

## **Attachment 2 Comprehensive Community Engagement**

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The outcome of the consultation process revealed the community's desire to maintain a connection with the provision of marine safety services, a co-operative approach to utilising the facility to its fullest extent and an acceptance of Council's desire for cost recovery of the provision of the facility. A detailed summary of the community engagement follows.

### *Community engagement criteria:*

A Communications Plan was developed in May 2015 to:

- Maximise community feedback on possible uses of the training facility;
- Identify the best option for future uses of the building; and
- Maximise community acceptance of the eventual use of the building.

The target audience was the Kingscliff Residents, Kingscliff and District Chamber of Commerce and businesses, emergency service organisations and other community organisations and individuals. An internal workshop with key Council staff was also undertaken to understand internal issues and to align with Council strategies and community expectations. The communications plan identified three main ways to target the Kingscliff area and wider community, as detailed below.

### *Community Engagement Strategy One – Your Say Tweed:*

A page was created on Council's Your Say Tweed website to enable residents to access information on the issue and provide feedback to Council throughout the engagement campaign. The website was live from 6 July to 7 August 2015.

All relevant information was available on the page, including a wrap-up of feedback received at the community workshop on 14 July 2015, so residents unable to attend were able to read and respond to the issues raised.

### ***Outcome:***

Website statistics:

- Number of visits to website home page: 311
  - Number of unique visitors: 219
- Issues raised on the online forum:
- Building should be used for community organisations, such as youth activities.
  - Will marine rescue groups have to pay rent to use the building?
  - Can Cudgen Headland Surf Life Saving use the building for storage?
  - Could be used as aquatic hub for schools, youth camps or for people with a disability.
  - Perfect location for community training and activities.
  - Rent to community groups for small fee.
  - Building is past its use-by date. Maintenance too expensive. Should be removed and park enhanced with more trees.

### *Evaluation:*

Just nine comments were received but a number of other participants took the opportunity to indicate their support or opposition to the comments posted.

The number of forum comments might have been low, compared to similar forums, however a significant number of interested people attended the community workshop and provided considerable feedback at that event.

The forum was largely intended to provide initial feedback prior to the workshop and to enable input from people unable to attend the workshop.

The level of activity on the online forum could suggest the majority of interested people believed the community workshop gave them ample opportunity to provide feedback.

### *Community Engagement Strategy Two - Kingscliff Markets:*

Staff from the communications and emergency management team held a Council stall at the Kingscliff markets to engage with the local community. A total of 37 people provide their feedback during the morning markets of 11 July.

This was a good opportunity to assess the level of community interest in the project and to understand if there were any major areas of concern within the community regarding this site. The engagement with the local community did not uncover any hostility within the community regarding the ongoing use of the site, but rather alluded to suggestions provided during the Community Workshop i.e. to improve the use and services provided to the community from the facility.

### *Community Engagement Strategy Three - Community Consultation Meeting:*

This meeting was held after the Kingscliff Markets and on-site at the Kingscliff Training Room. Over 60 members of the community; Fishing Clubs, current site users, interested emergency service volunteer agencies and other parties attended the meeting.

#### *Feedback received from the meeting included:*

- The need to keep the connection between the Tower and the Training Facility.

**Comment:** *There is no agreement within Council or local emergency service organisations that support this comment. MRPD and SLS both have an interest in using the tower, and both also support alternate uses for the training facility as a separate entity.*

*The connection between the Tower and the Training Facility whilst in use by the former AVCGA was only entity based and was not required for the Tower to operate, but rather for members of the Flotilla to undertake their mandatory training requirements and for agency meetings etc. Both MRPD and SLS have access to alternate local facilities for undertaking these activities and therefore if they are to*

*assume responsibility for the Tower and monitoring of the Creek, they do not also need to have sole occupancy of the training rooms to fulfil this role.*

- Needs to be a mix of community and business enterprise to cover maintenance costs.

***Comment:*** *Council officers agree with this feedback and support a mix of occupants to cover maintenance costs for this facility and the surrounding land.*

- Boating members felt there was a gap in the service now being provided since AVCGA have ceased services. They want to see a rescue agency stay on site and fulfil that need for the future.

***Comment:*** *Marine based rescue members of the Local Emergency Management Committee do not support this view. SLS have taken over the white water rescues (rescues close to the shore) whilst MRPD have taken over deep water rescues (rescues out of the white water area and in deeper water).*

*The AVCGA operated from the Tower for a period of 11 months after they had lost their Rescue accreditation under the State Emergency and Rescue Management Act 1998. This meant that they were unable to be utilised as a rescue agency for any rescues within the Creek if a 000 call was placed by the community.*

*There was no gap in services during this period and again, SLS and MRPD were utilised as the responding agencies by the 000 dispatchers – same as what is occurring now.*

- Water sports would be a good fit for the area and service a gap in the market.
- Groups currently utilising the facility want to remain on site.

***Comment:*** *The feedback received from interested community groups and emergency service organisations also supported this view. Council officers also feel it is important to continue to offer these services and others within this facility.*

- SLS could store their equipment and play a more active role alongside MRPD.

***Comment:*** *SLS have in the past expressed their interest for use of this facility, and this option is supported by Council officers who expect SLS to submit an Expression of Interest (EOI) if this option proceeds. SLS have indicated their support to work with and share the facility with other community groups, as well as MRPD.*

- MRNSW noted that their vessel could not be stored on site as they are too large and would not be able to service Cudgen Ck. They also already have enough assets in the area.
- The timing to get a boat out would be slower than a boat being launched from the MRPD boat storage site.
- Need to look at what the need is and use of the service within the area before any decisions can be made.

**Comment:** *The above 3 comments were provided by the Regional Controller from MRNSW. MRPD already have access to a training facility through a 3 year direct licence with Crown Lands at Duranbah. The nature of the creek does not support direct services provided by MRNSW, who are the responsible agency for deep water rescue. It was noted that the equipment they use for rescues would not be able to be launched from this facility due to the nature of the Creek and the tide. The site is much more supportive to rescues being provided by jet skis – which are utilised by SLS. This view was supported by the Regional Controller at the meeting.*

- Creek is not conducive to 24/7 activation. This is due to the nature of the creek. Jet skis during the day could be used both in low and high tide and would most probably be the most suitable for the site.