Community facilities and services in Portarlington

Engagement results: June 2022

CITY OF GREATER GEELONG

COMMUNITY ENGAGEMENT SUMMARY REPORT

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COMMUNITY ENGAGEMENT SUMMARY

The City is conducting a Study to understand the existing and future demand for community facilities, programs and services in Portarlington. From December 2021 to April 2022, community feedback and insights were sought to learn:
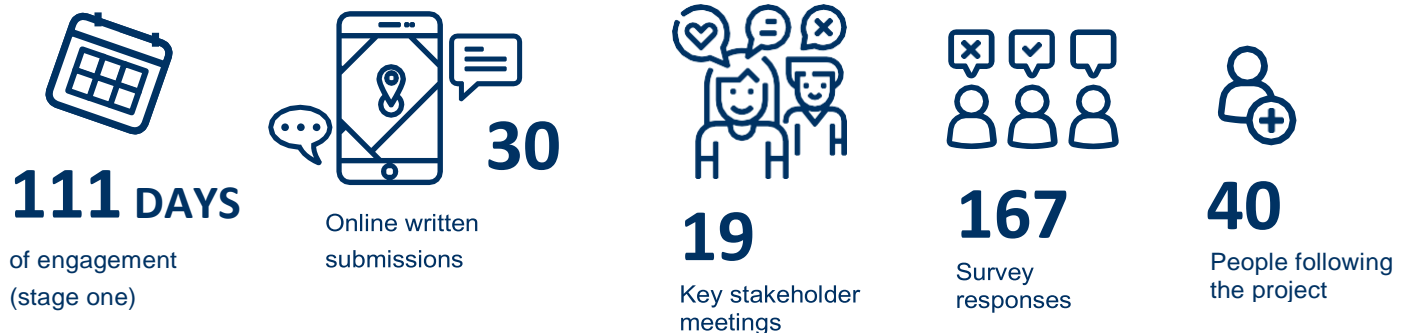
- The type of facilities and services currently available to the community.

- How the existing network of facilities and services are being used.

- What is required to meet the current and future needs of the community.

This report provides a summary of the data captured which will be used to prepare an Issues and Opportunities Paper.

HOW WE ENGAGED

WHAT DID WE DO?

To capture a wholesome outlook of the strengths, challenges, barriers and opportunities in Portarlington, it was equally important to hear from both the local community groups and residents who currently access facilities and services as well as those who do not. To do so, a variety of targeted stakeholder and broader community engagement opportunities were offered both online and in-person.

111 DAYS
of engagement
(stage one)

30
Online written
submissions

19
Key stakeholder
meetings

167
Survey
responses

40
People following
the project

ENGAGEMENT TOOL AND TECHINQUES

The 'Understanding community facilities and services in Portarlington' Have Your Say engagement page was developed to provide project information and methods of ways to engage with the project team.

A range of engagement tools and techniques were used to provide different types of opportunities for stakeholders and community to have their say. The main tools and techniques are explained in further detail below.

HAVE YOUR SAY ONLINE PORTAL **YOURSAY.GEELONGAUSTRALIA.COM.AU**	An online HYS project page was designed to share relevant information to encourage community feedback through the (stage one) engagement period. The page continues to be updated as the project progresses. As at 1 June 2022, the HYS page has received 768 visits.
SURVEY (ONLINE AND HARDCOPY)	The survey was available via the HYS page and by hard copy upon request from 9 March 2022 to 11 April 2022. The survey was primarily targeted towards the broader local community to identify current behaviours and provide opportunity to recommend solutions to barriers and challenges. The survey was completed anonymously and captured demographic and sentiment data including age, location, residence type and family structure.
KEY STAKEHOLDER MEETINGS	Stakeholder meetings were held between December 2021 and May 2022 through a variety of online, over the phone or in-person sessions. Meetings were held with the following groups: • Bellarine Agricultural Society • Bellarine Bayside • Bellarine Community Health • Bellarine Historical Society • Bellarine Women's Network • Bethany Kindergarten Services • Geelong Regional Library Corporation • Maltese Pensioners Group • National Celtic Festival • Portarlington Community Association sub-committee • Portarlington Community Booth • Portarlington Neighbourhood House • Portarlington Primary School • Portarlington Senior Citizens • Port Arts • St Andrews Uniting Church
LISTENING POSTS	Community members were invited to book a 15-minute session with the project team to discuss their feedback and ideas in person. Held at Parks Hall, Portarlington on Friday 18 March 2022, four members of the community attended.
POSTERS & POSTCARDS	To help inform local residents about the project, postcards were delivered to homes with a QR code to promote the HYS page and encourage survey completion. Posters with the QR code were also placed in many local shop front windows, public noticeboards and community facilities.
WRITTEN SUBMISSIONS	Open at any time during the public engagement period (9 March 2022 to 11 April 2022), submissions could be provided by email or anonymously via the online portal.

COMMUNICATIONS

A variety of communications methods were utilised to promote the HYS page and engagement activities. These include:

- Letterbox drop of 3600 postcards to residences in Portarlington.
- Direct email invitations to 38 community groups.
- Inclusion in the Community Engagement newsletter, distributed to 1855 people.
- Posters displayed on noticeboards, local business shop front windows and in community facilities.

3600 Postcards delivered

38 Direct email to community groups

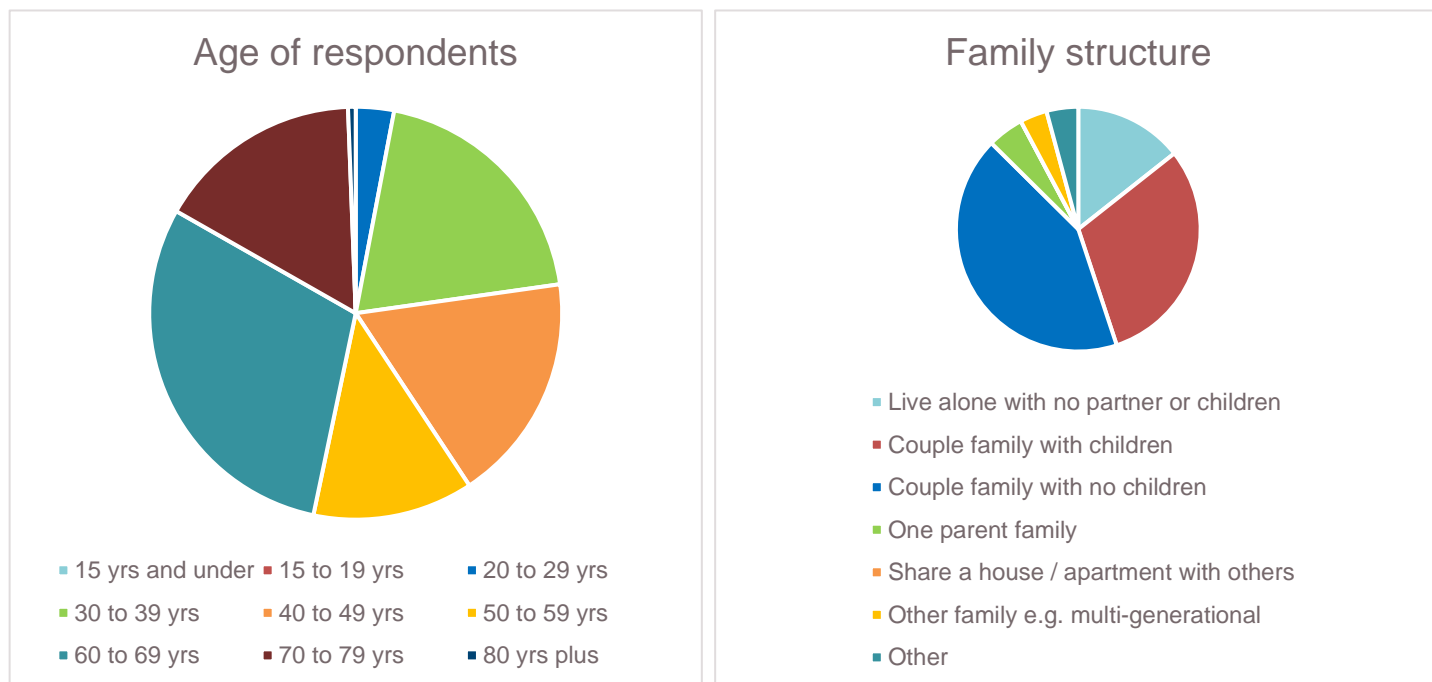**21** Click throughs via Community Engagement newsletter

PARTICIPATION

During 9 March 2022 to 11 April 2022 167 people engaged via the community survey which captured demographic data including age, location, residence type and family structure.

As to be expected, the most common place of residence was Portarlington (85.63%) followed by Indented Head (4.19%), those who do not primarily live on the Bellarine but have a holiday home in Portarlington and surrounds (3.59%) and St Leonards (2.40%).

The graphs below provide a visual overview of the age of respondents and their family structure:

- The top three age groups of respondents were 60 to 69 years (29.94%), 30 to 39 years (19.76%) and 40 to 49 years (17.96%).

- Most respondents belonged to a couple family without children (42.51%), followed by a couple family with children (30.54%) and live alone with no partner or children (14.37%).

Age of respondents

- 15 yrs and under ■ 15 to 19 yrs ■ 20 to 29 yrs
- 30 to 39 yrs ■ 40 to 49 yrs ■ 50 to 59 yrs
- 60 to 69 yrs ■ 70 to 79 yrs ■ 80 yrs plus

Family structure

- Live alone with no partner or children
- Couple family with children
- Couple family with no children
- One parent family
- Share a house / apartment with others
- Other family e.g. multi-generational
- Other

When asked about how they feel most of the time, most respondents indicated that they love living in Portarlington (61.68%), followed by like living in Portarlington (26.95%) and it's ok / neutral (4.19%).

WHAT WE HEARD

OVERALL KEY FINDINGS

Reporting on the outcomes of engagement can be broken into three distinct methods:

1. Online community survey (quantitative and qualitative).

2. Direct stakeholder feedback (qualitative).

3. Written submissions (qualitative).

Online survey

In summary, respondents indicated that they:

- Regularly attend local events such as markets and festivals.

- Use a variety of places and spaces such as the foreshore, recreation reserve, Parks Hall and WG Little Reserve.

- Outside of the town, they access services that may not be available locally or are of a higher standard such as aquatic centre, leisure / recreation facilities, health services, library, shops and entertainment.

- A high percentage would like to have all of these activities / services available locally.

- Some spoke about demolition of existing buildings and replace with a community hub while many spoke about the way in which existing facilities could be improved.

When asked to describe any improvements required to better meet their needs now and into the future, community priorities appear to be improvements to Parks Hall, the foreshore, Portarlington Recreation Reserve, Portarlington Park and the Senior Citizens Hall. The following word cloud provides an insight into the thinking of the respondents:

When asked to provide additional comments about community facilities, activities or programs in Portarlington the answers were similar to the prior question. Top five response tags include roads and paths (29%), foreshore (24%), parks and reserves (24%), age diversity (15%) and big picture thinking, tourism and events and community (all 14% each). The word cloud below provides insight to the general thinking of the respondents:

Stakeholder meetings

- Some groups spoke of the need for a new community hub.
- Others spoke about improvements to existing facilities to enable more effective use by locals and for events.

Written submissions

- Focussed on a variety of topics related to facilities and infrastructure.
- Most frequent comments relate to the need for a static library service.

CONSIDERATIONS

When drafting the Issues and Opportunities Paper, the following engagement outcomes and key themes should be considered:

- Community facilities that are local, accessible and multi-purpose in design are important to the Portarlington community. These facilities are used for a variety of different events and activities ranging from community meetings to festivals and events, and from early years learning to sport and active recreation.

- Some members of the community would prefer a new purpose-built community hub to provide a 'one stop shop' for multiple programs and services to be delivered. Others like the diversity of place and would like to see a satellite of facilities around town to be upgraded to better meet their needs.

- Regardless of which infrastructure response, the following key components are to be resolved:
  - o Improved accessibility for people of all abilities.

- o   Appropriate layout of buildings to ensure access to toilets and kitchens.

- o   Art activity and exhibition spaces.

- o   A model for delivering library services.

- o   Meeting and/or activity spaces of various sizes.

- o   Good acoustics.

- o   Heating and cooling.

- o   Storage for user groups.

- o   Taking advantage of landscape and views over the foreshore.

- o   Provision of tourist information.

- o   Affordable hiring fees.

- o   Easy booking system.

NEXT STEPS

Data and insights collected from the engagement activities will be analysed and included for consideration as part of an Issues and Opportunities Paper, which will be released for community feedback mid-2022.