

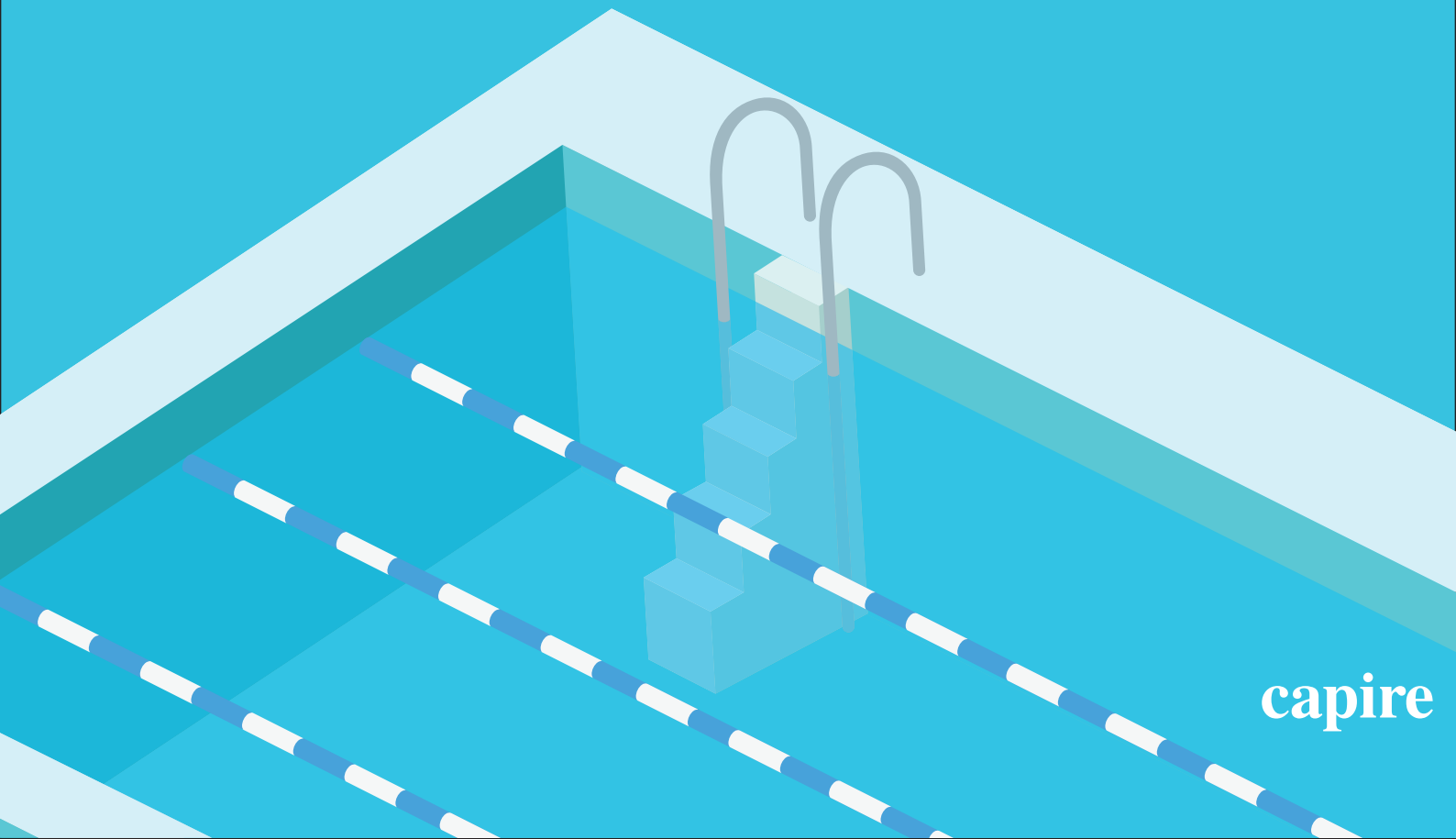


c/

# Aquatic and Health Centre Community Forums

*Surf Coast Shire Council*

October 2015



capire

## Privacy

Capire Consulting Group and any person(s) acting on our behalf is committed to protecting privacy and personally identifiable information by meeting our responsibilities under the *Victorian Privacy Act 1988* and the *Australian Privacy Principles 2014* as well as relevant industry codes of ethics and conduct.

For the purpose of program delivery, and on behalf of our clients, we collect personal information from individuals, such as e-mail addresses, contact details, demographic data and program feedback to enable us to facilitate participation in consultation activities. We follow a strict procedure for the collection, use, disclosure, storage and destruction of personal information. Information collected is stored securely on our server for the duration of the program and only disclosed to our client or the program team. Written notes from consultation activities are manually transferred to our server and disposed of securely.

Comments recorded during any consultation activities are faithfully transcribed however not attributed to individuals. Diligence is taken to ensure that any comments or sensitive information does not become personally identifiable in our reporting, or at any stage of the program.

Capire operates an in-office server with security measures that include, but are not limited to, password protected access, restrictions to sensitive data and the encrypted transfer of data.

For more information about the way we collect information, how we use, store and disclose information as well as our complaints procedure, please see [www.capire.com.au](http://www.capire.com.au) or telephone (03) 9285 9000.

## Stakeholder Engagement

Unless otherwise stated, all feedback documented by Capire Consulting Group and any person(s) acting on our behalf is written and/or recorded during our program/consultation activities.

Capire staff and associates take great care while transcribing participant feedback but unfortunately cannot guarantee the accuracy of all notes. We are however confident that we capture the full range of ideas, concerns and views expressed during our consultation activities.

Unless otherwise noted, the views expressed in our work represent those of the participants and not necessarily those of our consultants or our clients.



# capire

CAPIRE CONSULTING GROUP  
WEB [WWW.CAPIRE.COM.AU](http://WWW.CAPIRE.COM.AU)  
TELEPHONE (+61-3) 9285 9000  
FACSIMILE (+61-3) 9349 5977  
ADDRESS 96 PELHAM STREET,  
CARLTON 3053, VIC, AUSTRALIA  
ABN 52 125 105 660

# Contents



<b>1</b>	<b>Introduction</b>	<b>5</b>
	Purpose of this report	5
	Project background	5
	Approach	6
	Limitations	6
<b>2</b>	<b>Findings</b>	<b>7</b>
	Forum 1 Torquay	8
	Forum 2 Anglesea	10
	Forum 3 Lorne	12
	Forum 4 Winchelsea	14
	Forum 5 Jan Juc	16
<b>3</b>	<b>Thematic Summary</b>	<b>18</b>
	Appendix A - Participant Comments and Questions	20
	Appendix B - Participant Evaluation Form Summaries	26

# 1 Introduction

## 1.1. Purpose of this report

**The purpose of this report is to provide a summary of the five community forums held by Surf Coast Shire Council to obtain feedback on the funding proposal for an Aquatic and Health Centre. The report provides the context for the project; engagement approach; an overview of each of the forums and the issues raised by participants; and observations from the consultant team.**

## 1.2. Project background

The Surf Coast Shire Council is seeking to understand the level of community support for a proposed Aquatic and Health Centre in North Torquay. 'Testing the Water' is Council's communications and engagement process designed to understand the community's views, concerns and ideas in relation to the proposal.

The Aquatic and Health Centre would deliver many community benefits and represent a significant infrastructure investment, both in construction and operation costs. The centre would cost approximately \$29m to build – more than, for example, Council's \$18.3m budget for new infrastructure and infrastructure maintenance in the 2015/16 financial year.

The proposed funding model involves a 20 year special charge scheme through which ratepayers would pay for the construction of the centre. The model assumes 25 percent of the cost of building the facility would be funded through State and Federal Government grants.

Operating costs would be funded through a rate rise assumed at 2.75% that would be struck once and always remain in the rate base. User fees would also contribute to operating costs.

To understand community views about the proposal, the first part of 'Testing the Water' involved Council commissioning a randomised telephone survey of 600 ratepayers, including 200 non-permanent residents. This reflected the location of property ownership across the shire. The second part of 'Testing the Water' consisted of five community forums with interested groups and individuals from across the municipality. The results of both the telephone survey and the community forums will be used to inform Council's decision on the next steps in this process.

Council also had a live email address for community submissions open for approximately 6 weeks between August and September. An online submission form was open for two weeks in September. Over 1,000 submissions were received through these electronic channels.

The telephone survey results and electronic submission report sit separately to this report. They complement this report and can be read at [www.surfcoast.vic.gov.au](http://www.surfcoast.vic.gov.au)

### 1.3. Approach

The community forums were designed to provide the Surf Coast community with an opportunity to learn more about the proposal and related funding model; to ask questions to key representatives of Council; and to express their ideas, concerns and/or opinions.

The format of each session differed slightly, depending on the number and needs of participants. For example, participants at the five forums had varying levels of interest to receive information on the funding proposal. Despite this, engagement objectives for the five forums were applied consistently and included the following.

#### Primary objective

- To assess informed support for investing ratepayer funds in an aquatic facility.

#### Supporting objectives

- To provide the community with an opportunity to understand the financial model and important contextual information.
- To provide the community with an opportunity to ask questions.
- To provide the community with an opportunity to have their say and feel they have been heard.

### 1.4. Limitations

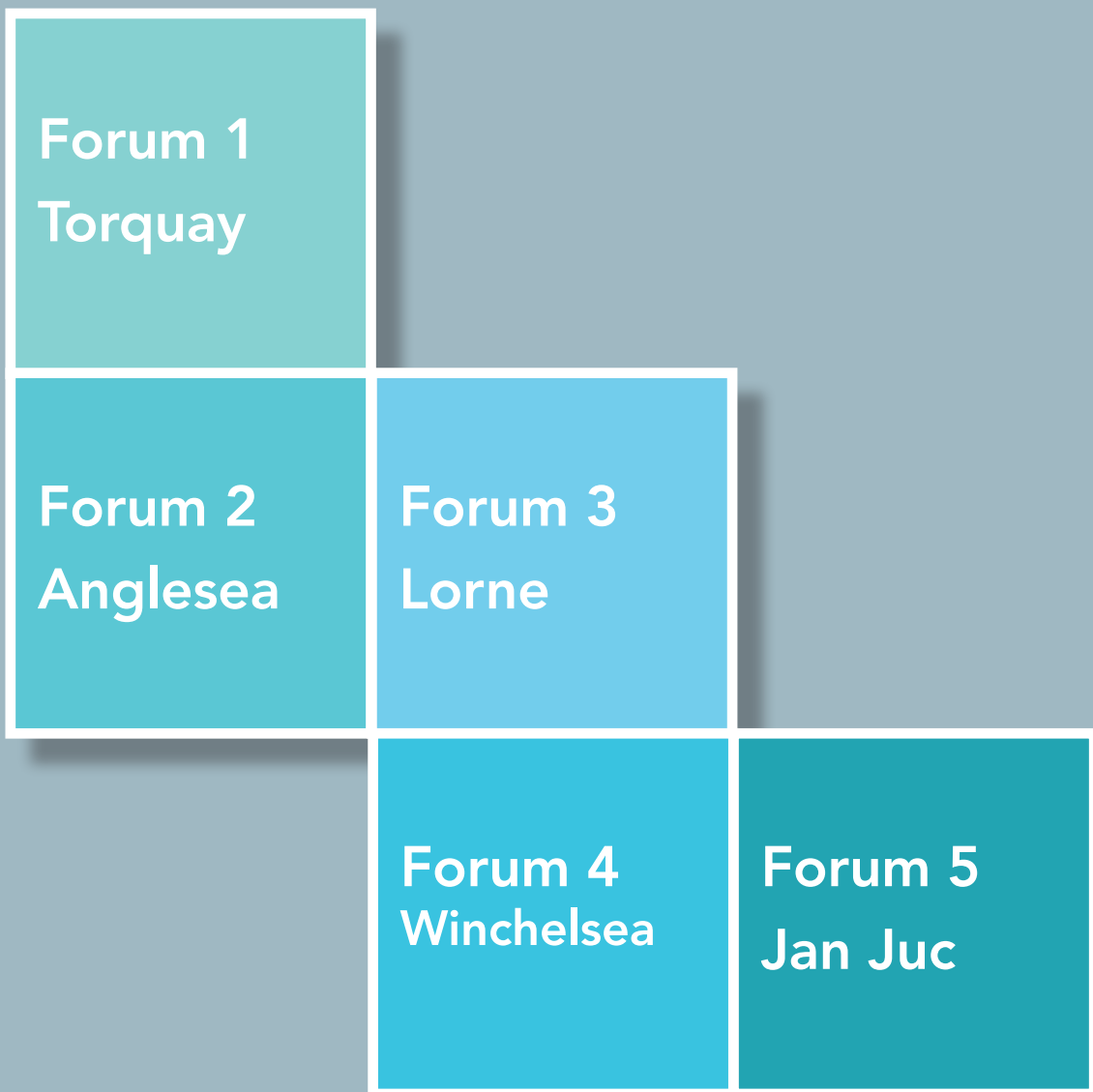
There are a number of limitations associated with this community consultation which should be acknowledged:

- The information included in this report is based on information collected at each of the forums. Results should not be regarded as a representation of the views of a statistically valid sample of the community.

- The findings of this report should be read in conjunction with the phone survey findings, online submissions, emails and other supporting materials.
- Many of the people who attended the community forums did not RSVP and in some instances this was over 90% of forum attendees.
- The high volumes of additional participants directly impacted on the agenda and format of each forum. The team remained agile to this, responding to the needs and expectations of the participants. This led to a mix of different formats across the forums.
- Some participants attended more than one community forum and in some instances this may have led to similar sentiment captured across groups.
- Due to the large size of these forums, engagement was largely limited to informing and educating residents and ratepayers about the proposal.
- The time (6pm – 8pm) of each of the forums impacted on some people's availability to attend the event due to other commitments or responsibilities.
- There were varying degrees of knowledge associated with the proposal at each of the forums. This meant some information presented or discussed was not relevant to all participants.
- There was high levels of energy and emotion at most forums which was confronting for some participants and may have impacted on their ability to participate.
- In some instances, participants used the forum as an opportunity to express opinions about projects or issues outside the scope of this consultation.

# 2 Findings

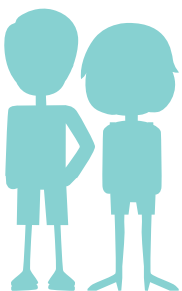
This section provides an overview of each of the five forums. A full list of the comments and questions captured in each forum is included at Appendix A of this report.



# 1 Torquay

## Forum overview

- The Mayor, Cr Margot Smith, welcomed participants and provided context for the community consultation.
- Sentiment polling was attempted via an online tool, PollEverywhere, but was abandoned due to issues of access, equity and telephone coverage. Traditional polling with jars, proposition statements and paper was adopted in its place.
- At their tables, participants were asked to discuss their views about the Aquatic and Health Centre and/or the proposed funding model, as well as the information they hoped to obtain from the forum.
- Chris Pike (General Manager Culture and Community) and Damian Waight (Manager Community Relations), then provided a short presentation about the proposal, the funding model and the results of market research.
- At their tables, participants were then asked to discuss the presentation and agree questions to ask the panel.
- Participants were able to ask questions directly or via question cards, or state a concern or consideration to the panel. The panel comprised Keith Baillie (CEO), Chris Pike, Damian Waight and Janice Lane (Manager Leisure and Wellbeing).
- All questions read out on the night were answered by the panel. Other questions informed future website Frequently Asked Questions.
- Next steps and opportunities for further community feed back were shared and the forum was closed by Cr Smith.
- Participants were invited to indicate their support for the proposal in a polling activity (responses below), voting for a pre-determined statement as they exited.



## 80 participants

- *65 signed-in*
- *53 voted\**
- *Range of ages*
- *Mix of views and reasons for attending*

6pm - 8pm, Tuesday 02 September 2015  
 Surf Coast Shire Offices, Torquay

**Forum themes and key questions**

- The issue of pool provision in Surf Coast Shire was raised generally.
  - *If other Councils can do it, why can't Surf Coast?*
- The funding model was raised as a key issue by participants.
  - *Why were other models not considered?*
  - *Why is the funding 100% from ratepayers?*
  - *How did Leisure Link fund their complex?*
- The issue of population growth and changing demographics and the need for a pool and related facilities was raised.
  - *Has population growth been considered in this proposal?*
  - *What about the impact of increased numbers of ratepayers over the next 20 years?*
- The decision-making process was questioned.
  - *How will Council make a decision?*
  - *On what basis will Council make a decision about the rate scheme?*
- The phone survey methodology was raised by participants.
  - *Do you think the phone survey has a fair representation of the community?*
- Some participants requested further information relating to construction costs.
  - *What about the option of just building a pool?*
  - *How can we explain the construction costs [when] the true costs will only be confirmed through detailed design?*
- Opportunity was identified for a different special rate charge to be introduced, for example, people living closer to the facility pay more.

Post-Session Polling results			
<b>32 votes</b>	<b>5 votes</b>	<b>16 votes</b>	<b>0 votes</b>
<i>I support the proposal but there has to be a different way to fund it</i>	<i>I support the proposal and funding model</i>	<i>I do not support the proposal</i>	<i>I don't know</i>

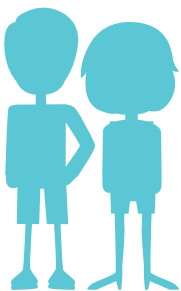
\* Not all participants chose to participate in the polling activity  
 Refer page 20 for a full list of questions and comments



## 2 Anglesea

### Forum overview

- Participants were asked to participate in a polling activity (results below) on arrival.
- Keith Baillie (CEO) welcomed participants and provided context for the community consultation.
- Chris Pike (General Manager Culture and Community) and Damian Waight (Manager Community Relations), then provided a short presentation about the proposal, the funding model and the results of market research.
- Participants were able to ask questions directly, or via question cards, or state a concern or consideration to the panel. The panel comprised Keith Baillie, Chris Pike and Damian Waight.
- Next steps and opportunities for further community feedback were shared and Cr Libby Coker closed the forum.
- Participants were invited to participate in a second polling activity (results below) on departure. Participants were also invited to complete an evaluation form.



### 46 participants

- 38 signed-in
- 42 voted\*
- Mature age range
- Predominantly against proposal

6pm - 8pm, Wednesday 03 September 2015  
Senior Citizens Centre, Anglesea

**Forum themes and key questions**

- There was concern raised by many participants around the funding model and increase to rates.
  - *What about thinking of alternative funding models like other councils use?*
- There was also concern expressed about the overall cost, and if Council and the community can 'afford' the facility.
  - *[We] don't want a legacy of debt.*
- Some participants suggested that transport could be provided for residents to access similar facilities in neighbouring areas, for example, Wurn Ponds and Armstrong Creek.
- The option of 'just a pool' was raised as a more affordable option for Council and the community.
  - *Could we scale down the project?*
- It was felt that a more central location within the Shire (other than Torquay) could be a better location for the proposed Aquatic and Health Centre.
  - *Does Council own suitable land in Anglesea as a more centralised location?*
- A small number of people questioned the consultation and decision-making processes.
  - *Can we have a referendum? How is Council going to make a decision?*

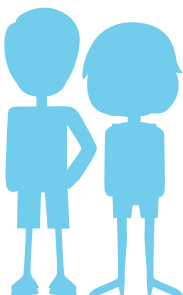
Pre-Session Polling results			
<b>7 votes</b>	<b>0 votes</b>	<b>34 votes</b>	<b>1 vote</b>
<i>I support the proposal but there has to be a different way to fund it</i>	<i>I support the proposal and funding model</i>	<i>I do not support the proposal</i>	<i>I don't know</i>
Post-Session Polling results			
<b>5 votes</b>	<b>1 vote</b>	<b>35 votes</b>	<b>1 vote</b>
<i>I support the proposal but there has to be a different way to fund it</i>	<i>I support the proposal and funding model</i>	<i>I do not support the proposal</i>	<i>I don't know</i>

\* Not all participants chose to participate in the polling activity  
Refer page 21 for a full list of questions and comments

# 3 Lorne

## Forum overview

- Participants were asked to participate in a polling activity (results below) on arrival.
- Cr Clive Goldsworthy welcomed participants and provided context for the community consultation.
- Participants declined the opportunity to listen to a presentation about the proposal and funding model.
- Participants were able to ask questions directly or via question cards, or state a concern or consideration to the panel. The panel comprised Keith Baillie (CEO), Chris Pike (General Manager Culture and Community), Janice Lane (Manager Leisure and Wellbeing), and Damian Waight (Manager Community Relations).
- Points of clarification were made by Cr Goldsworthy, adding to the responses made by the panel.
- Participants moved a motion and subsequently voted with overwhelming support that any proposal of this nature should have no financial impact on Lorne at all, including any impact on Council's finances.
- Next steps and opportunities for further community feedback were shared and the forum was closed by Cr Goldsworthy. Participants were invited to complete an evaluation form.



## 104 participants

- *76 signed-in*
- *104 voted*
- *Mature age range*
- *Passionate views against proposal*

6pm - 7.45pm, Tuesday 15 September 2015  
Senior Citizens Centre, Lorne

### Forum themes and key questions

- There was concern from many participants regarding Lorne residents paying for a pool in Torquay and the special charge to be incurred by ratepayers.
  - *Has Council considered a model in which Lorne ratepayers do not contribute?*
- Lorne residents questioned the benefit of a new pool to be located in Torquay given the distance to travel to use the facility.
  - *This project is of no use to Lorne.*
  - *It is closer for Lorne residents to use the pool in Colac.*
- Forum participants recommended that the Lorne Pool financial model should be considered for the proposed Aquatic and Health Centre.
  - *If the Lorne Pool can be run at a profit why can't the Torquay Pool be built on the same model?*
- There were concerns expressed regarding the consultation rationale, process, and reporting.
  - *Why is this proposal a good idea?*
  - *Will all Councillors hear the concerns?*
  - *How will Council react to community dissent?*
- There was concern about the construction costs and the future costs to maintain the pool.
  - *Is there an alternative pool possible for \$15m?*
- The rationale for the design of pool was raised, for example, 25 metres may be too small given the level of use expected.
- Strong opposition to the proposal was observed, with a sense from participants that funds could be spent in other ways.

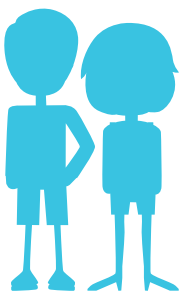
Pre-Session Polling results			
<b>4 votes</b>	<b>0 votes</b>	<b>99 votes</b>	<b>1 vote</b>
<i>I support the proposal but there has to be a different way to fund it</i>	<i>I support the proposal and funding model</i>	<i>I do not support the proposal</i>	<i>I don't know</i>

Refer page 22 for a full list of questions and comments

# 4 Winchelsea

## Forum overview

- Participants were asked to participate in a polling activity (results below) on arrival.
- Cr Heather Wellington welcomed participants and provided context for the community consultation.
- Chris Pike (General Manager Culture and Community), provided a short presentation about the proposal, funding model and results of the market research.
- Participants were able to ask questions directly or via question cards, or state a concern or consideration to the panel. The panel comprised Keith Baillie (CEO), Chris Pike, Janice Lane (Manager Leisure and Wellbeing) and Damian Waight (Manager Community Relations).
- Next steps and opportunities for further community feedback were shared and Cr Wellington closed the forum.
- Participants were invited to complete an evaluation form.



## 105 participants

- 24 signed-in
- 95 voted\*
- Range of ages - predominantly mature
- Predominantly against proposal

### Forum themes and key questions

- Concerns were raised by many participants about the consultation process.
  - *Have other towns been consulted?*
  - *Why have such low numbers been consulted?*
  - *Can we have a referendum?*
  - *Will Councillors actually listen to the community?*
- Concerns were also raised about the increase in rates and the funding model.
- The impact on existing pools was raised.
  - *Will the proposed facility disadvantage existing pools, for example, Winchelsea Pool?*
- The opportunity of having affordable access to the RACV pool was raised as an alternative to building the new facility.
- Participants felt it was 'unfair' that people outside of Torquay would be funding the proposed facility.
- There was concern from participants about the cost of the proposal Aquatic and Health Centre and some participants felt the scale (and associated costs) was not required.
- Some participants felt that the funds could be better used on other community infrastructure.
- The opportunity of raising funds through other means was raised, for example, through land sales.

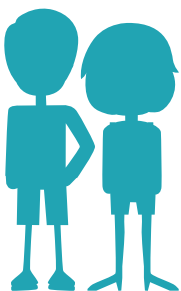
Pre-Session Polling results			
<b>6 votes</b>	<b>1 vote</b>	<b>84 votes</b>	<b>4 votes</b>
<i>I support the proposal but there has to be a different way to fund it</i>	<i>I support the proposal and funding model</i>	<i>I do not support the proposal</i>	<i>I don't know</i>

\* Not all participants chose to participate in the polling activity  
Refer page 23 for a full list of questions and comments

# 5 Jan Juc

## Forum overview

- Participants were asked to participate in a polling activity (results below) on arrival.
- Cr Eve Fisher welcomed participants and provided context for the community consultation.
- Chris Pike (General Manager Culture and Community), provided a short presentation about the proposal, funding model and results of market research.
- Participants were able to ask questions directly or via question cards, or state a concern or consideration to the panel. The panel comprised Keith Baillie (CEO), Chris Pike, Janice Lane (Manager Leisure and Wellbeing) and Damian Waight (Manager Community Relations).
- Next steps and opportunities for further community feedback were shared and Cr David Bell closed the forum.
- Participants were invited to complete an evaluation form.



## 35 participants

- 12 signed-in
- 35 voted
- Range of ages
- Support for facility, opposition to proposal.
- Many attended previous forums.

6pm - 8pm, Thursday 17 September 2015  
 Bob Pettitt Pavilion, Jan Juc

**Forum themes and key questions**

- There was concern from many of the participants about the high price of the build costs, the funding model and future costs to the community.
- Many comments articulated issues with the consultation process – in particular the telephone survey methodology, and whether the broader consultation involved the whole community.
  - *Can we see the script from the phone survey and the data collected?*
  - *How many people under 55 were surveyed? Do you think we are accurately reflecting the demographics of our community?*
- Questions around the funding model and the process to arrive at this model were asked by a significant number of participants.
  - *What are the other options?*
  - *Why deviate from taskforce recommendations?*
- There was a perception that Council was not listening to the needs of the community, with participants suggesting that a new pool has been a priority for community members for a significant time.
- Some questioned whether a pool was needed, pointing to other facilities located in close proximity.
- Some community members felt there was already significant demand and usage patterns to justify a facility in Torquay, and questioned the anticipated financial loss the facility would incur.
- It was questioned whether the facility will meet the future needs of the community.
- Some participants stated that they ‘just want a pool’; a facility that is a ‘simpler and cheaper’ option to what is currently proposed.

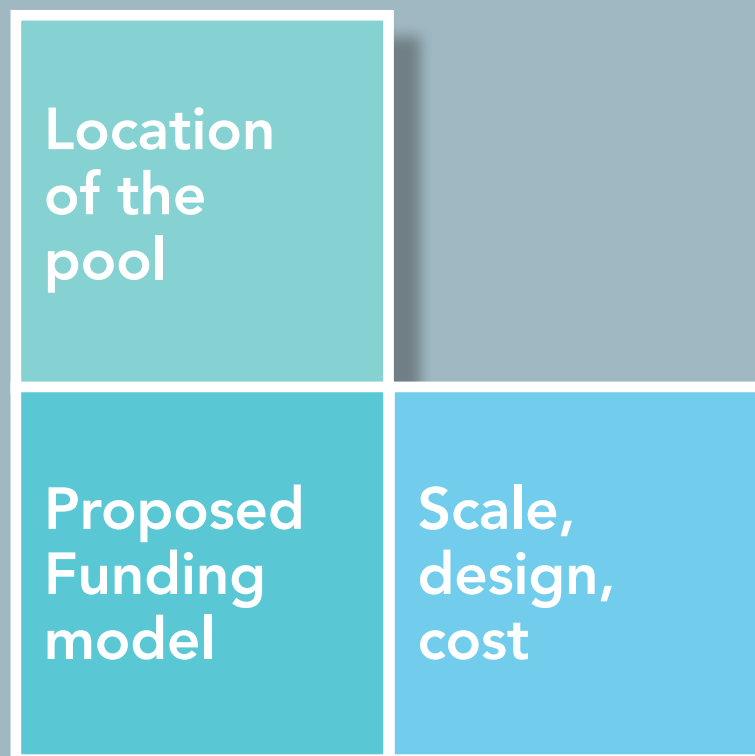
Pre-Session Polling results			
<b>24 votes</b>	<b>3 votes</b>	<b>7 votes</b>	<b>1 vote</b>
<i>I support the proposal but there has to be a different way to fund it</i>	<i>I support the proposal and funding model</i>	<i>I do not support the proposal</i>	<i>I don't know</i>

Refer page 24 and 25 for a full list of questions and comments



# 3 Thematic summary

The 'Testing the Water' community forums provided an opportunity for 370 community members to find out more about the project, ask questions about the funding model, and to voice their feedback about key elements of this proposal. A thematic summary of the most prevalent community feedback has been provided below.



## Location of the pool

- In all forums outside of Torquay, the location of the pool was a significant issue with community members suggesting that other locations could be considered that would allow greater equity of access for Surf Coast residents.
- Across a number of forums these sentiments were coupled with participants suggesting that Council could instead improve transport and access to existing or planned pool infrastructure for a significantly smaller financial commitment.

## The proposed funding model

- In line with the market research survey results, support for the proposed funding model declined when participants were further away from the proposed site.
- In forums outside of Torquay participants consistently felt the benefits of the new infrastructure were likely to fall solely on those residing within Torquay, yet the costs unfairly impacted all ratepayers.
- In all locations participants called for greater investigation of alternative funding models, including private investment, or private/public partnerships (this was highest in Torquay with a poll result of 60%), and additional government funding.

- Responses aligned with the market research survey findings in that the majority of participants were unwilling to accept any increase to rates for the development of the pool.
- Participants urged Council to understand plans and potential synergies with City of Greater Geelong aquatic facilities.

## The scale, design and cost

- The predicted cost of both building and operating the proposed facility raised a number of concerns for participants at all forums regardless of individual levels of support for the proposal.
- Concerns reflected the significance of this level of investment for Surf Coast, and the impacts this may have on their ability to respond to other funding needs in the short-to-medium future.
- Comments from community members included recommendations that the scale of the facility be reduced or simplified to reduce costs. However some participants suggested that Council should consider a larger facility including a 50m pool.

# Appendix A

## Participant Comments and Questions

In all forums time was allocated for a 'Questions and Answers' session. The questions and comments raised in these session were captured on sheets of paper, or documented on a whiteboard. After each forum, the questions and comments were passed along to the Council's project team for consideration, follow-up or inclusion in project communications such as Frequently Asked Questions. The following pages outline the comments and questions passed to the project team arranged by forum.

### Forum 1: Torquay

Evaluation was emailed to participants after the forum contributing to low response rate.

- How hard is it to get a bloody pool?
- Why doesn't the Surf Coast Shire already have a pool?
- The funding model figures are incorrect and misleading. Costs will be much higher per resident because the population won't go to 40,000 for another 15-20 years.
- What about ratepayers increase in numbers over the next 20 years?
- The funding model shows no input from Council budget either way, its 100% from ratepayers. Where is the current budget now and in the future could a portion go into the pool?
- The annual charge: is it fixed or variable? What were the costs of the financial modelling and the consultation that has already occurred? Will this one off rate rise of 275% decrease as more people move into the shire? Have public/private joint ventures been considered?
- Why were no other models considered?
- Has population growth been considered in the proposal?
- What revenue considerations have been taken into account in the proposal?
- What % of rate payers were in the first surveys?
- Why were multiple funding models not put forwards for consideration in the planning stage?
- What about the option of just building the pool only, considering it will impact The Sands and RACV?
- If Council do not build a centre will they grant a permit for a private project to do it?
- Why are we not seeking private investment from successful companies? Look at successful models like the Snowdome in Tamworth.
- On what basis will Council make the decision to impose a special rate scheme / go ahead if majority of residents are opposed?
- How is the financial model going to adjust to market pressure? Such as Derrimut pushing down costs of membership.
- Do you think the phone survey is a fair representation of the community?
- Why has the Shire not applied for federal / state grants?
- What are the 'Pool Champions' doing about driving the aquatic centre?
- How can we explain the construction costs in a transparent way? I.e. True costs will only be confirmed when a detailed design has been planned.
- What is the depreciation period of the building?
- How did Leisure Link run their complex? Was money also taken from rates to support their infrastructure?
- Pensioners can't afford membership fees!
- If other councils can do it, why not Surf Coast?
- Why was the survey done with 70% of people over 55 years old?
- If the aquatic centre does not go ahead will there be a shortfall in asset renewal funds?
- Has there been consideration to changing more (for usage) for those who live further away (or outside of the shire) to help pay the costs?
- Is Council going to consider any other funding options?
- How many residents under 55 were consulted in the phone survey?
- What is the cost of maintenance and renewal ever year?
- What % of support is needed for the project to be undertaken? - Can the community appeal the decision?
- I have contacted the Department of Local Government to seek advice on the funding model using the special charge scheme. I was advised this may prove challenging. Has Council sought legal advice as to whether the scheme has any legal standing?
- Will the asset renewal fund be bound to the pool project or will other pieces of infrastructure be able to draw on it?
- Why were only rate payers surveyed?
- Why such a low representation of young people in the survey?

## Forum 2: Anglesea

- Why build it when there is a huge facility in Torquay? Why not spend the money on transport to there for Anglesea residents?
- Why are Council proposing to build a facility in North Torquay? Don't want to have a legacy of debt.
- What is the decision making process that council is going to follow if the number of rate payers in favour will not be the sole measure of whether the facility will go ahead?
- Can we have a referendum on this?
- What about thinking of alternative funding models like other Shires use, not just Surf Coast rate payers.
- If Council can't pay for it then it's not affordable
- Why am I being made to pay for this when there are aspects of my health I can't afford to address?
- Why not simply get buses on roads to access Waurn Ponds, Kardinia, Sands, Winch etc
- The September 2014 report clearly sees the target 'community' who will benefit is the Torquay catchment area - being Torquay, Jan Juc, Bellbrae. Why should not this community pay all of the additional funding needed for the pool build and operation?
- Who paid for Leisure Link in Geelong? Has corporate sponsorship been sought?
- Is the pool already a fait accompli by Council measurement?
- How can this be promoted as having hydrotherapy benefit when there is no warm hydrotherapy pool?
- Is it possible to apportion the usage costs in the same way as build cost? I.e. Closer users pay more.
- What comparative scenarios have been researched? I.e. Analysis of running costs as apart from capital costs. What accounting policy will apply to depreciation - and - then renewal costs?
- What are the other options? Eg. Utilising nearby/proposed facilities at Armstrong Creek
- How many pools are there already in the Shire and surrounding area, do they adequately meet those local needs?
- How much of a operating loss per year, \$124k?
- Should be user pays
- Shut it down
- Does the council own suitable land in Anglesea as a more centralised location? What about the Alcoa site?
- Why a pool? What's wrong with the beach?!!
- Why not spend the money on transport to the Waurn Ponds facility - much cheaper
- Waurn Ponds has a good Aquatic Centre. For Anglesea residents its only 5 minutes further than Torquay
- Would the people of Torquay support this facility if it were being proposed in Anglesea?
- No problems with pool. Let Torquay pay, and outsiders pay less
- RACV has all the facilities. Give rate payers a better deal to use THEIR facilities. No cost
- Down scale the project, only pool and rehab areas needed. It shouldn't cost that much
- Is the pool big enough for expanded uses, schools, future? Would it be cheaper to buy a wetsuit and a map?
- Upgrades to footpaths in Anglesea is a far more important priority than a pool. Page 10 on analysis clearly states Anglesea population will not use it. So why do we need to pay?
- Why choose such a ridiculous time to hold this info session?
- Why isn't it cheaper for rate payers to use the facility?
- If this project went ahead, what limitations does borrowing these funds limit Council to borrowing in future?
- How could it be possible to apportion the usage costs in the way proposed as the build cost? I.e. Closer pays more
- Was research done about all the current pools plus Armstrong Creek proposal carried out before this council plan was formulated?
- Why is it considered fair for 'build it' cost to be based on 'potential benefit' when operating costs are spread equally through the Shire?
- How will people get to the pool if there is no transport across the shire? Especially the elderly / teenagers without driving facilities
- More sensible and cheaper solution is to put buses on the road to access Waurn Ponds, Kardinia, Highton
- What are the other options to provide this service? I.e. Buses?
- How many design proposals have been completed? I think a rectangular building would be cheaper as Swimming Pools are rectangular
- How can Council possibly justify imposing further rate costs when the rates are already so high? Surf Coast pays double that of Stonnington!
- How can council justify the massive cost? What other projects miss out?
- Why is everything always about Torquay? Why this location?
- Why are we paying for something?
- Why is it being sited at the northern most extremity of the shire? It's only 15 minutes from existing facilities at Waurn Ponds
- How were Cardinia Pool and Leisure Link built and paid for?
- Why was Torquay North automatically chosen rather than a more central location convenient for the whole shire?
- What percent warrants a yes to go ahead?
- What is total cost per ward per annum for operation and for the original build?
- Have you considered a special charge scheme to fully fund the build and operations?

# Appendix A

## Participant Comments, continued

### Forum 3: Lorne

- 1 in 5 in favour of proposal to pay for it, it will reduce potential for other proposals.
- The Lorne community wishes to formally move a motion that is unanimously against the proposed development in Torquay.
- A holiday home owner commented: 'If there was a heated pool in Lorne I would retire in Lorne'. Doesn't see Torquay as an option, how many others think in this way?
- If the Lorne pool can be run at a profit why can't Torquay Pool be built on the same model?
- Why can't Lorne's pool be heated by SCS funds?
- It seems that the task force was just to develop the cause for the proposed centre. Why wasn't it asked to examine the pros and cons?
- Joe Hockey said that the age of entitlement has passed so doesn't Torquay feel that they are being entitled to rip off the rest of the shire for their sole benefit?
- In ten years the facility will need a total refit - what then?
- I cannot believe that the CEO didn't know the history of Lorne Pool.
- How on earth could the Surf Coast Shire even think this pool was a viable idea and a special charge be a good idea? Unbelievable.
- This project is of no use to Lorne! No additions to our rates!
- Is there an alternative pool possible at \$15 mil, Pool is too small?
- Why are Lorne rates amongst the highest in the state with so few projects embarked on by the council benefiting Lorne ratepayers?
- Has council considered their models in which Lorne ratepayers do not contribute - considering that Lorne ratepayers will not benefit from the pool?
- When council was looking at this proposal what were the benefits identified especially for Lorne residents?
- Who actually wants 'the pool' and why should the entire shire suffer?
- Can you assure us that the feelings of Lorne be put to all the 9 councillors?
- There are many Torquay rate payers who do not want council spending rate payers money or even a levy on their rates for a pool in Torquay.
- Give private developers some land - let them erect and manage a complex and they pay the shire rental (like Lorne Pool).
- A six lane 25 metre pool will be too small and pretty well useless within a few years. Not worth the energy we expend on the project.
- Waurm ponds is 15 mins from Torquay, why does it need a pool?
- Why is the Lorne Pool NOT HEATED?!
- Will Council be able to function with the additional financial burden of \$28 million on top of the current debt of \$25 million?
- If the pool is built in Lorne would the Torquay Ward ratepayers use the pool? Or even be prepared to pay levies to support it (as we are expected to)?
- I am opposed to the proposed aquatic centre, I disagree with the proposed funding model.
- I do not have a computer so I cannot have my say. As a rate payer I do not intend to fund the pool in Torquay, or to increase rates!!
- I oppose the construction of the aquatic centre in Torquay as the cost is too much. Money would be better spent on other projects.
- The Torquay pool is a facility for Torquay, not the whole shire. It is closer for Lorne residents to use the pool in Colac.
- Why would I drive 1 hour to have a swim?
- How transparent are the diminishing charges (ie. If Lorne is \$10) and how much of the interest is apportioned to my rates of which we pay by lots.
- How much has Council spent to this point on this project?
- How will Council react if there is a widespread dissent?
- I think it's an outrage for the shire to expect us to contribute further in any way especially as it's not just a pool you request but a whole development.

## Forum 4: Winchelsea

- Why don't Council scale back their general planning for the shire so they can work within their budget?
- Why are only 600 rate payers being surveyed?
- Would it not have been more sensible to hold these information sessions after discussions on sharing an Armstrong Creek facility had taken place?
- This model forces Surf Coast ratepayers to participate in funding and operating the pool, can't we have a referendum on whether the project should go ahead?
- As a ratepayer from Winchelsea and Lorne I must question this process.
- Why can't areas that won't benefit be left out of paying?
- Who first raised this idea of an aquatic centre?
- If this project goes ahead is this a nail in the coffin for Winchelsea Pool?
- Why can't we use good old-fashioned community spirit to build and run the pool? Perhaps less fancy but less expensive.
- If the Shire is going to be around \$100 million short over the next 10 years, why not open more land for subdivision just outside of town to increase rate revenue?
- Why can't Council sell crown land to support it?
- Will the Torquay Pool be open on restricted hours like Winchelsea Pool to save costs?
- Has Council considered opening the private RACV Pool in Torquay for public use?
- If we pay for this will Torquay ratepayers pay for the upgrade to our pool?
- Will our council actually listen to us considering that 40% of our elected representatives don't seem to know their way to Winchelsea?
- Will the fees and charges related to this rise each year?
- If it goes ahead, does that mean that Winch pool won't get approved to be upgraded?
- What is the cost of planning and feasibility process?
- Why did the cost increase from \$22mil to \$29mil in six months?
- If the people of Surf Coast Shire say NO, will the council still say yes to the proposal?
- Armstrong and Warrally subdivision owners of the new homes have to pay \$900 per year in up keep to have access to sports and pool facilities, so why would they use Torquay's new pool?
- How can the Surf Coast guarantee that the rates and charges for the pool won't go up every year?
- Why should all rate payers fund the Aquatic Centre for Torquay? It's not that far from Leisure Link at Waurnd Ponds.
- Presumably the proposal to build a facility at Torquay means Winchelsea will no longer have its pool upgraded?
- Why can't there be more than 3 graders in the shire to maintain all of the gravel roads, I've been told there's only one.
- I am a ratepayer living in Winchelsea, and it's unfair that ratepayers so far away have to pay for an Aquatic centre and up keep!
- Could we have a show of hands who is here from Torquay/Jan Juc?
- Have you paid for the new offices you didn't need?

# Appendix A

## Participant Comments, continued

### Forum 5: Jan Juc

- Having a pool to play in doesn't have to be just a dream.
- I want a pool!
- Need clarification of when CEO met with COGG.
- Did Council survey residents on how many people travel to other areas to use swimming facilities regularly? How much petrol and time we spend driving into town!
- Why was the community not consulted before the proposals to find out views and put forth ideas first to then be voted upon, then look at a funding model and vote upon this later?
- With the cost of land rising quickly does the proposed site even allow for growth if a lesser size facility is built? We are already seeing issues with school sites in Torquay.
- When considering the submission to draft budget and the 39 applications which requested working drawings of the aquatic centre to seek funding why was this not followed through? This would have been a more logical step than going straight to 'consultation' see Bass Coast Shire and Phillip Island.
- Do you think \$29 mil is a vast over estimate considering other projects come in under (Fleurieu Peninsula, Rockdale NSW etc.)
- Keith Baillie mentioned at the Torquay forum the 45 priority projects, suggesting one of them be removed to make way for the pool. This was done in the Torquay / Jan Juc 2009 plan. Why was the leisure centre not on this list? I don't remember being consulted or asked if I wanted a library. How are priority projects related to developer contribution?
- Is there a time limit to spending grant funds? How long could Council hold the money before commitment to build a facility?
- There had been a lot of opposition to the funding model (especially in areas far from Torquay) It appears that some of this opposition has been due to the double whammy of a special charge and a rate rise. Rate rises have been done successfully alone in the past.
- When will we hear from the 'pool champions'?
- Can you explain the incomes in your financial model? The memberships return as little as \$260,000 p.a at year five. This relates to around 320 memberships. Why has this figure been used as it is a given that there would be over 1000 members from our population.
- Why did you engage a taskforce when you deviated from their recommendations when it came to the funding model?
- Will Council consider other funding models? What money could be raised from developer contributions? Have you done any modelling around this? If no, why not?
- Last term over 300 young swimmers enrolled in swim programs at Christian College Geelong, with over 250 of them driving in from 3228. Each morning parents drive into squad, back to Torquay for school, then back into Geelong for work. With the approval of new schools in the area, how does the shire plan to accommodate the growing families of the Surf Coast and learn to swim? Many are missing out.
- Why can't we get a pool??? From the kids of Surf Coast!
- There are 5 pools in Geelong in close proximity to each other, so what's the problem with our proximity to Geelong? I.e. 15km to Waurin Ponds.
- Why the special charge when residents of City of Greater Geelong did not have to pay for Leisure Link or Ocean Grove aquatic centre either through rates or other charges?
- Why were 200 non-residents part of the survey when they are not a part of the community?
- Why has Council not sought any funding from state or federal government bodies, especially considering we are in a marginal seat in Australia?
- No other options were offered - only Council's big bang of gym/pool/health centre - wouldn't just a pool be a cheaper option?
- If the money raised for depreciation is to be used for maintenance along the way why is there 350k put away from the rate rise every five years for major maintenance?
- It seems Council has come up with a finished plan before community consultation, so what is the point of consulting if the community cannot put forth ideas before a decision and funding model was made? Why weren't we given the option to have just a basic swimming pool indoors?
- The community has wanted a pool for many years, why not apply for grants and commit to the pool? People get the idea Council doesn't want to build it.
- If you sell the property early in the 20 years - is it correct that you have to pay the remaining costs for 20 years, i.e. are you locked into the 20 years charge if you live here in the shire or not?
- It has been stated that Council has committed to funding a range of assets over the next decades and that these assets were decided upon with community consultation. A leisure centre was not one of these assets. Can you explain when and how this community consultation took place?
- The special charge recognises that some ratepayers get a greater benefit from the facility so the amounts are different. Can you explain why the same principle does not exist with the rate rise ie: everyone across the shire is being asked to pay the same amount in this case.
- Why is this the only proposal being put forth? Why is all the money being spent on consultation for one concept when are models have not been explored?
- As a former rate-payer now a renter, I would like to know if my vote/opinion is being counted. My daughter has a disability which prevents her from running/walking. Swimming is ideal. But I feel helpless, voiceless. I'm

- interested in how all non-rate payers figure in all of this
- How do you feel the consultation is going so far? “testing” or “mudding” the water?
  - Can you explain how online community consultation will run?
  - This has been an issue which has been omnipresent for DECADES. When will the shire commit to the health and wellbeing of our community?
  - Certain councillors ran in the last election pushing their support for a pool, the “pool champions”. What do those champions think now? And why have we not heard from them?
  - Many people in our community do not play basketball, soccer, AFL, netball, but they would like to participate in a healthy lifestyle including swimming. How does the Shire cater for that?
  - How can the need be justified when there are already plans for a pool to be built as part of Armstrong Creek? Has council considered approaching developers and COGG about SC residents accessing this facility?
  - Can we please just have a swimming pool - we do not need the allied health professionals in the centre - could this be a separate project? How much would just a swimming pool cost? This is all we want.
  - Has anyone in council met with Greater Geelong to discuss a possible joint venture to build a pool?
  - What other sorts of models are there to look at? This one has created a lot of divisiveness in our shire, when we should be working together as a community.
  - The only other known model like this is from the CEO's previous shire/municipality. If no other municipality is using a model like this, why are we?
  - Have Council done a survey regarding how much money is spent by locals yearly using other gyms and health facilities in Torquay and surrounding areas?
  - What other council have implemented a special charge for a project like this? What kind of project and what was the outcome?
  - Where else in Victoria (or Australia) has this model been used to reach a positive outcome eg. to get a pool for all?
  - Can we see the script from the phone survey and the data collected from it?
  - Press surrounding this has people misinformed of the proposal. Who makes you confident the phone poll was a decent representation of community views and needs?
  - The idea seems doomed to fail from the start due to high costs.
  - Why would council want to duplicate services already available within the township? Eg. Physio's, Pharmacies etc. What is required is a fitness centre.
  - Did the taskforce recommend this model of funding?
  - How many people under 55 were surveyed? Do you think we are accurately reflecting the demographics of our community?
  - Why do we need a pool when we are surrounded by the ocean and there are pools within 20km.
  - New families to the community are going to move to Torquay as its needs are being developed quickly. We need a more sustainable model.
  - The consultation process seems flawed. We need real facts to base our assumptions on and get to work!
  - Do you think that ‘testing the water’ consultation has cause scare mongering in the community? The pensioners especially are worried and rightfully so.
  - Review all services! Please include a pool in your list of priorities.
  - Why doesn't Surf Coast Shire already have a pool?!



# Appendix B

## Participant Evaluation Form Summaries

In all forums, participant evaluation forms were provided to allow participants to feedback on the process and management of the community event. These forms were completed on a voluntary basis, at the end of each forum, and therefore do not reflect the opinions of participants who chose to leave early, or who did not wish to complete the form.

Forum 1: Torquay*	1 very poor	2 poor	3 okay	4 good	5 very good	Total
<b>Quality of information:</b> How well did we describe what we needed to?	1		1	1		3
<b>Quality of information:</b> How well did we do at providing more information and answering your questions?		1	1	1		3
<b>Use of time:</b> How well did we use our time?		2	1			3
<b>Participation:</b> How well did we do on making sure everyone was involved?	1	1	1			3
<b>Participation:</b> How well did you feel you had an opportunity to share your views?	2		1			3
<b>Facilitation:</b> How well was the workshop managed?	1		2			3
<b>Organisation:</b> How well was the workshop organised? i.e. location, room set up, comfort		2	1			3

Forum 2: Anglesea	1 very poor	2 poor	3 okay	4 good	5 very good	Total
<b>Quality of information:</b> How well did we describe what we needed to?		11	11	10	1	33
<b>Use of time:</b> How well did we use our time?	1	11	15	3	3	33
<b>Participation:</b> How well did we do on making sure everyone was involved?	1	6	9	17	1	34
<b>Facilitation:</b> How well was the workshop managed?	3	4	11	10	4	32
<b>Organisation:</b> How well was the workshop organised? i.e. location, room set up, comfort	1	8	10	10	4	33

\* Due to the unexpected numbers in attendance at Forum 1 (Torquay), the limited number of printed evaluation form were not distributed, and instead of an online evaluation form was distributed to participants who had provided their email address in either the RSVP or sign-in process. Response rates to this follow-up email were low, as shown above.

Forum 3: Lorne	1 very poor	2 poor	3 okay	4 good	5 very good	Total
<b>Quality of information:</b> How well did we describe what we needed to?		4		3	3	10
<b>Quality of information:</b> How well did we do at providing more information and answering your questions?			7	1	2	10
<b>Use of time:</b> How well did we use our time?	1		4	3	1	9
<b>Participation:</b> How well did we do on making sure everyone was involved?	1	1	2	6	1	11
<b>Participation:</b> How well did you feel you had an opportunity to share your views?	1		4	4	1	10
<b>Facilitation:</b> How well was the workshop managed?	1	4	2	1	2	10
<b>Organisation:</b> How well was the workshop organised? i.e. location, room set up, comfort		2	3	2	3	10

Forum 4: Winchelsea	1 very poor	2 poor	3 okay	4 good	5 very good	Total
<b>Quality of information:</b> How well did we describe what we needed to?		3	22	10	5	40
<b>Quality of information:</b> How well did we do at providing more information and answering your questions?		3	22	12	4	41
<b>Use of time:</b> How well did we use our time?		3	20	14	4	41
<b>Participation:</b> How well did we do on making sure everyone was involved?	1	2	15	13	11	41
<b>Participation:</b> How well did you feel you had an opportunity to share your views?	2	2	10	18	9	41
<b>Facilitation:</b> How well was the workshop managed?		3	14	16	7	40
<b>Organisation:</b> How well was the workshop organised? i.e. location, room set up, comfort	1	5	17	11	6	40

Forum 5: Jan Juc	1 very poor	2 poor	3 okay	4 good	5 very good	Total
<b>Quality of information:</b> How well did we describe what we needed to?	1	2	5	5	4	17
<b>Quality of information:</b> How well did we do at providing more information and answering your questions?	1	3	6	5	4	19
<b>Use of time:</b> How well did we use our time?	1	1	4	11	2	19
<b>Participation:</b> How well did we do on making sure everyone was involved?		2	4	6	7	19
<b>Participation:</b> How well did you feel you had an opportunity to share your views?	1		3	7	7	18
<b>Facilitation:</b> How well was the workshop managed?	1	1	6	7	4	19
<b>Organisation:</b> How well was the workshop organised? i.e. location, room set up, comfort		1	7	5	6	19

prepared by  
**capire**