Great Ocean Road Action Plan

Phase Two Engagement Report

FINAL October 2018

capire

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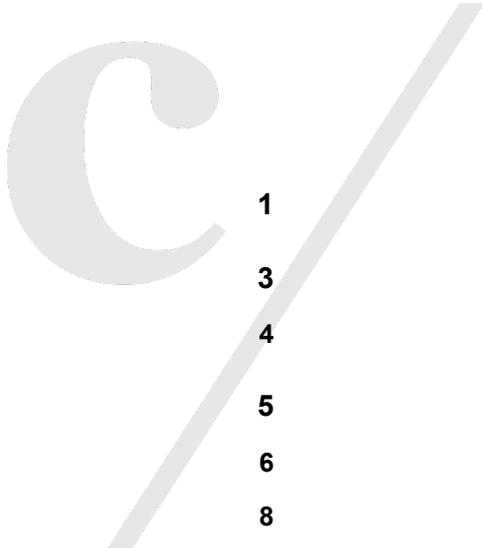
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1 Executive Summary

On the 12th October the Victorian Government released a landmark action plan to protect the iconic Great Ocean Road (GOR) coast and parks for generations to come. The Great Ocean Road Action Plan is the Victorian Government's response to the Great Ocean Road Taskforce Co-Chairs Report which has recommended major reforms to the management arrangements of the Great Ocean Road, its land and seascapes.

The first phase of community engagement occurred in March – April 2018 to seek stakeholder and community views on the key issues and future management arrangements for the Great Ocean Road alongside the release of the Great Ocean Road Region Issues Paper.

Following the release of the Great Ocean Road Action Plan Capire Consulting Group (Capire) were engaged to undertake a second phase of community engagement with Great Ocean Road communities to:

- close the loop on the initial engagement undertaken and report on the outcomes of the taskforce's report

- outline the high-level actions in the Great Ocean Road Action Plan (the Action Plan)

- gather information to inform the design of future engagement for the development of the Great Ocean Road strategic framework plan.

This second phase report provides an overview of the issues and questions raised at five pop up engagements and eight community information sessions held between 12-27th October which involved 268 participants as well as feedback provided on how to engage with GOR communities in future stages of planning and implementation. The report summaries the questions and issues raised by the participants, by location.

We found that there was widespread support for the Action Plan, and that participants sought clarification on the details and implementation timelines including:

- the role of the Great Ocean Road Coast Committee, Otway Coast Committee and Parks Victoria now and after the establishment of the new authority

- the relationship between the new authority and VicRoads, traffic management, active transport options and investment in roads

- the funding model, costs and sustainability

- the establishment, staging, implementation and role of the new authority

- how local communities will be involved

- how place-based priorities will be addressed

- the extent of the focus on the natural environment including animals, plants, marine conservation, coast erosion management

- what areas are included: land parcels, marine waters, regional areas

- the relationship between the new authority and other strategic and statutory planning matters

- the impact on future development including for tourism

- how the new arrangements can better manage the impact of tourism, the tourism economy as well as enhance tourism opportunities

- acknowledgement of heritage and indigenous history

- who will be responsible for emergency management

- housing affordability

- other attractions such as golf courses and the inland attractions

- the scale of community engagement and who was involved including businesses and visitors during summer

Participants were typically concerned about:

- the short notice and limited advertising of the, Phase Two, closing the loop engagement

- the time that will lapse (two years) before the new authority is established

- the level of commitment of Government to implement the Action Plan

- that the reforms might weaken the protection of National Parks land

- the need for community representation in the decision-making framework and involvement in future planning.

Participants of the community information sessions and online engagement were asked to provide information about how they would like to be informed and involved in the development of the Strategic Framework Plan. The responses are outlined in Section five of this report.

2 Background

On the 12th October the Victorian Government released a landmark action plan to protect the iconic Great Ocean Road coast and parks for generations to come. The Great Ocean Road Action Plan is the Victorian Government's response to the Great Ocean Road Taskforce Co-Chairs Report which recommended major reforms to the management arrangements of the Great Ocean Road, its land and seascapes. All 26 of the recommendations in the Taskforce's Report are supported by the Victorian Government subject to funding.

The Great Ocean Road Action Plan outlines 18 actions that respond to the Co-chairs recommendations on key reforms. The reforms aim to simplify the management arrangements for the Great Ocean Road from Torquay to Allansford to:

- strengthen protection of the coast, parks and seascapes

- improve the visitor experience

- provide greater certainty in land-use planning

- attract investment proposals that will benefit tourists and local communities into the future.

The Co-Chairs Report was prepared following release of an Issues Paper in March 2018 for community comment. The Issues Paper was available for public comment for six weeks and submissions closed on 30 April 2018 (Phase One of the community engagement).

To support the GOR Taskforce in preparing their recommendations Capire were engaged to facilitate a comprehensive community and stakeholder engagement program to seek stakeholder and community views on the future management arrangements for the Great Ocean Road region. Engagement activities were undertaken in a range of locations within the region as well as Melbourne and supported by online engagement via the Engage Victoria platform. Stakeholder and community views were gathered in response to eleven questions posed in the Governance of the Great Ocean Road Region Issues Paper and reported on from a place-based perspective at the locations where face to face engagement activities occurred.

Following the release of the Action Plan Capire were engaged to go back to the Great Ocean Road communities (Phase Two of the community engagement) to:

- close the loop on the initial engagement undertaken and report on the outcomes of the taskforce's report

- outline the high-level actions in the Great Ocean Road Action Plan

- gather information to inform the design of the future engagement for the development of the Great Ocean Road strategic plan.

2.1 Purpose of this report

This report is a summary of the Phase Two of the community and stakeholder engagement, and the key themes emerging from the comments and questions raised by participants in response to the release of the Action Plan. The report also presents a summary of the communities' preferences for future consultation and communication throughout the development of the strategic framework plan. The analysis is provided as an overall summary by each location where the face to face engagement activities occurred.

Eight community information sessions were conducted to communicate the high-level actions in the Great Ocean Road Action Plan. An outline of the proposed reforms was provided via a presentation from the Project Manager of the Great Ocean Road Taskforce, Libby Sampson. Capire independently facilitated a questions and answers session following the presentation. The engagement was also replicated online via the dedicated Engage.vic.gov web page.

This report outlines the findings from the eight community information sessions including:

- community views and key issues
- information about the community members and key representatives who participated.

The findings from the session will inform the development of future engagement strategies and how community members would like to be engaged during the development of the Strategic Framework Plan.

3 Participation

101

WRITTEN RESPONSES

268

FACE-TO-FACE CONVERSATIONS

582

VISITORS TO THE WEBSITE

Capire facilitated three engagement activities: five pop-ups, eight community information sessions, and online engagement via a dedicated project page on engage.vic.gov.au to close the loop on the outcomes of the recommendations from the GOR Taskforce; present the Government's response, the GOR Action Plan; and inform the future engagement to develop the GOR Strategic Framework Plan.

Across the engagement activities we heard from: 101 people through written responses; 268 people during face-to-face engagement; and had 582 people visited the project website. Table 1 below outlines a more detailed breakdown of who participated.

Table 1: Summary of participation during the engagement

Engagement activity	Participation
Online	– 582 visitors online – 95 people followed the project online – 42 new followers for Phase Two – 42 people completed the online survey
Pop-ups	In total, we had 138 conversations in five towns: – 60 conversations in Apollo Bay – 35 conversations in Lorne – 26 conversations in Warrnambool – 21 conversations in Torquay – 17 conversations in Anglesea

Community information sessions	– Eight community information sessions in Peterborough, Port Campbell, Warrnambool, Wye River, Lorne, Apollo Bay, Melbourne, and Torquay
	– 93 people signed-in at the community information sessions
	– 49 people gave further feedback by completing the hard copy survey
	– one organisation submitted a news article (shown in Appendix A)

3.1 Who we spoke to

Participants were asked to tell us their connection to the GOR. Figure 1 below outlines the responses to this question from the 101 people that completed a survey. Of the completed surveys, 91 participants recorded their postcodes (shown in Appendix B). The figures are recorded as a percentage as participants were able to select multiple responses. Overall, 56 per cent of participants were primary residents.
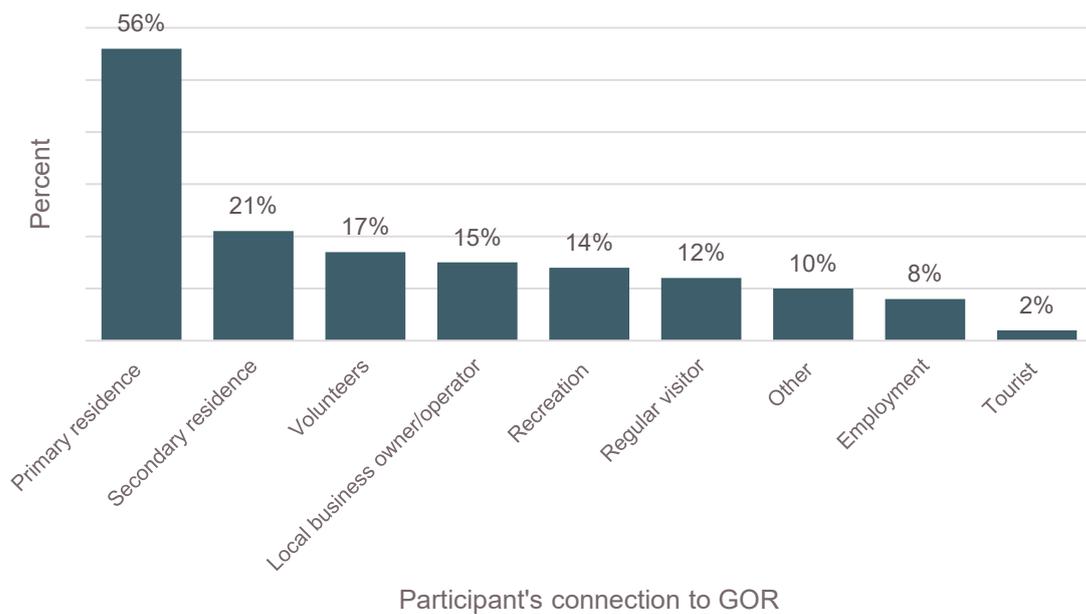

Figure 1: Participant's connection to GOR

On the following page, Figure 2 outlines the postcode data that participants selected in their written responses (both online and face-to-face). The darker shades of blue represents the higher number of responses. The postcodes and regions for the survey participants is located in the Appendix 1.

South West Geelong and surrounds

6 people - 3 face to face, 3 online

Melbourne region

17 people - 7 face to face, 10 online

Aireys Inlet and Anglesea

10 people - 1 face to face, 9 online

Torquay

9 people - 1 face to face, 9 online

Warrnambool

4 people - 4 face to face

Lorne

13 people - 6 face to face, 7 online

Peterborough

12 people - 10 face to face, 2 online

Wye River

13 people - 11 face to face, 2 online

Apollo Bay

7 people - 6 face to face, 1 online

Layer 1

Postcode (Count - Not Blank)
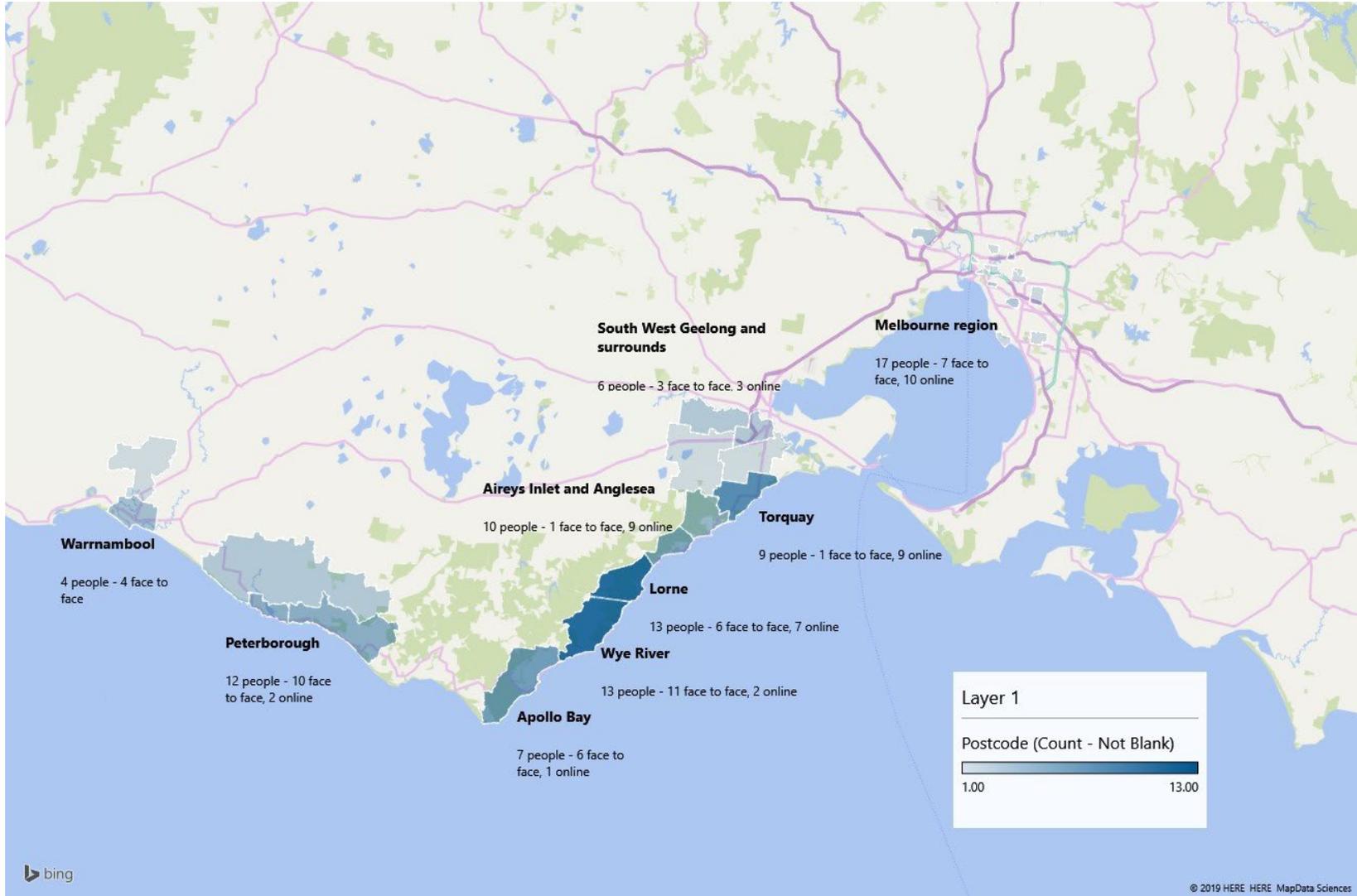
1.00   13.00

Figure 2: Map of written submission postcode data

3.2 Face-to-face conversations

Eight community information sessions were facilitated in Lorne, Apollo Bay, Wye River, Port Campbell, Peterborough, Melbourne, Warrnambool and Torquay. Overall, 93 people attended the sessions and 49 people gave further feedback by completing the hard copy survey. Figure 3 below outlines the number of attendees and the number of people who completed a survey at each information session. Participants were encouraged to complete the survey online if it was not completed during the community information sessions.
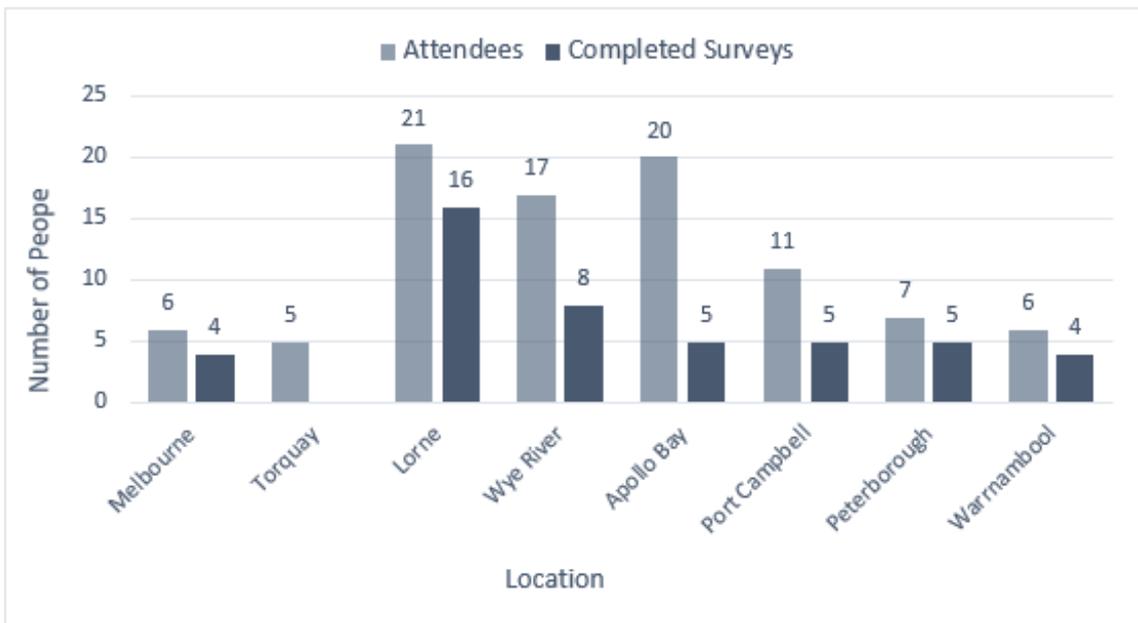

Figure 3: Community information session attendance and survey completion by location

In addition to the eight community sessions, Capire and DELWP facilitated five pop-ups engagements in Apollo Bay, Lorne, Warrnambool, Anglesea and Torquay. In total, we had 159 conversations with people to raise awareness of the project and to promote opportunities to get involved. Figure 4 below outlines the number of conversations during the pop-up engagement activities by location. In addition to the face to face engagements notices to promote the community information sessions were displayed in a number of local businesses.
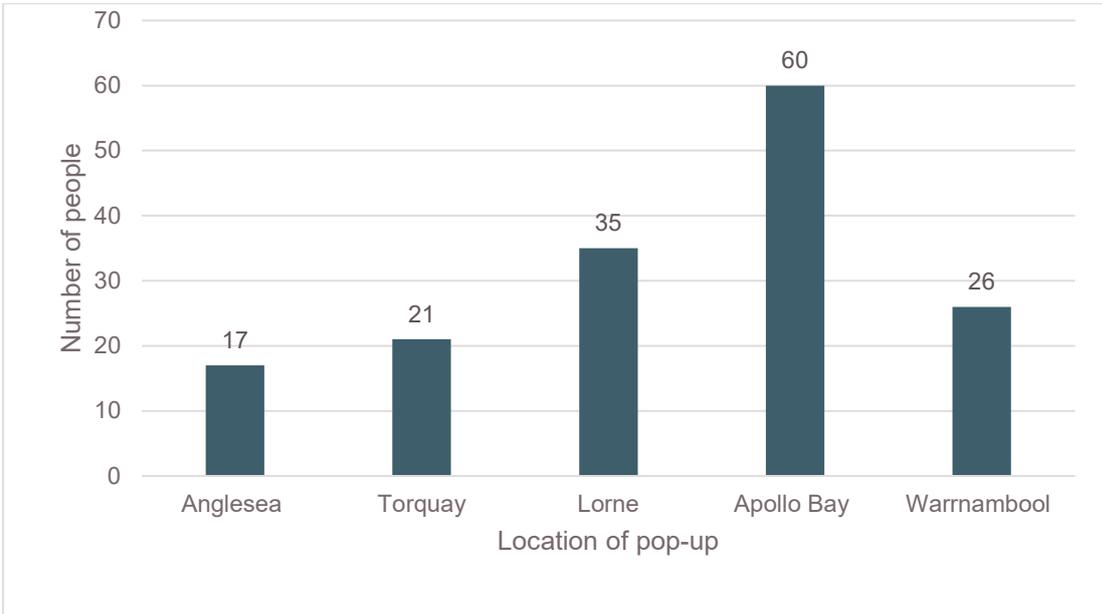
Figure 4: Number of conversations by pop-up location

3.3 Online participation

The Great Ocean Road Action Plan engagement website was launched on Friday 12 October. Since the launch, 582 people accessed the website, 95 people have 'followed' the project online and 42 people completed surveys.

4 Engagement key themes

This section provides a summary of the key themes raised at the community information sessions by location.

Below, Table 2 outlines the key themes from the community information session in Melbourne.

Table 2: Key themes, Melbourne community information session

Theme	Key issues
Overall	- supportive of the need for the major reforms and the Action Plan - clarification sought regarding timeframes for the planning process - supportive of the ability to attract Commonwealth investment
Implementation	- clarification of the role of local Councils under the new authority - questions about how the election will affect the authority - clarification if the new authority will absorb coastal committees and other committees of management
Transport	- clarification of the role of VicRoads in relation to the authority - concerns about safety on the roads as they are in poor condition - many drivers are on the road for an extended period and are fatigued from driving - catering for non-motor vehicle transport in the future planning - concerns over the number of minibuses on the roads
Tourism	- concerns over the number of tourists and the visitor experience - concerns over how planning for emergency management with an increase in visitation - questions about how the authority will involve the private sector in tourism - suggestion that golf courses are an important consideration
Urban planning and development	- clarification sought regarding alignment with existing overlays - there is a conflict between preserving local characteristics and building more holiday accommodation - concerns over tourism development occurring outside of town boundaries - more tourism development may increase unaffordability of the region for residents

Below, *Table 3* outlines the key themes form the community information session in Torquay.

Table 3: Key themes, Torquay community information session

Category	Key feedback themes
Overall	- varying views were expressed on the merits of Action Plan with some positivity expressed regarding a focus on managing increased pressures across the entire area and some focused only on local issues - concern raised about the lack of notice and promotion of the session - concern raised about encroachment of urban development on sensitive landscapes and the impact of increased numbers of people (Geelong, Torquay) - concern raised regarding lack of community representation and clarification sought whether communities can participate in an advisory capacity - clarification sought if any focus between Allansford and the border
Planning and Implementation	- clarification of timeline for completion - clarification of the area defined as GOR, community member defines GOR from Torquay to Apollo Bay clarification sought in regard to Allansford as a border - some participants were concerned that towns in the east have differing needs to towns in the west, others disputed that there was a clear need for holistic planning strategies - concern regarding the need for a new governing authority to replace previous committees and boards (Western Coastal Board, Parks Victoria, GORCC) and the loss of local knowledge and jobs - clarification on the application of land zoning, planning schemes and controls under the new authority, and whether there will be increased planning controls to prevent high-rise development
Tourism	- participants noted the need for data to be collected about the impacts of tourism on local communities and the environment, and for impacts to be managed - clarification about who is responsible for funding tourist facilities - concern that if the need for infrastructure and facilities is not addressed, the impact on communities will be higher - concern about the sprawl of tourism further down the road and the dangers at unsupervised beaches - the need for parking is taking over the foreshore areas

Urban planning and development	• concern about the impacts from the urban growth of Torquay and Geelong – stormwater runoff, visual impact on the scenic landscapes, and increased numbers of people at beaches
Funding	• concerns about the current underfunding of the road • overall there is a need for substantial increases in funding from the state and federal governments • concerns that the new authority will be top-heavy and too costly

Below Table 4 outlines the key themes from the community information session in Lorne.

Table 4: Key themes, Lorne community information session

Category	Key feedback themes
Overall	• supportive of the need for the major reforms and the Action Plan, strongly supportive of establishing the authority • concern about the length of time to establish the authority and what will happen during the interim
Planning and Implementation	• clarification of areas governed by the authority including the water's edge and marine areas, the land between the road and water's edge • concern for what happens to existing committees (GORCC) • clarification on and the role of the 'marine and coastal parks authority' • concern that the timeline of 18 to 24 months is not achievable • questions concerning the role of the authority on existing proposals i.e. Great Ocean Road walk in the surf coast and the Memorial Arch
Heritage	• concern that the Action Plan does not give sufficient respect and acknowledgement to the original Great Ocean Road start and end (that was built by the returned servicemen), the new boundaries are not significant
Tourism	• management of tourist bus flows between Aireys Inlet and the Memorial Arch • manage visitors to protect the dunes and rock formations from people climbing over

Below, Table 5 Key themes, Wye River community information session outlines the key themes form the community information session in Wye River.

Table 5: Key themes, Wye River community information session

Category	Key feedback themes
Overall	- very supportive of the need for the major reforms and the Action Plan, strongly supportive of establishing the authority - pleased to see the involvement of the Traditional Owner groups - the Otway Coast Committee staff and Chair fully endorsed the recommendations - concern that councils will "drop the ball" during the interim leaving everything for the new Authority when it is established
Planning and Implementation	- concerns over how long it will take for government to implement the authority - concerns over whether current responsible authorities will have a 'holding pattern' and not implement their plans whilst waiting for the new authority - concerns that the Local Council's work in Kennett River will be affected - the new authority should have the ability to generate its own income and to control funding in the area
Local involvement	- the new authority needs to involve and connect with local communities - concerns over engaging private landowners to maintain land on the GOR
Transport	- opportunity to invest in feeder road networks, however, some questions over how the authority will manage a road network - concerns about trucks using the GOR rather than inland routes
Tourism	- people were surprised at the number of tourists in the region - concerns over the driving of international tourists who may be unaware of local road rules

Below, Table 6 outlines the key themes from the community information session in Apollo Bay

Table 6: Key themes, Apollo Bay community information session

Category	Key feedback themes
Overall	- supportive of the need for the major reforms and the Action Plan, strongly supportive of establishing the authority - concern about the length of time it will take to establish the authority and what will happen during the interim

	•	concern that the independent board doesn't have community representation in decision-making
	•	supportive of community involvement in determining next steps
	•	supportive of a place-based management approach
	•	supportive of developing a greater understanding of the capacity for visitation
Planning and Implementation	•	clarification of areas governed by the authority including the road, surrounding areas and inland locations (Forest)
	•	framework or guidelines for GOR must account for local differences
	•	involvement of the new authority on the planned resort for Apollo Bay
	•	questions raised that this is an anti-development action plan
	•	implementation timeline is too slow, could interim arrangements be made
	•	questions regarding community involvement and how the authority is accountable to the community
	•	concerns that Councils do not adequately represent local communities
Natural Environment	•	concern for the ongoing management of coastal erosion currently managed by Colac Otway Shire
Funding	•	clarification regarding possibility of federal funding
	•	comments supported a toll or levy to raise funds
	•	general concern that more funding is required
Tourism	•	it will take two or three years, does that mean the State Government will lay off bringing in more tourists or marketing
	•	clarification on where and how tourists currently spend on GOR

Below Table 7 outlines the key themes from the community information session in Port Campbell.

Table 7: Key themes, Port Campbell community information session

Category	Key feedback themes
Overall	• generally supportive of the need for the major reforms and the Action Plan, strongly supportive of establishing the authority • concern about the length of time to establish the authority and what will happen in the interim • concern that the independent board doesn't have community representation in decision-making

Planning and Implementation	• clarification on the role of the new authority, and whether a new layer of bureaucracy • clarification of areas governed by the authority including freehold land adjacent to identified parcels and marine areas • timeline for implementation • data must be collected and analysed by individual locations rather than aggregated • selection and qualifications required of future Board members • concerns regarding job losses (that people should lose their jobs as they have been doing a poor job) • clarification of reporting requirements of local Councils to the authority • involvement of the new authority on Shipwreck Coast Masterplan • questions regarding the opportunity for feedback on draft of legislation
Funding	• fees or money raised along the road to consolidated revenue • clarification of how funding is obtained from government or an independent income stream • clarification on funding model legislation • increase in involvement needed of local businesses to secure the financial sustainability of the authority and increase revenue
Natural Environment	• clarification on the role of Parks Victoria and maintaining the integrity of national parks • protection of marine areas

Table 8 outlines the key themes from the community information session in Peterborough.

Table 8: Key themes, Peterborough community information session

Category	Key feedback themes
Overall	• the action plan is seen as very positive and will help manage the Great Ocean Road going forward. • two actions in the Action Plan around maintaining community involvement was viewed positively • one coordinating body is welcomed due to too many levels of governance.
Planning and Implementation	• involvement of the authority on Shipwreck Coast Masterplan and other existing planning frameworks • parcels of land to be managed by the new authority • opportunity to consult on the future framework and governance

Category	Key feedback themes
	• clarification regarding the ongoing involvement of local volunteers
Natural Environment	• Action Plan should give greater attention to animals and plants • find a balance between tourism and protecting the natural environment
Transport	• concern raised about safety and international drivers, speed limits and traffic calming measures within the town • questions about the role of VicRoads • opportunity for investment in Princes Highway
Tourism	• clarification regarding international flights to Avalon and from which countries • increasing the return on investment from tourism to communities e.g.: Shipwreck Coast and tourist buses • questions about tourism development in agricultural areas

Below, Table 9 shows the key themes from the community information session in Warrnambool.

Table 9: Key themes, Warrnambool community information session

Category	Key feedback themes
Overall	• supportive of the need for the major reforms and the Action Plan, strongly supportive of establishing the authority • appreciation expressed of the amount of work that has been undertaken and the importance of future planning
Planning and Implementation	• clarification of the role of the authority on planning applications, what are the triggers: size, interface parcels • support for an overall authority rather than complex management • clarification of the role of existing agencies and governing bodies
Funding	• increase the opportunity for tourist dollars to be spent along the road • support for the authority to attract federal funding • support for a centralised funding model for GOR
Tourism	• have more tourists to the western end of the road, celebrate the western entrance • create the road as an experience along the length of the road, not a drive-in and out, not just the 12 Apostles • support for increasing tourist spend along the road

	• discussion on increased tourism from international flights to Avalon Airport • concern about the number of buses and the increase • need for improved facilities • support for managing visitor numbers or spreading the impact • data required to assess future accommodation needs • future engagement should involve large tour operators
Natural Environment	• managing visitor numbers to protect the cliffs and managing rubbish • create recognition of the local indigenous people with connection to the environment

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5 Future engagement

5.1 Informing community about the development of the Strategic Framework Plan

Participants were asked how they wanted to be informed of opportunities to contribute to the development of the Strategic Framework Plan. Figure 5 below shows participant's preferences by survey type. We have shown the figure as a percentage as participants were able to select multiple responses. Key findings show:

- most participants prefer email

- face-to-face participants were more likely to prefer:

  - social media

  - local news and radio

  - the project website

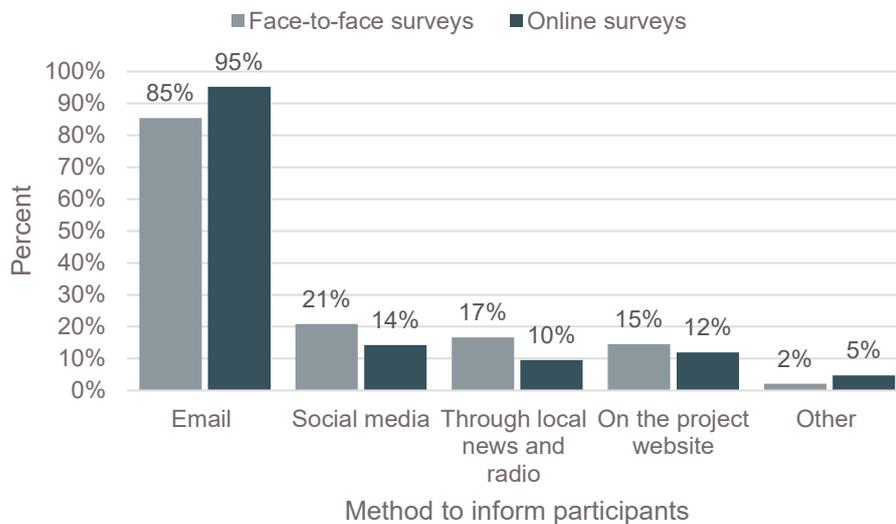- online participants were more likely to prefer email.

Figure 5: How participants would like to be informed about the development of the GOR Strategic Framework Plan

Below, Figure 6 shows how participants would like to be informed about the development of the GOR Strategic Framework Plan by location. Most places are consistent with the overall results, but people in Torquay are more likely to look at the project website and people in Torquay and Apollo Bay have a slightly higher preference for local news and radio than other areas.
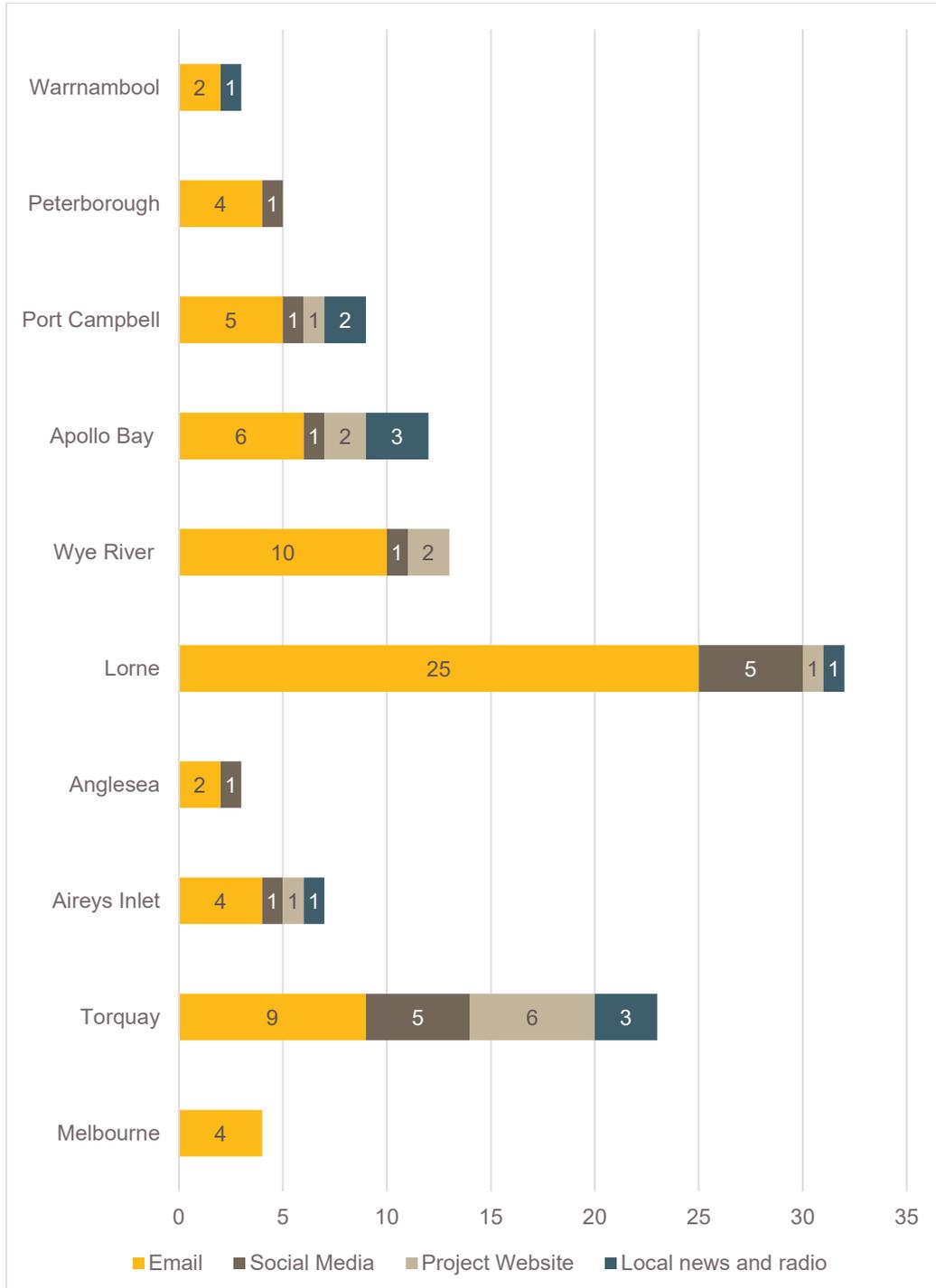

Figure 6: How participants would like to be informed about the development of the GOR Strategic Framework Plan by postcode

5.2 Involving community in the development of the Strategic Framework Plan

Figure 6 below outlines how participants would like to be involved in the development of the GOR Strategic Framework Plan by survey type. We have shown the figure as a percentage as participants were able to select multiple responses. Key findings show:

- online participants were more likely to prefer to:
  - participate online
  - provide submissions
  - complete surveys
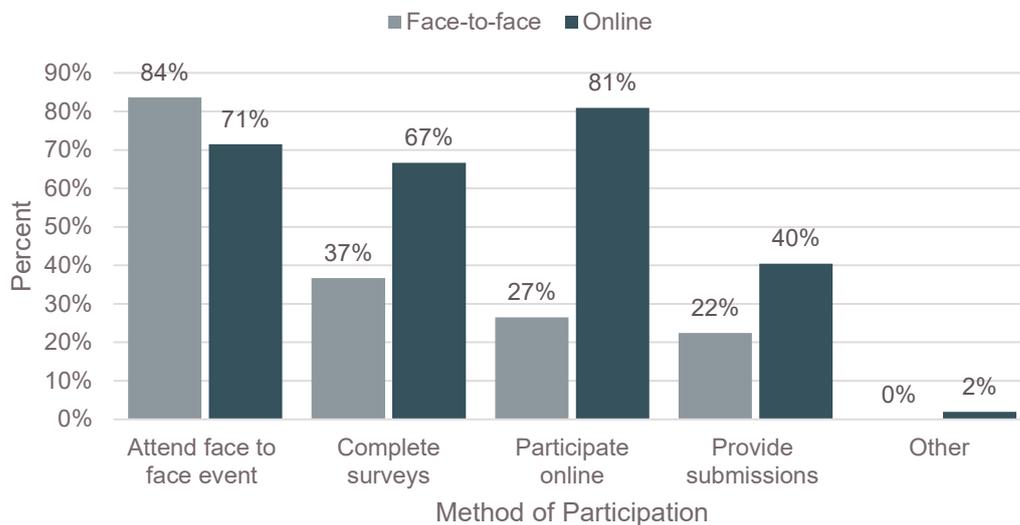- face-to-face participants prefer to attend face-to-face events.

Figure 7: How participants would like to be involved in the development of the GOR Strategic Framework Plan

Below, Figure 8 shows how participants would like to be involved in the development of the GOR Strategic Framework Plan by location. Most places are consistent with the overall results, but people in Torquay and Lorne are more likely to be interested in participating online than the other areas.
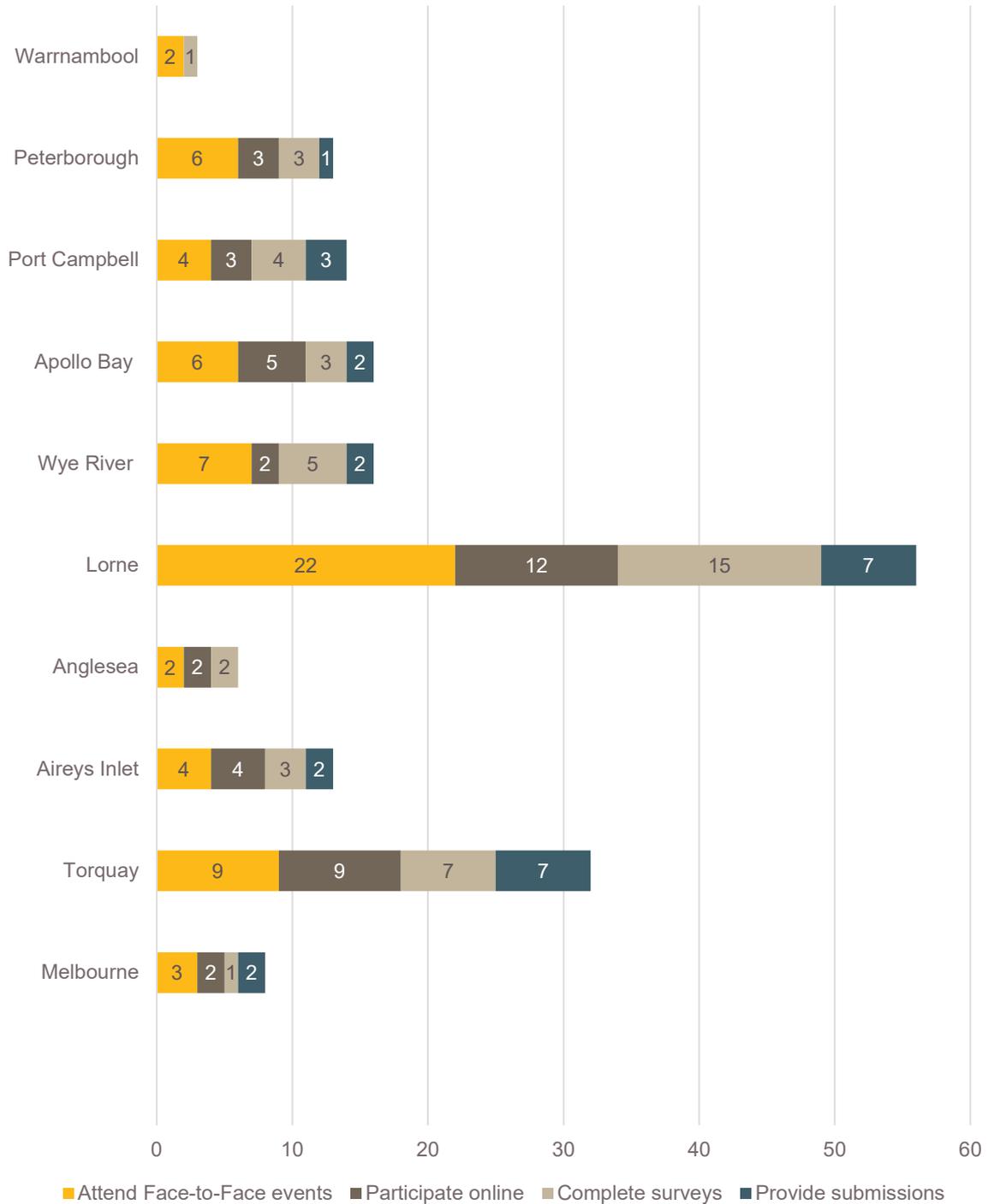

Figure 8: How participants would like to be involved in the development of the GOR Strategic Framework Plan by postcode

5.3 Which town is easiest for community to travel to and attend engagement events

We asked online which town in the Great Ocean Road area they would go-to to provide input into the development of the Strategic Framework Plan. Figure 7 outlines that online participants were more likely to select Lorne and Torquay. This aligns with the residential postcode information of participants provided through the online surveys.
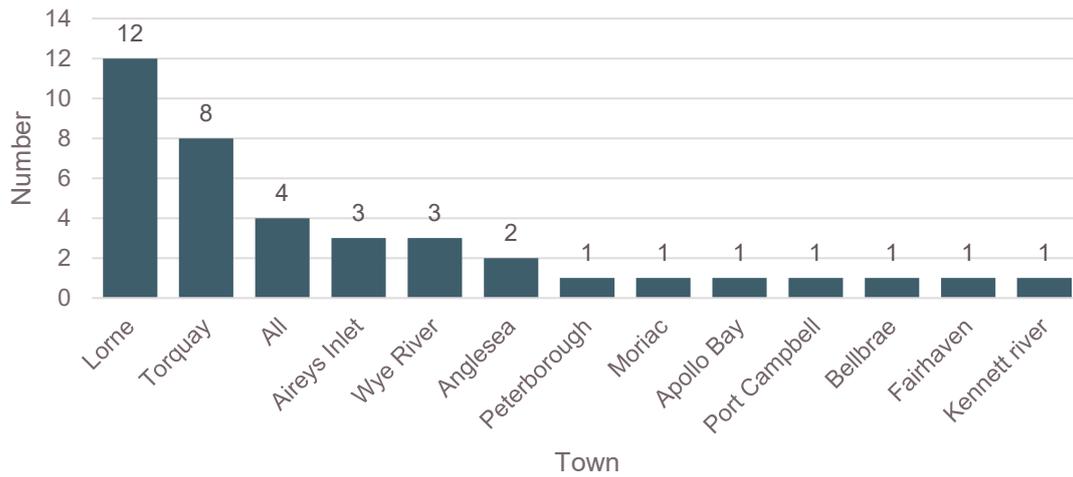
Figure 9: Which town is easiest for community to travel to and attend engagement events

5.4 Which town participants associate with most

During Phase One of engagement, participant's postcodes weren't always indicative of the town they associate with most. During Phase Two participants were asked which town they most associate with. Figure 8 below indicates Wye River as the most common response.

Figure 10: The town face-to-face participants associate with most

6 Considerations for Phase Three engagement

The following section outlines the considerations for Phase Three engagement following a facilitated discussion with the project team in the Department of Environment, Land, Water and Planning. The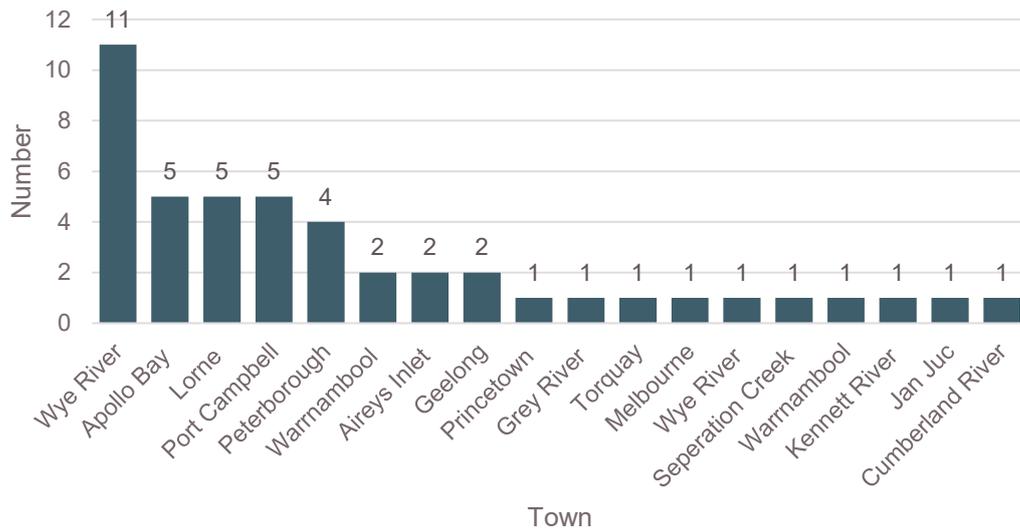 session focused on reflections on the previous phases of engagement and the project team's requirements to plan for and implement the GOR Action Plan. The recommendations are as follows:

- Provide feedback to the community about how previous concerns have been addressed through each phase of the engagement process.

- Ensure there is enough lead time to promote Phase Three engagement. Suggestions include media releases, promotion by GOR Councils, newspapers, EngageVic website

- Articulate clearly the parameters of the next stage of engagement to ensure the outcomes are concrete and tangible e.g. Focus on testing and refining a community vision for the next 50 years as a minimum.

- Focus on long term directions with a focus on regional shaping ideas that will address:

  o Protection: go and no-go zones for development and tourist facilities; height limits, planning controls needed

  o Encouraging and managing visitation and supporting liveability: e.g. facilities; accommodations; toilets; parking; interpretation along the entire touring route

  o Capacity building: e.g. fact sheet to promote greater understanding of the entire touring route.

- Scope out the elements of the Strategic Framework Plan to maximise Stage Three engagement and the associated outputs e.g. visitor management model, design guidelines and other planning tools etc.

- The engagement methodology could include:

  o Workshops with local communities

  o Online including survey

  o Pop ups to reach visitors

  o Exit survey at tourist attractions.

- The output of the phase three engagement is a refined vision and input that will shape the elements of the strategic framework plan.

7 Engagement evaluation

Outlined in Table 11 below is an overview of how the project team and engagement consultants have responded to feedback received during the engagement activities. The responses are reported against the engagement objectives that were outlined in the GOR Taskforce Communications and Engagement Plan.

Table 10: Evaluation against engagement objectives

Vision for success – A successful engagement process will result in:	Achievements

A wide range of opportunities to participate, provided in varying formats.
 	
 A diverse range of people having their say on the governance framework and options.
	A broad range of views were expressed during the Phase One engagement process which informed the Taskforce Chairs report to Government. Participants included:
	
	 • Local (permanent) residents
	
	 • Part-time residents
	
	 • Regular visitors
	
	 • Visitors and Tourists
	
	 • Business owners
	
	 • Employees
	
	 • Volunteerism
	
	 • Community and environment groups
	
	 • Local councils
	
	 These were gathered through:
	
	 1. Face to Face engagement:
	
	    • Discussions with 784 people – through stakeholder and public engagement activities
	
	    • Sessions held in Torquay, Lorne, Wye River, Apollo Bay, Port Campbell, Peterborough, Warrnambool and Melbourne
	
	    • Discussions were conducted in English and Mandarin at the 12 Apostles

	2. Online via EngageVic (in English and Mandarin):
	• 3,078 page views
	• 2,032 visitors
	• 134 participant contributions
	• 105 participants
	Feedback:
	• 57 Submissions
	• 516 surveys (in English and Mandarin)
	In order to promote the opportunity to participate in engagement, the following social media channels were leveraged:
	• BSW Facebook
	• DELWP Facebook
	• DELWP Website
	• Engage Vic Website
	• DELWP Twitter
	• Media releases
	• Surf Coast Shire community update
	• Councils promoted through their communications channels
	• DELWP LinkedIn.
A clear understanding of community's values and evaluation criteria for governance options.	The Issues Paper provided for public comment was accompanied by a structured set of question to provide feedback on the governance arrangements and identify improvement opportunities.
	The community feedback confirmed that the key issues had been identified by the Taskforce in the Issues Paper and supported the proposed new management model.
	Community feedback identified that there is widespread agreement on the need for major change and support for establishment of a new statutory authority to protect the environment and

	liveability of local communities, and to provide a better visitor experience.
The community regard the consultation process as inclusive, transparent and well communicated.	The project team undertook a Phase Two engagement process in response to feedback received in Phase One to go back to local communities and feedback the outcomes of the Taskforce Co-Chairs recommendations. Evaluation was conducted as part of the Phase Two engagement to close the loop on Phase One engagement. Overall, community members rated the sessions as being 'good' or 'excellent' across all aspects. See below.
The coordinating Ministers, Traditional Owners and local councils have confidence in the engagement process.	The Taskforce have endorsed the Chairs report. Government have confidence in the Co-chair Recommendations and have accepted all 26 recommendations subject to funding. The Opposition Government have endorsed the recommendations. The Phase 2 community "closing the loop" discussions found widespread support for the Action Plan. Wadawurrung and Eastern Maar are supportive of the Action Plan and provided forwards.

7.1 Evaluation Phase Two engagement

Table 12 below indicates the combined evaluations of the eight Community Information Sessions. Overall, community members rated the sessions as being 'good' or 'excellent' across all aspects. The most common rating for each aspect is highlighted in green.

Table 11: Evaluation of the Community Information Sessions

	Poor	Fair	Satisfactory	Good	Excellent	Number
Quality	0%	2%	13%	53%	33%	49
Time	0%	0%	17%	51%	33%	49
Participation	2%	0%	10%	41%	47%	49
Facilitation	0%	0%	10%	43%	47%	49
Organisation	0%	4%	25%	29%	41%	48

Appendices

Appendix A

Quote from ANGAIR Newsletter

"Two documents important to the work of ANGAIR were released by the Victorian government this month— Anglesea Futures Land Use Framework and Great Ocean Road Action Plan. ANGAIR has contributed to both these documents through the consultation periods.

The Anglesea Futures Land Use Framework is the result of more than two years intensive consultation on the future land use of both public and private land previously associated with the Alcoa coal mine and power station. The report can be found at www.engage.vic.gov.au/angleseafutures. More than 6500 ha of Alcoa leasehold land has already been incorporated into the Great Otway National Park. ANGAIR is pleased to note that Alcoa freehold land in Fraser Avenue will be retained for conservation values.

The Great Ocean Road Action Plan was developed over two years through the work of the Great Ocean Road Taskforce, chaired jointly by former MPs Terry Mulder and Peter Batchelor. The report can be found at www.engage.vic.gov.au/great-ocean-road. Major reforms in the action plan include establishment of a Great Ocean Road Coast and Parks Management Authority for the protection of the environment and sustainable visitation and delivery of government investments. It will develop an overarching planning framework for the Great Ocean Road and include Traditional Owner involvement in the planning process. Drop-in sessions are being held from Melbourne to Warrnambool. ANGAIR hopes that this will streamline our environmental work along the coast as the current piecemeal land manager arrangements can be frustrating. The emphasis on the environment and sustainability is refreshing."

Appendix B

Postcodes of participants that completed a survey

Postcode	Postcode Suburb*	Region	Number
3232	Lorne	Great Ocean Road	13
3234	Wye River, Kennett River, Separation Creek, Wongarra, Grey River, Sugarloaf	Great Ocean Road	13
3228	Torquay, Jan Juc, Bellbrae, Bells Beach	Great Ocean Road	9
3233	Apollo Bay, Cape Otway, Skenes Creek, Petticoat Creek, Victoria, Marengo	Great Ocean Road	7
3231	Aireys Inlet, Fairhaven, Moggs Creek, Eastern View, Big Hill	Great Ocean Road	6
3269	Port Campbell, Princetown, Waarre	Great Ocean Road	5
3270	Peterborough	Great Ocean Road	5
3230	Anglesea	Great Ocean Road	4
3280	Warrnambool, Dennington	Great Ocean Road	3
3021	Kealba, St. Albans, Albanvale, Kings Park	Melbourne	2
3163	Murrumbeena, Carnegie, Glen Huntly	Melbourne	2
3181	Prahran, Windsor	Melbourne	2
3216	Grovedale, Highton, Wandana Heights, Geelong, Marshall, Belmont, Waurn Ponds	Greater Geelong	2
3221	Barrabool, Gnarwarre, Ceres	Greater Geelong	2

3268	Ayrford, Brucknell, Cooriemungle, Cowleys Creek, Curdies River, Curdievale, Heytesbury Lower, Newfield, Nirranda, Nullawarre, Paaratte, The Cove, Timboon	Great Ocean Road	2
3002	East Melbourne	Melbourne	1
3006	Southbank, South Wharf	Melbourne	1
3051	North Melbourne	Melbourne	1
3070	Northcote	Melbourne	1
3102	Kew East	Melbourne	1
3121	Cremorne, Richmond, Burnley	Melbourne	1
3124	Camberwell	Melbourne	1
3126	Canterbury	Melbourne	1
3149	Mount Waverley	Melbourne	1
3172	Dingley Village, Springvale South	Melbourne	1
3193	Black Rock, Beaumaris	Melbourne	1
3217	Armstrong Creek, Mount Duneed, Freshwater Creek, Charlemont	Great Ocean Road	1
3240	Moriac, Mount Moriac, Modewarre, Gherang, Paraparap, Buckley	Great Ocean Road	1
3281	Bushfield, Grassmere, Winslow, Woodford	Great Ocean Road	1

*Participants were asked the question "What is your postcode?". Participants may have linked this postcode to a primary residence, secondary residence or the town they most associate with. Therefore, postcodes are not linked to a location as defined by the participant but referred to as postal suburb.