC is doing a good job | <ul style="list-style-type: none"> ○ <i>"You guys are doing a great job considering the small amount of funding you have and the large area you have to maintain that is of such importance"</i> ○ <i>"I think you do a great job"</i> ○ <i>"Thank you for the valuable work you already contribute to these areas"</i> | 40/133 (30%) |
| No further comment | <ul style="list-style-type: none"> ○ <i>"No comment. Everything covered in survey. Thanks"</i> ○ <i>"Thanks for the opportunity to comment"</i> ○ <i>"No comments at this time, thank you for the insight, to the management committee"</i> | 25/133 (19%) |
| GORCC should seek more funding (several comments made that the Surf Coast Shire should provide GORCC with more funds) | <ul style="list-style-type: none"> ○ <i>"Can't some revenue from Surf Coast Shire be directed to GORCC? What are high rates paid and all the parking fines issued around here giving us if not clean, beautiful, well maintained beaches/coast?!? PS: Thanks for all you do, I imagine it's a difficult and often thankless job!"</i> ○ <i>"GORCC needs more money to be able to carry out the required work. Need to lobby Council and State Government for resources. Lorne relies on tourism, the beach and foreshore area is the main draw card. It needs to be maintained"</i> ○ <i>"Some of GORCC's effort should be in resourcing as much Government monies as possible, from all tiers."</i> | 14/133 (11%) |
| Keep the coast natural and/or minimise development | <ul style="list-style-type: none"> ○ <i>"It is very important that every effort is made to keep the natural attraction and beauty of our coastline. With increasing pressure on beach usage it is also important not to allow them to be dominated by commercial operators, SLSC or any building structures for whatever reason proposed."</i> ○ <i>"Maintaining the natural beauty of the area should be a priority and it is a concern that the increasing housing developments may impact on the local environment"</i> | 10/133 (7.5%) |

THANK YOU & NEXT STEPS

GORCC wishes to thank the many groups and individuals who took the time to participate in the first GORCC Coast Survey.

GORCC's mission is to ensure the effective management of the Great Ocean Road foreshore on behalf of the Victorian Government, the community and users. The results of this survey give GORCC an invaluable insight into the views, experiences and desires of a diverse range of coastal users, highlighting how you want the coast you love to be managed into the future.

This important feedback will be considered in the development of future coastal plans and decisions around GORCC's management of the coast in the future. We look forward to working alongside our important partners and key stakeholders, including the wider community, to continue to protect and enhance the breathtaking and iconic coastline as custodians for future generations.