

Lorne Foreshore Caravan Park Draft Master Plan

Consultation Findings from consultation activities conducted over December 2013 and January 2014.

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Executive Summary

In late 2014 a draft master plan was prepared by the Great Ocean Road Coast Committee (GORCC) to replace the old Lorne Foreshore Caravan Park Master Plan (2008). Department of Environment and Primary Industries approval for the 2008 master plan expired in 2012 so the plan has now expired.

The Lorne Foreshore Caravan Park (LFCP) comprises of five discrete parks. Of the five parks, four cluster around the entrance to Lorne (near the Erskine River Bridge), whilst one is located separately and 'out of town' at Queens Park.

This report details the feedback received from submissions made on the draft master plan. Submissions were invited over a four week period between December 2013 and January 2014.

60 submissions were received in total. Of those who submitted, most (78%) were regular campers at either the Kia Ora park or at Queens Park. Other respondents were Lorne holiday home owners, Lorne permanent residents and regular visitors to Lorne.

Based on the submissions received, the most supported elements of the Draft Master Plan were:

- Proposal for the addition of group/school/itinerant worker accommodation in Queens Park .
- Upgrades to general maintenance and tidiness in all parks and upgrades to amenities blocks.
- Proposals around BBQ areas in Queens Park (new areas).

The most common issues raised in the submissions relating to the draft master plan and the Lorne Foreshore Caravan Park in general were that:

- Campers have often have long term connections with the park and this loyalty and history and social importance should be respected, valued and/or rewarded.
- Affordability and access are important and should be valued – that the draft master plan is based too heavily on revenue.
- The consultation and/or communication process required improvement.
- Campers' connection to the Lorne community is important and should be valued and taken into consideration.
- More information was required on the draft master plan (this was particularly communicated by residents and holiday home owners with properties adjacent to Queens Park)

Most respondents either referred directly to the Kia Ora Park or Queens Park in their submission. This is because the draft master plan proposes the most changes for these two parks.

The most common concern regarding the Kia Ora Park was voiced by regular casual campers in Kia Ora, as the proposed plan would see their casual sites become twelve month permit sites. Feedback received indicated that:

- While Kia Ora casual campers expressed that they were very disappointed by the change, they also communicated that their main concern was that they were offered an alternative site through a fair process.
- That some respondents feel Kia Ora shouldn't be changed to be an all twelve month permit holder site. A range of reasons for this was expressed, ranging from potential erosion and inundation issues or disagreement that it should have consolidated use.

The most common concerns or objections raised regarding the draft master plan for Queens Park were:

- Objections to the installation of cabins in general or the proposed location of cabins (many respondents felt it would be better if they weren't located on the lower part of the park)
- Concerns that the proposal would impact on Queens Park's natural values and natural character and that the environment should be preserved at all cost.
- Concerns regarding traffic management, roads and parking – responses on this topic varied and there wasn't a strong consensus.
- Objections to the proposal for 'ensuite' sites.

The feedback detailed in this report will now be considered in the development of two final master plans:

1. A final master plan for the four township parks of Kia Ora, Ocean Road, Erskine River & Top Bank.
2. A secondary draft plan for the Queens Park Caravan Park (to be released for further consultation in the second half of 2014).

Consultation activities

Submissions were invited on the draft master plan from Boxing Day 2013 through to 31 January 2014. Submissions were collected both electronically (through an online form) and in hard copy via a hard copy, official submission form. In total, 59 submissions were received.

In order to raise awareness around the draft master plan and gauge feedback on several GORCC projects, including the Lorne Foreshore Caravan Park Master Plan an Open House was run on the Lorne foreshore on Thursday 23rd January 2014 from 9am-3pm. An estimated 300 community members visited the Open House to learn more about GORCC projects and to have their say. Photos from the Open House have been included below.

Additional community engagement activities

At the Lorne Open House, Lorne homeowners with properties adjacent to Queens Park gave GORCC feedback that they required more information regarding how the proposed changes would affect them. A second mail drop was conducted to distribute information (FAQ sheet) answering all the questions that were raised at the Open House and that had been asked over email. The submission period for Queens Park residents was also extended by several weeks following feedback that the original letter drop alerting them to the submission period had not been received by many until mid- January.

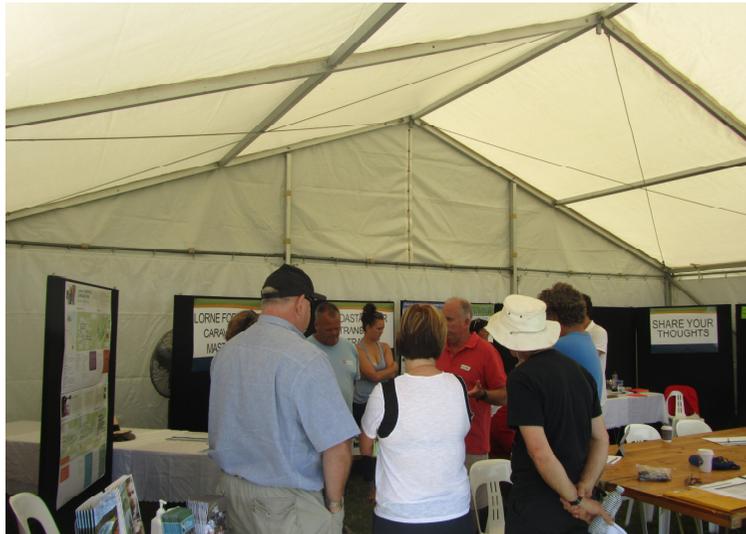
Following the Lorne Open House, information was distributed to all Kia Ora casual campers. This included an extensive FAQ sheet answering all questions raised at the open house. These campers had indicated that they were confused by the changes proposed and required more information. Campers also indicated that communication from park staff had been confusing, so park staff were also briefed to ensure clear communication with campers. Ongoing communication with these campers has continued with positive feedback received.



The Open House set up on the Lorne Foreshore



The 'have your say' wall at the open house, covered in thoughts.



Participants at the Open House



Activities for kids at the Open House.

Promotion of consultation opportunities

The submission period and the Lorne Open House were promoted via the following communication channels:

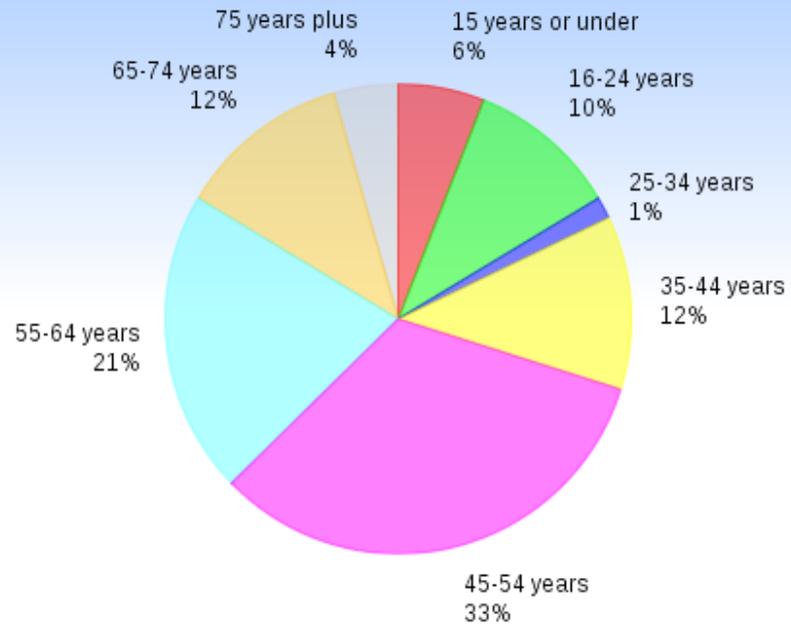
- Notices and posters in the Lorne Foreshore Caravan Park amenities blocks, office and laundries.
- Public notices in the Echo and the Surf Coast Times
- Notices in Lorne Foreshore amenities
- Information on the GORCC website
- Information in the GORCC E-Newsletter
- Mail outs to residents/homeowners adjacent to the Queens Park grounds
- Signage on the Lorne Foreshore both prior to and during the Lorne Open House
- Emails to Lorne Foreshore Caravan Park database
- Letters to Queens Park and Kia Ora campers
- Emails to the Lorne Foreshore Caravan Park update database
- GORCC Social media platforms (Facebook, Twitter)

About the respondents

59 submissions were received in total. Below is a summary of the respondents and their demographics:

- Ages of those who made a submission ranged from under 15 through to 75 years plus. The largest group was those aged 45 – 54 which made up 33% of respondents (see Figure 1)
- If those who made a submission, 49 (83%) were regular campers at the Lorne Foreshore Caravan Park while 14 (24%) respondents were permanent residents, holiday home owners, regular visitors to Lorne or selected 'other'. (See Figure 2)
- All respondents filled out their submission form as an individual, there were no responses from groups or organisations.
- Of the campers who responded, 47 (96%) were casual campers while only 2 (4%) were Twelve Month Permit holders.
- Campers who responded were mostly from Queens Park (49%), followed by Kia Ora (43%) (See Figure 3).

Age Range of Respondents



Connection to Lorne

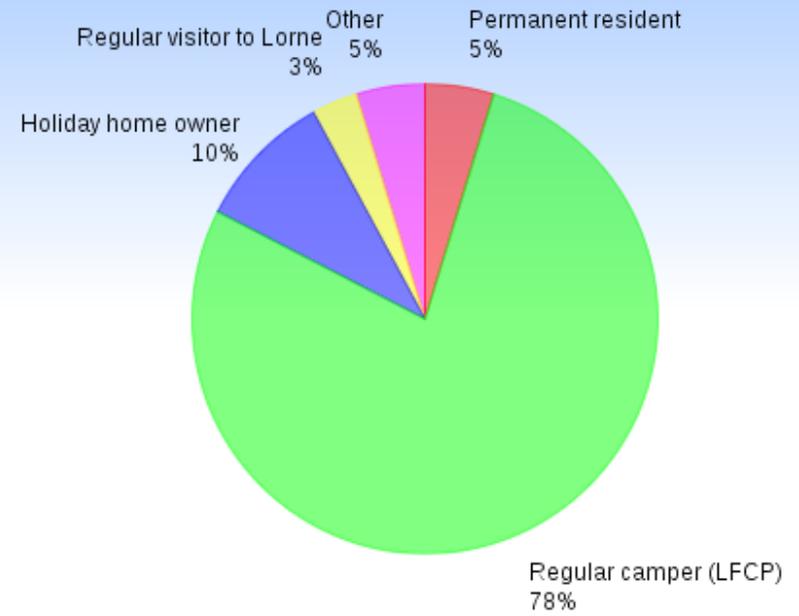


Figure 1. Age range of respondents

Figure 2. Respondents' connection to Lorne

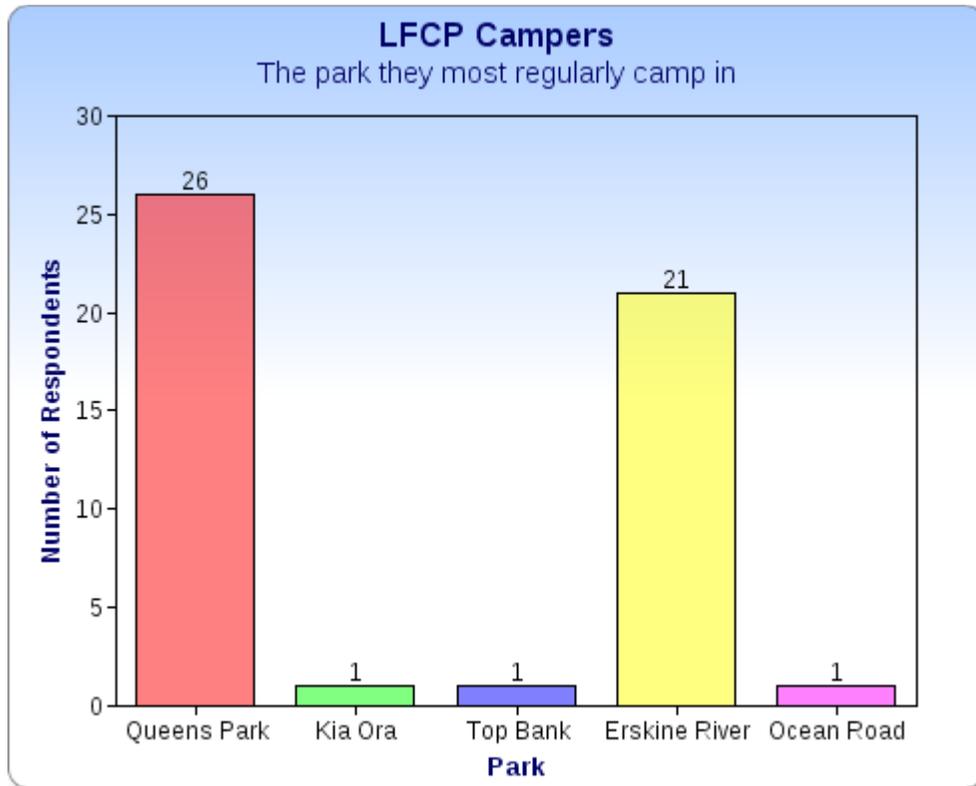


Figure 3. Lorne Foreshore Caravan Park camper respondents and the park they most regularly camp in.

FINDINGS FROM SUBMISSIONS RECEIVED

Comments supporting planned changes

Snapshot of comments received in support of the master plan or in support of particular elements of the master plan

“The concept of the master plan is excellent. You are accommodating a broad range of people and upgrading the parks in the process.”

“I support the concept of upgrading the park, providing that the improvement to that amenity is not at the expense of the amenity enjoyed by those in the near vicinity.”

“I am pleased to see that the broad Draft Master Plan retains scope for tent-based camping within some, if not all, of the five Lorne caravan park areas. I think it is very important to preserve this lower cost option for some campers”

The proposed new BBQ locations appear to be far more suitable and a fully open structure similar in appearance to the Spotter’s Hut would be quite appropriate and acceptable... (And) there is some support for a Caretaker’s/Rangers house at Queens Park.”

“The proposed distribution of BBQs in the park is supported.”

“The plan for a budget and casual group accommodation is supported and its proposed location is considered appropriate.”

“In the Plan it states that there will be 'casual workforce accommodation' under the concept of the park. This is a good idea, as many people in Lorne look for places to stay to work, that is cheap yet not camping as they would have to buy tents etc. this is a very good idea.”

“Very happy to see that (Queens Park) is to receive some tender loving care as it has to be honest been left to its own devices in the past couple of years.

“I encourage the idea of up grading the kids play ground area. The Queens Park is a very family orientated park with very little flat ground to play on and the only option for small kids is sub standard.”

“The proposed improvements to Queens Park entrance and toilet amenities block would be great”

“The proposed improvements to the parks pedestrian entrance would be very welcome.” (Queens Park)

“We agree that QP does have opportunities for group bookings and casual worker accommodation and their proposed location seems appropriate. The enhancement of the old Spotters Hut precinct and the addition of another amenities block are also welcome proposals.”

“I agree the showers could do with a tidy up.”

“I agree entirely with the transportable toilets and BBQ on upper levels in Queens Park”

“I have no problems with (the following initiatives proposed for Queens Park) ...provision for groups near the spotters huts, upgrade to the existing amenities block, widening of sites, water and power to all sites. New amenities blocks for higher levels, reduction of dust levels, new BBQ areas.”

Changes proposed for Kia Ora

Below is an outline of the most common types of response or issue raised in regards to changes proposed for Kia Ora. Each table details how many respondents made a similar comment or raised a related issue. Each comment type is followed by examples of comments given by respondents, which have been directly quoted from the submissions received.

<p>We are casual campers in Kia Ora and our site is being lost. We would just like to have another site found for us.</p>	<p>Total number of respondents who made this type of comment (all were Kia Ora Campers)</p> <p>12</p>
<p style="text-align: center;">Examples of comments received:</p> <p style="text-align: center;">“We are prepared to move so as to be able to settle in for our normal relaxed family holiday without any angst.”</p> <p style="text-align: center;">“Our casual campsites have provided an annual holiday for 16 people (4 campsites. Please consider finding us an alternative site.”</p> <p style="text-align: center;">“While I understand that the proposed changes are inevitable and are part of a longer term vision for the group of 5 caravan parks, I would hope that young family like mine can continue to come to camp in Lorne with family for an affordable cost. (We request) that we could be allocated an alternate site.”</p>	
<p>Kia Ora shouldn't be changed to all TMP sites – either because it's not suitably located (erosion, flooding issues etc) or because it should remain as a 'mixed use' park or it is already consolidated enough.</p>	<p>Total number of respondents who made this type of comment (all were current Kia Ora campers)</p> <p>8</p>
<p style="text-align: center;">Examples of comments received:</p> <p>“We are concerned that in converting the Kia Ora Park for TMPs only you are ignoring its strengths. This highly accessible, visible and well known site is also the most beautiful camping site in Lorne. It is also protected from prevailing winds which is an added strength for camping sites. “</p> <p>Climate change vulnerability has been recognised by the GORCC as a risk to its Lorne caravan parks. It does not make sense to increase the built infrastructure ...in low lying caravan parks such as Kia Ora which are more susceptible to inundation by future rises in sea level.”</p> <p>Not all of the sites in Kia Ora are suitable for TMP sites. Very little analysis has been done of sites which are a) too small, b) subject to flooding or c. subject to falling tree limbs.”</p> <p style="text-align: center;">“You will have massive and unwanted problems with parking if you allow wall to wall caravans on site”</p> <p style="text-align: center;">“12 month permit sites are ALREADY consolidated (all are in Kia Ora)”</p>	

Changes proposed for Queens Park

Below is an outline of the most common types of response or issue raised in regards to changes proposed for Queens Park. Each table details how many respondents made a similar comment or raised a related issue. Each comment type is followed by examples of comments given by respondents, which have been directly quoted from the submissions received. Respondents below were generally regular Queens Park campers as well as surrounding permanent residents and holiday home owners.

Objections to the proposed location of cabins	Total number of respondents who made this type of comment
<p style="text-align: center;">Examples of comments received:</p> <p>“We would like assurances that more cabins won’t be built further down the hill to the lower levels in the future as they would greatly detract from our privacy if that was the case” (nearby resident).</p> <p>“Cabins should be located in higher more scenic surrounds with excellent ocean and bushland views and, in our opinion, positioned on idyllic sites that are presently under-utilised ... Campervans, caravans and other camper-trailers struggle to make it up the steep inclines to the upper levels.”</p> <p>“Sections of the park are rarely tenanted. If cabins were placed on the high terraces (as proposed some years ago) this would increase GORCC revenue without shedding current customers.”</p> <p>“The draft plan shows cabins taking up all the best campsites. All cabins should be located at the top level of the park. The area is very flat and wide enough for cabins.”</p> <p style="padding-left: 40px;">“Much of Queens Park is subject to strong winds, making the top level quite unsuitable for family tents.”</p> <p style="padding-left: 40px;">“Please do not place cabins in the lower levels of the park”</p> <p>“Where you plan to put the cabins (on sites 17 to 22) the fantastic panoramic view is blocked by some massive gum trees, in which you need a permit -and a lot of money- to tear down.”</p> <p>“I am concerned that the cabins proposed on the main page of the master plan in the camping row underneath the spotters hut and on the same level as the toilet block (i.e. QP20) would require a number of native trees to be taken out.”</p> <p>“If cabins were to be located in Queens Park to encourage groups they should be located on the top terraces of the park for the beautiful views therefore not disrupting the annual arrangements for existing campers.”</p> <p>“I would like to oppose the proposal for new cabins in a particular area of Queens Park. The cabins I object to are those at the lower level in front of the Spotters Hut.”</p>	14
Respondents that felt that Queens Park’s natural values and character should be preserved and were concerned the proposals would impact these natural values and character.	Total number of respondents who made this type of comment
	13

Examples of comments received:

“Queens Park is home to many koalas and birds, campers value the unique bush environment. I am opposed to development that will remove koala habitat and destroy trees”

“It’s appreciated that any further works within this precinct MUST be carried out with a higher degree of sensitivity to the environsWe would strongly object to the removal of any of the gum trees which are the Koalas’ and birds’ natural habitat in this park.”

“The character of the caravan park is a vital factor to its present popularity. With its unique location the general ‘feel’ of the park is coastal, natural and friendly.”

“Queens Park is unique as a camping and caravanning experience. It is what many refer to as bush camping on the outskirts of town...It is not as difficult as remote bush camping but not as easy as town camping. And that is its attraction.”

“Protection and maintenance of the natural environment features of Queens Park Caravan Park is mandatory.”

“I disagree with the unnecessary destruction of wildlife homes and nature. As you could probably tell we are all very fond of the park, particularly the untouched nature that the park possesses.”

“I accept the point of sites being undersized and sloped, however the money and environmental damage required to alter this is enormous.”

“it is far too grand (and) will destroy the natural bush environment that we all love so much

General objections to the proposed cabins

Total number of respondents who made this type of comment

7

Examples of comments received:

“I see the cabins as a revenue raiser only, with very little consideration to those campers that have holidaying here for many years providing labour and income that has made Lorne what it is today.”

“I am disappointed that they are making changes to Queens park by putting cabins in and taking away camp sites.”

“I enjoy coming to relax with all the nature that surrounds us, the visitors that come like cockatoos, Kookaburras and Koalas - a lot of this will diminish if the cabins are introduced.”

“Whilst Queens Park may well need a significant upgrade, there is no justification for cabins ruining one of the best camping locations in Lorne, if not the world.”

Comments communicating concerns about traffic flow, traffic management parking and road infrastructure.

Total number of respondents who made this type of comment

8

PLEASE NOTE: There was not a clear consensus on this issue. Views varied between respondents.

Examples of comments received:

“There is no mention of sealing of any of the traffic areas and this is a major omission as two wheel drive cars break traction when in situations like climbing the ramp on the south end of the bottom bench.”

“Ensure internal traffic flow is not hampered by dead end roads which would make internal access by ambulance and fire appliances difficult.”

“The increased traffic coming and going from the park and on Armytage St raises several concerns for us other than just the increased number of cars using our street.

<p>Dust is currently an issue coming off the park”</p> <p>“There has been some discussion that the current roadways may be laid with bitumen. We don’t see this being cost-effective when more solid, rolled hard surfaces would be suitable.”</p> <p>“Sealing the roads would utterly ruin the bush ambience and the appreciation of the natural terrain. It would be ugly and heat attracting.”</p> <p>“provision also be made within the Park precinct for visitors cars (currently car-based visitors to people camped at Queens Park are obliged to park their vehicles in Armytage Street, principally at the top of the hill, adjacent to Topp Street).”</p> <p>“Provide adequate parking for campers and guests which would prevent overflow parking on surrounding areas outside park.”</p> <p>“Queens park is situated on a hill, accessed by two very steep roadsit is unsuitable for large and heavy vehiclesbecause of tiering and narrow access roads, it is difficult and dangerous for large vehicles to manoeuvre, especially after rain. “</p>	
Objection to proposed ‘ensuite’ sites.	Total number of respondents who made this type of comment
	6
<p>Examples of comments received:</p> <p>“The lower level is a favourite spot for campers and is nicely protected from the wind. Ensuites in this area would spoil the natural outlook”</p> <p>“The provision of en---suite sites will significantly change the nature of the park.”</p> <p>“I believe that ensuite facilities’ are unnecessary considering the toilet block is only a short distance away.”</p> <p>“I find this completely unnecessary as it will limit the number of sites on the level it is planned and increase the price for those sites, which may result in those families seeking a site elsewhere, which I know they do not wish to do.”</p>	
Comments relating concern related to fire risk and other safety issues	Total number of respondents who made this type of comment
	6
<p>Examples of comments received:</p> <p>“We would strongly advice that fire hoses and water supply needs to be address asap. A bushfire in the area at this point in time would not be defendable and I hate to imagine it happening whilst we were present in the park. This is a major issue that should not be left for another Summer”</p> <p>“The area is very steep and also backs on to Queens Park and as such it must demonstrate adequate and safe access for CFA and Parks fire fighting units.”</p> <p>“Considering the CFA considers this area has a significant fire risk ensure park meets all recent guidelines for such an area.”</p> <p>“Erection of safety fencing (is required) to protect people from falling over currently unprotected cuttings”</p> <p>“Pedestrian traffic moving from the park to the beach is also a safety issue where there are no footpaths on Armytage St.”</p> <p>“casual inspection from Armytage Street suggests that long dry grass visible would not pass any inspection by the Surfcoast Shire fire prevention enforcement officer”</p>	
Objections to the proposed transportable amenities block and/or its location	Total number of respondents who made this type of comment
	5
<p>Examples of comments received:</p> <p>“I fail to see the need for an additional ‘transportable amenities block’ located on a prime caravan site at the end of the road if the proposed cabins are indeed, self-contained”</p>	

<p>“locate an amenities block next to the proposed budget cabin on the uppermost level where you are envisaging a larger group”</p> <p>“This location is not supported ...it should be a permanent facility ...also it is difficult to understand how it could be moved on and off the site and also regularly maintained given the steepness and narrowness of the park’s access roads”</p> <p>“Another point is that the placement of 'portable toilets' right behind the brand new cabins (who don't need toilets) is not a very good idea, as the toilets will stink and the people who are enjoying their brand new decking will only be able to smell toilets. Not to mention the fact that people will still have to walk a long way to get to the toilets.”</p>	
Objections to the proposed new ‘ensuite’ sites	Total number of respondents who made this type of comment
	5
<p>Examples of comments received:</p> <p>“The lower level is a favourite spot for campers and is nicely protected from the wind. Ensuites in this area would spoil the natural outlook”</p> <p>“The provision of en--suite sites will significantly change the nature of the park.”</p> <p>“I believe that ensuite facilities’ are unnecessary considering the toilet block is only a short distance away.”</p> <p>“I find this completely unnecessary as it will limit the number of sites on the level it is planned and increase the price for those sites, which may result in those families seeking a site elsewhere, which I know they do not wish to do.”</p>	
Objections to the new BBQ area	Total number of respondents who made this type of comment
	4
<p>Examples of comments received:</p> <p>“”Why demolish and relocate the existing BBQ area? ... We would recommend an upgrade to the main BBQ area but leave it in that space”</p> <p>“the relocation of the BBQ is not supported as it provides a central service for the lower terraces and is a great shelter for campers on rainy days”</p> <p>“I see no common sense in removing something that is reasonably new”</p>	
Concerns regarding changes to the ‘spotters hut’	Total number of respondents who made this type of comment
	3
<p>Examples of comments received:</p> <p>“”The hut is of national historical significance and I would hope that extended consultations would occur with all interested parties before this hut and the surrounds were altered.”</p> <p>“The proposed plan for 'beautification' plus cabins sees a large reduction of some of the best camping sites in the park ...you can't improve on perfection.”</p>	

Feedback on the draft master plan as a whole (affecting all parks)

Below is an outline of the most common types of response or issue raised in regards to the master plan and the Lorne Foreshore Caravan Park in general. Each table details how many respondents made a similar comment or raised a related issue. Each comment type is followed by examples of comments given by respondents, which have been directly quoted from the submissions received.

Campers have often have long term connections with the park and this loyalty and history and social importance should be respected, valued and/or rewarded.	Kia Ora Campers	Queens Park Campers	Other respondents	Total
	15	10	1	26
<p style="text-align: center;">Examples of comments received:</p> <p style="text-align: center;">“We ask GORCC to consider the fact that many families build their annual holiday, significant relationships, indeed a good part of their lives around their regular annual bookings”</p> <p style="text-align: center;">“My wife ...and our three daughters, along with many other close family and a myriad of friends have all enjoyed staying with us in our Queen’s Park environ for the past twenty summers”</p> <p style="text-align: center;">“A rich social and cultural history includes those who camp, even those who camp in a steep and bushy wild part of town.”</p> <p style="text-align: center;">“Some people have been coming to Queens Park for decades with their families and friends. How does the Master Plan take these factors in to account?”</p> <p style="text-align: center;">“The loss of tradition and sense of family and strong friendship which has been created due to the camp”</p> <p style="text-align: center;">“Our children are the third generation of our family who have camped on the site ...the camaraderie and friendships established (And) does not reward or acknowledge those campers who have remained loyal to Lorne over many years and have made a contribution to the local community.”</p> <p style="text-align: center;">“This year marked the 40th year that our family group had been staying at the Kia Ora caravan park during January”</p>				
Affordability and access are important and should be valued – this plan is based too heavily on revenue raising.	Kia Ora Campers	Queens Park Campers	Other respondents	Total
	9	8	2	19
<p style="text-align: center;">Examples of comments received:</p> <p style="text-align: center;">“there will be fewer affordable camping sites available, so affordable holidays for all Victorians are REDUCED not improved “</p> <p style="text-align: center;">“large number of people who have been loyal customers for a very long time will be disenfranchised under the current scheme as GORCC seeks more casual cabin customers in an attempt to raise revenue”</p> <p style="text-align: center;">“As Lorne is characterised as an elite location for the wealthy, places such as Queens park provide opportunities for all sectors of society to partake in its beauty. We are concerned that the number of spaces taken by cabins and larger sites for caravans with ensuites will mean that the standard camper is squeezed out of Queens Park and Lorne, by lack of access to affordable sites or options.”</p> <p style="text-align: center;">“We will not be able to afford the high cost of the cabin. At the moment the park offers a unique environment to ALL the community, the placement of cabins will limit the park to the higher income level and Lorne runs the risk of becoming a place that only the rich can afford.”</p> <p style="text-align: center;">“I see the cabins as a revenue raiser only, with very little consideration to those campers that have holidaying here for many years providing labour and income that</p>				

has made Lorne what it is today. “

	Kia Ora Campers	Queens Park Campers	Other respondents	Total
Consultation and/or communication process required improvement	7	5	2	15

Examples of comments received:

“Apparent unnecessary urgency - Give the issue a year to get and access feedback,”

“Short timelines for consultation with key stakeholders. It is disappointing that as a regular user of the Lorne Foreshore Caravan Park we only became aware of the significant changes planned for the Kia Ora Park when we arrived at our site for our annual Lorne holiday.”

“The January “Open House” was undertaken on Thursday 23rd January when the majority of visitors to the caravan Park particularly annual permit holders had returned back to work.”

“The public consultation format was good but there was poor communication with Kia Ora Campers about when and where”

“If the GORCC is intent on increasing the number of Annual Permit Holders to Kia Ora Park then they need to be transparent with the reasons for this decision.”

“There are a few major problems with the late notice and lack of communications”

GORCC has missed a major opportunity by not seeking our input and active involvement (earlier) during the planning process ...(the) deadline for submissions is unrealistic and rushed”

“There simply was not enough done to communicate the proposed developments”

	Kia Ora Campers	Queens Park Campers	Other respondents	Total
Campers’ connection to the Lorne community is important and should be valued and taken into consideration.	8	2		10

Examples of comments received:

“Our three daughters have now grown up, all been members of the Lorne Surf Life Saving Club during their formative years...become qualified surf life savers and participated in the Summer surf/beach patrol rosters ...been active members of the community, working (in Lorne). “

“My sons work in Lorne over the summer period and rely on this work to fund their studies etc Camping is the only option for accommodation.”

“We have participated in the Mountain to Surf most years since 2003 (10 years).....we support the town by spending money in the local supermarket, cinema, eateries...(etc)

	Kia Ora Campers	Queens Park Campers	Other respondents	Total
More information is required than was offered on the draft Master Plan	2	2	5	9

Examples of comments received:

“The concept plan is far too general to make specific comments. I would like to be provided with more detail”

“We would like to be provided with more detailed plans”

“The material available to the public for comment is radically inadequate to make informed decisions about what is actually intended by GORCC”

“It’s difficult to offer a full and constructive view without some knowledge of the total expenditure being undertaken at this facility.”

I am not opposed to a redevelopment of Queens Park but feel we have been given scant details of the proposal”

	Kia Ora Campers	Queens Park Campers	Other respondents	Total
Maintenance and general park facilities/amenities needs improving (some respondents commented this should happen before new projects were to occur)	3	6		9

Examples of comments received:

“Having paid park fees for 42 years ...and suffered low standard facilities for the price, we see upgraded toilet facilities in Kia Ora, and that we are to be pushed out.”
 “The present ablutions block (in Queens Park), to put it mildly, is an absolute disgrace and is now hardly fit for human use!”
 “At present, the park has been neglected and allowed to fall into disrepair, tiers are fragile and have been allowed to degrade, causing erosion and removing trees, altering the natural site will increase this issuemaintenance is abysmal....”
 “The amenities definitely aren’t maintained at a reasonable standard and this year particularly there were many more weeds and debris on the slope down to Topp Street than ever before”

Other comments received (general)

Snapshot of other comments received that were uncategorised
<p>“The proposal neglects to point out that the camp ground is also the gateway to the popular Erskine Falls Forrest Walk.” “It is difficult to understand why GORCC would be considering the Caravan Park Master plan prior to completing the Erskine River Precinct Master plan from both a visual and economic perspective.” “We can say without a doubt that the worst presented caravan Park that we have ever seen is Queens Park.” “I would suggest that some improvements to landscaping along the Armytage Street frontage be included in the plan for Queens Park” We have concerns that some vegetation will be lost from the banks which would leave our house and back yard very exposed to people directly overlooking our house and backyard from the cabins. The entire QP precinct is steeped in history as one of the original camp sites for the many repatriated First World War soldiers who were given the opportunity to work on the construction of the Great Ocean Road nearly 100 years ago While this is an essential piece of equipment and a necessary part of water conservation, relocating the water tank should be carried out. Maybe in an area behind the</p>

current amenities block may be more appropriate. Suggest one of the various oval-shaped water tanks be positioned here.

“Schools groups ...value Queens Park for the 'outdoor bush experience' that it gives students. It is far less likely that GORCC will retain these customers if the proposed developments make Queens Park just another site for cabins with bitumen roads”

“An obvious omission from the plan is a proper camper’s kitchen. This would also help to attract new campers to the park.”

“Allow bookings to be for longer than 2 weeks to encourage families to easily use the facilities on weekends”

FINDINGS FROM THE LORNE OPEN HOUSE

An Open House was run on the Lorne foreshore on Thursday 23rd January 2014 from 9am-3pm. The main purpose of the Open House was to gauge feedback on several GORCC projects, including the Lorne Foreshore Caravan Park Master Plan.

Below is an excerpt of the full report completed by Fire Light Consulting on behalf of GORCC on general feedback received detailing feedback received on the Lorne Foreshore Caravan Park Draft Master Plan.

There were a total of 164 comments received on the comment walls across the four topics throughout the day 65 of these comments (40%) were related to the Lorne Foreshore Caravan Park Draft Master Plan.

The following table outlines the themed feedback received for each topic. The number and percentage of comments is listed in descending order in each table.

Lorne Foreshore Caravan Park Master Plan Feedback Themes	# Responses	% Responses
Unhappy with the consultation process	12	18%
The Master Plan does not achieve the stated outcomes	9	14%
General maintenance issues	8	12%
Unclear about the registration process for reserving a camping/caravan spot	7	11%
What is the rationale for change?	5	8%
Keep Queens Park natural	4	6%
Improvements needed for Queens Park generally rather than major changes	3	5%

Lorne Foreshore Caravan Park Master Plan Feedback Themes	# Responses	% Responses
Safety issues with trees	2	3%
Systems and communication issues re: administration	2	3%
Review the approach to helping Queens Park be more utilised	2	3%
Unclear and inconsistent park rules	2	3%
Would like more detail about the changes	2	3%
Age of caravan and annexe should not be a determining factor for replacement	2	3%
Bring back public fires in the streets in caravan parks	1	1%
Displacing communities in Kia Ora	1	1%
Queens Park - destroying trees is unacceptable	1	1%
Queens Park - no sealed roads	1	1%
Trenching in Ocean Rd	1	1%
TOTAL	65	

NEXT STEPS

The feedback detailed in this report will be now be considered in the development of two final master plans:

1. A final master plan for the four township parks of Kia Ora, Ocean Road, Erskine River & Top Bank.
2. A secondary draft plan for the Queens Park Caravan Park (to be released for further consultation in the second half of 2014).

Immediate changes to the Kia Ora park:

Of the four township parks (which exclude Queens Park), Kia Ora is the park where the most change has been flagged. The GORCC Committee has endorsed the transition of the park from a mixed-use park (i.e. casual, seasonal and twelve month permit campers) to a permit park only (i.e. twelve month permit park with a few seasonal sites).

This transition will occur from July 1 2013 and will be treated as separate to the final master plan, as this process needs to proceed in a timely fashion to ensure it is properly administrated prior to peak season 2014/2015.

A process is currently underway to reallocate current Kia Ora casual campers to other available sites in the other parks. Some Kia Ora casuals have also elected to change from a casual camper to a twelve month permit camper and remain in the Kia Ora park and this is able to be facilitated for every camper who has expressed an interest in this option.

It is expected that implementation of the master plan will be staggered over several years. A detailed timeline for works will be released with the final master plan.

Final master plan for the four township parks:

A final master plan will be developed over the next few months and will be presented to the Committee for consideration in July 2014 before being publicly released. There are expected to be minimal changes to the Top Bank and Erskine River Parks while Ocean road works are expected to focus on service upgrades and building improvements. The master plan also will outline the changes in configuration to the Kia Ora park.

Secondary draft master plan for Queens Park Caravan Park

The draft plan recently released for consultation was a high level, conceptual plan. Further, detailed design will be required before major elements of the plan are implemented. All interested stakeholders (e.g. campers, local residents/homeowners etc) will be invited to comment on these detailed designs once they are ready for public release (in draft form).

A detailed, draft master plan will be developed over the next few months and will be released for community consultation in the second half of 2014.