

Help Shape a Better Bass Coast

Community Engagement Sessions

Comments from Cowes 11 January 2017

THEMES

Youth and Children

7/591 = 1.2%

- Focus on youth development and support **
- Support for schoolies, they are our future *
- Encourage Youth *

Waste

25/591 = 4.2%

- Opportunity: More of an enforcement approach to visitors removing rubbish
- Strategies for mutual responsibility for care of natural resources eg: removal of rubbish from beaches
- More rubbish collection in main street over events etc.
- Continue with the waste rubbish plan *
- Lockable metal bins at Thompson Avenue carpark for use of businesses (public trash our bins)
- More bins
- Revise the 3 bin threat please! *✓
- Employ someone to clean the streets
- Phillip Island transfer station - ?the 10 year plan URGENT REVIEW ***
- A tip!
- Clean up PI. Need waste management
- Waste management plan as presented (?) implemented
- Someone (or a team) to clean up PI
- Clean streets and beaches daily and provide more bins. Review very expensive waste management contract.
- Hard rubbish collection twice yearly or 4 free vouchers for tip
- Green bins for green waste ✓
- Lockable bins for retail / business communities

- Rubbish bins to be emptied EACH!!! Week (think of the smell!)

Tourism

37/591 = 6.3%

- Weakness: Attitude towards visitors / tourists
- Weakness: Not being able to capitalise on the 3 million visitors to Phillip Island Nature Parks
- Weakness: Ignoring 4.5 million people on the door step of Bass Coast
- Opportunity: Eco Tourism *
- Opportunity: Getting businesses to lift their game / bar to accommodate tourists
- Threat: Other 'Booming' neighbouring Councils
- They are more organised to attract tourists and accommodate them with infrastructure
- Improvements to facilities at the penguins, , better facilities at Nobbies
- Signage to Bass Coast – for visitors – in different languages
- Pictorial Signage
- Pictorial Signage for Cowes CBD
- Improved pictorial signage to Cowes *
- Clear commitment to implementing Visitor Economy Strategy
- Tourism
- Implementing the recently adopted tourism strategy to support small business during other off high use weeks eg winter etc. Must have more events in winter! Eg Visitor Economy Strategy *
- Support tourism and encourage holiday makers to stay longer
- Winter festival activities to drive visitation **
- Better (pictorial) signage for Cowes ✓✓✓
- Clear working through of the planning implications of the Visitor Economy Strategy ***** ✓✓✓
- Planning to get better spread of visitors across the whole year *
- Implementation of the Tourism Strategy

Toilets and Cleaning

15/591 = 2.5%

- Relocate toilet on corner near Gullivers
- More public toilets to be cleaned more often
- More toilets – perhaps use local artists to decorate to avoid graffiti
- Improvement in the servicing of amenities
- Standard of cleaning in all public amenities
- More public toilets *
- Better public toilets and to clean them
- More toilets in city centre and not only when special events on **
- Remove Exceloo and put in car park. Toilet in Transit Centre
- Public amenities on all beaches eg Sunderland Bay **

Sports and Recreation

47/591 = 8%

- Improved sporting facilities for seniors **
- Move recreational facilities for youth – sport and skate centre, bike tracks ***** (9)
- Skate park / BMX track ***** (8)
- Aquatic centre – where? ✓✓
- Swimming pool ****
- Community swimming pool all season ✓
- Swimming pool – stop talking and act!
- Swimming pool
- The Pool *
- Active kids
 - programs embracing beach culture
 - Volleyball and sandcastles
 - Organised events
- Build and aquatic centre to help these issues ***** (6)
- Improve Cowes swimming pool, heating, wind protection, roof
- Open the primary school pool – all summer
- Provide tangible support eg facilities (buildings) to the various arts groups eg ASPI

Roads

49/591 = 8.3%

- Street closures during events to ensure safety
- More roundabouts at certain intersections
- Don't be afraid to close roads for community events
- Thompson Avenue traffic calming and pedestrian friendly!
- 100km speed limit dropped to 80 km *
- No unnecessary road closures *
- Road quality in all areas – make roads *
- Improve the lights crossing on Thompson Avenue – it causes major congestion at peak times
- Research options for better access eg wider bridge and roads
- Improve access to and from PI into Cowes. Maybe a permanent blue line. However estates like Cape Wool, Surf Beach will struggle to turn right (put lights in to allow this)
- Access road duplication to Cowes and Island areas
- Dual access bridge onto Island
- 20km limit on all unsealed roads!! *
- Continue sealing Dunsmore Road to Rhyll Road
- Set of temporary lights to regulate traffic at Sunderland Bay Road, Rhyll/Newhaven Road and Main Tourist Road during peak periods. Also another access road from Sunderland Bay Estate to Main Tourist Road ***

- No road closure – kills retailers *
- A clear plan for sealing all unsealed roads throughout the Island. If that is not possible some effort to restrict speed on such roads. ***** (6) ✓✓✓
- Forward plans for roads so residents know when this road may be built maintained
- Better drainage and made roads *
- Service road at Surf Beach * ✓
- Strategy to deal with vehicular access to the island – reduction of vehicles
- Positive strategies for vehicle safety eg (but not limited to) lowering speed limits
- 40km in Central Cowes **
- Reduce traffic congestion at peak times (think about one way streets)
- Dust!!
- Better roads for places like Rhyll where dust and stones are health problems *
- Roads!

Public Transport

41/591 = 7.0%

- Weakness: No car ferry
- Weakness: No transport interchange – car parking
- greater access for visitors to Nobbies
- Access to the Island (better) through public transport
- Fast ambo boat to Tooradin
- Travel of backpackers and those coming in on V/Line and ferry – no way to get around the island without a car.
- Transport after the penguin parade
- Improved V/Line service
- Bus Lines between regional centres – town - Cowes to Wonthaggi
- V/Line expansion to Phillip Island *
- Fix bus timetable – people think only 3 buses per day To/From Melbourne
- Better access for ships and cruise promotion globally
- Car Ferry – Possible Anderson Rd Terminal *****
- Better access for cruise ships and global promotion
- Public transport
- More public transport to the Island during holiday peak times
- (~~Not~~ **) vehicle ferry from Stoney Point to Cowes in peak periods * [Why not Flinders to Cowes if a car ferry is wanted?](#)
- Car ferry (not) / sea road link
- Car ferry *
- A ferry in somewhere, a little out from Cowes centre
- Transport interchange
- Start stages of planning for car ferry
- Car ferry of main road – avoid destruction of vista

- Ferry (off to side not at end of Thompson Ave) – perhaps Settlement Pier
- Car ferry ***
- Car ferry before 2020 **
- Reduce reliance on cars to get around the island ***

Planning

39/591 = 6.6%

- Strength: Maintaining character of the area
- Strength: Continue the good work on land buy backs
- Threat: Urbanisation
- Threat: Greedy developers
- Planning Processes – Implementation of many of the great strategies / reports / Recommendations as far back as 1970
- Improved planning thinking relating to vehicular access to the Island
- Strong encouragement of rural landholders to take advantage of C140
- Clear boundaries maintained for all Island villages
- Clear planning scheme to implement the visitor economy strategy
- Jetty triangle rethink on proposed design
- Jetty triangle done as per plan **
- Street construction on small estates that are old estates
- Improved focus on residential development – need to ensure it is curtailed. Need to be focussed on Natural Environment
- Contain existing town boundaries **
- Limit large housing estates ***
- Need to rely more on controlled direction to developers in order to provide facilities. This means stronger direction from Council and staff
- Develop land west of jetty with improved landscaping and eating facilities instead of wasting money on triangle!
- Improve Council response and ease of planning permits application for building
- Good clear town planning guidelines that are adhered to *
 - Jetty triangle redevelopment *** ✓✓
- Jetty Triangle done
- Rethink Jetty Triangle – become more user friendly, expand the existing jetty shed (historic building that has been retained after a long struggle but can now be ignored) *
- Streamlining of Council approval processes
- Design direction important on the development of Isle of Wight site
- Acceptable levels of subdivision. At the moment I feel its out of control.

Infrastructure

8/591 = 1.3%

- Weakness: Current state of Jetty Triangle and street scape

- Weakness: Dust from lack of infrastructure around the island
- Clear fallen trees from foreshore **
- Better drainage
- No dust
- Better drainage

Paths, Trails and Footpaths

19/591 = 3.2%

- Implementation of recommendations from the work already undertaken re: Coastal Walks
- Extended and improved coastal walking paths
- Footpaths cycling tracks (but secondary to roads)
- Repair and upkeep of footpaths
- A walking path around the whole of the Island x 2 ****
- More bike / walking paths especially to Penguin Parade at Back Beach Road / Ventnor Road
- More footpaths and better roads in smaller communities eg Rhyll
- Footpath along Coghlan Road to join Cowes to Koala Park
- Bike access to Newhaven College
- People before cars
- Perhaps some over passes in very sports for pedestrians
- To promote health and wellbeing children should be encouraged to ride and walk to schools.
We need better crossings and footpath access to all island schools **

Local Laws and Animals

1/591 = 0.17%

- More patrols on beaches and during holiday periods

Health

94/591 = 16%

- Weakness: Help for mental health issues
- Weakness: Help for Survivors of Suicide
- Weakness: Lack of amenities ie medical facilities
- Access to better medical facilities
- Opportunity: Create medical tourism – eg dialysis
- Opportunity: Halfway house for sufferers of mental health
- Sub regional hospital at Wonthaggi
- 24 hour medical facility
- Improved aged services **
- Wonthaggi hospital make sub regional **

- Dig the well before you need the water: a hospital,
- Health service eg palliative care stabilisation – overnight
- Somewhere nice for breast feeding mothers to go
- Build a hospital in Cowes or improve the emergency services 24/7 ** ✓✓
- 24/7 health care – improved first response care
- Palliative care
- Somewhere for breast feeding mothers
- Lack of hospital in Cowes *
- Insufficient emergency services in peak times *
- Not enough Doctors will bulk bill – aging population with limited incoming (pensioners) (and children) *
- Stabilization of Ambulance Department so that ambulance does not need to search for the appropriate hospital
- Survivor of Suicide - no where to go – Prevention is King ***
 - Ask why is this so big in our community and fix it
 - Work for local trades and services
 - Jobs for locals
 - Jobs going to Melbourne trade and services
 - Pressure on families
- Will the Medical Hub deliver the specialist services we need on Phillip Island?
- Accepting change in delivery of health services on Phillip Island
- Waiting times for GPs
- People not moving to Phillip Island and are leaving due to lack of medical services
- So True
- Need for stabilisation station before being taken to medical facilities **
- Palliative care for locals on Phillip Island to be near family and friends
- Build the support networks amongst farmers in the Shire
- Survivors of Suicide – no where to go
- Having to wait for home care to happen 6 weeks after required is not good enough. If you are sick home help can't come to assist you what use it that!!!
- Mental health of business owners / families. Mental Health is a symptom of greater need of support in other areas
- A unified Coordinated approach to mental health and wellbeing especially in the area of men's health ie Bass Coast Council, Bass Coast Health, Interest groups in the community
- Do we have family violence contacts in towns and refuges to assist with this
- Men's health, addiction treatment, suicide
- Upgrade Wonthaggi Hospital
- 24/7 Medical Facility
- Men's live in drop in housing (emergency)
- Funding of clinic bulk billing etc
- We need some medical facilities on the Island – Council needs to **advocate ***** (12)**

- 24 hour triage and doctor available (on immediate call)
- Ambulance and paramedic can be off island when needed
- We should not be at the mercy of a private clinic
- Private 'retirement' homes and villages are being given planning permissions **without** the necessary medical services being available *
- 24 hour on call medical service. Why the need to call an ambulance when sutures are required ***
- Work with current GP business to help solve the 24 hour service
- Build community spirit in each village in the Shire
- Some competition for medical clinic
- Support by Council of the health hub which will begin construction in February 2017
- Given shortfall of medical resources on Island, there needs to be improved services staff and facilities at Wonthaggi. ***
- Island resources for medical services at peak holiday times are seriously overloaded additionally resources during the 'off season' are also poorly resources **
- Aged care is swelling with more retirement villages but the island cannot cope now – apart from further down the track **
- Proximity of services for the community is an issues – Dandenong / Latrobe Valley
- Development of facilities for medical treatment needs to be levied strongly against developers

Finances and Budget

13/591 = 2.2%

- Weakness: Too many staff at Council – spending too much money
- Less spent on staff and consultants
- Improve efficiency
- Financial stability *
- Bass coast administration – a cultural change to cooperate with the ratepayers
- Fewer consultants with no achievements – money wasted
- There are consultants in the community who could help you out at minimal cost (particularly retired individuals)
- Maintain rates at CPI cap
- Establish priority list to recover 20 years of neglect of assets *
- Better basic services with rate increases less than CPI *

Environment

25/591 = 4.2%

- Council should have a strategy to purchase land to join up animal corridors and conservation areas.
- Our natural environment is a strength

- Strength: 'we are an island' has beauty and is an attraction
- Strength: Council has done a good job in attempting to protect the environment ie eradication of foxes, rabbits and crows – [wants more work done on this](#)
- Opportunity: Stop the use of plastic shopping bags / plastic bottles **** (4)
- Threat: Any threat to the environment
 - Inappropriate development
 - Pollution
 - Oil Spill
- Threat: Use of plastic bags and impact on marine life
- Attending (quicker) to re-veg / protection of veg and fauna
- greater investment in local indigenous fauna
- Purchase of remnant and bushland and wildlife corridor connection
- Maintain the golden Cyprus in Thompson Avenue
- Better rabbit control over entire island – especially Surf Beach / Sunderland Bay *
- Heavier fines for home owners on waterfront who destroy vegetation
- Beach erosion – before Mussell Rocks, also groynes replaced
- Protection of Bass Coast foreshore reserves from exotic invasive weeds and undergrowth
- Management and protection of foreshore from coastal erosion (Cowes East to Silverleaves)
- Climate Change Threat **
- Green Island incentives
 - Wastage (plastic banks)
 - Solar
 - Bag Free (plastics)

Education

2/591 = 0.34%

- a secondary school;
- Explore capacity for higher (public) education on PI plus safe access to and from school from estates

Economic Development

66/591 = 11.1%

- Communication – mobile phone outages in peak periods, Internet cost for remote location
- Weakness: Calibre of people we can attract and retain to the area to work, not enough challenging work
- Weakness: Too many \$2 shops
- Weakness: Too many empty shops
- Opportunity: Better preparation for the tourist influx
- Increase mobile phone capacity (portable mobile towers)
- Restaurants open longer during peak

- Opportunity: Better, free WiFi across the Island
- Opportunity: Attract more technology businesses that can operate anywhere
- Threat: CBD is bitsy – empty shops
- Unity amongst the Business Community
- Family events during peak times
- Fireworks on NYE
- Supported and improved Events
- Aligned supported events improved ***** (5)
- New Year's Eve Events and fireworks*– Better – Improved – 9.30pm *****
- We need a postal service to all residents
- Retain Jetty Shed as a café – possibly expand it.
- Emphasise support of local contractors
- an aquarium
- Establish attractive reasons for people to settle permanently here! Promote country lifestyle with necessary services **
- More events in peak times including fireworks. Focus services /facilities on residents, not just visitors.
- Promote Phillip Island as a permanent place to live; will increase better services and jobs growth **
- Strategies / incentives to become less of the \$2 capital of coastal areas * ✓✓
- Incentive for retailers in off season eg rate reduction. Council – infrastructure improvement *
- Listen to business
- Jobs for young people – better opportunities *
- Technology hub and remote offices to encourage investment and create jobs
- Promoting renewable energy avenues for living and investing ***** (4)
- Better mobile phone repeaters!! *
- NBN – internet access is really problematic (Smiths Beach)
- Supporting more major events – NYE + fireworks
- Turn the existing toilet block at end of Thompson Avenue into a restaurant. Toilets are outdated and need to be relocated to a less prime location. Propose build to west of existing site. *
- Pedestrian mall from Chapel Street to Esplanade *
- Winter (sunshine) festival
- Mail delivered all over island, not PO boxes
- Review of Council policies and procedures – favour local business
- Support local businesses ie cleaning contracts etc.
- Support Local
- Less work for local trades and services - Melbourne builders

Dogs on Beaches

3/591 = 0.5%

- Improve signage on beaches – no dogs etc.
- Better control of dogs on beaches and monitor
- Off leash dog area in Dunsmore should be fully fenced

De-Amalgamation and Amalgamation

2/591 = 0.34%

- Improve Bass Coast Council attitude to Phillip Island *

Community Engagement

7/591 = 1.2%

- Strength: Passion of the community for the Island *
- Strength: People are willing to put in time and effort to achieve good outcomes
- Weakness: People who aren't connected to the community – not contributing to the fabric of the area (locals could engage them more)
- Threat: Nothing happens from this (community engagement) process
- Threat: Councillors don't understand their role
 - Governance / decision making
 - Appropriate representing interests of community
- Identify targets and dates for progress reports

Car Parking and Signage

13/591 = 2.2%

- Opportunity: Increase / charge for parking at Smiths Beach and enforce
- Car parking and transport hub
- Maintain and improve street signage for emergency services and visitors
- Better signage for crossing roads 'give way to cars' at eye level
- More parking
- Overhead signs above one lane highway to make single lanes clear
- Reverse in angle parking
- Retain angle parking in Thompson Avenue. Wasteful and dangerous solution with parallel parking *
- More offstreet parking
- Address parking issues
- Better signage for 'giveaway' to cars
- Better (eye level) signage for crossing roads. Pedestrians and cars are confused. The paint wears to easily.

Arts and Culture

46/591 = 7.8%

- Weakness: Men don't communicate – offer more opportunities to gather ie cultural centre
- Weakness: No cultural centre upgrade *
- Opportunity: **Develop the Cultural Centre and the other initiatives in the Cowes Activity Centre Plan ***
- Threat: Cultural Centre will create vibrancy
- Threat: Where is the \$12m incoming coming from to support the cultural centre development
- Cowes Cultural Centre ***** (6)
- Cowes Cultural Centre – (improved)
- Continuing with the Cultural Centre Planning
- Festive season atmosphere
- Public art (perhaps in newly built toilets) *
- Why not pens and whiteboards in toilets?
- Cowes Cultural Centre
- More festivals / major events
- Have a focus for the town / community ie murals on large spaces *
- Move ahead with proposed Cowes Cultural Centre - create community heart
- Cinema
- Detailed design for Cultural Centre ✓✓✓✓✓
- The building of the Cultural Centre! Get plans ready **more design development required 5(?)** reports
- New Cowes Cultural Centre ***** (7)
- Theatre
- A performing arts centre / cinema
- Health and wellbeing is supported by the arts!
- The cultural centre should be built in the next four years!, This facility is an embarrassment to the residents
- Lack of Cultural Centre for development of Arts etc. – wellbeing focus
- As Men's sheds assist with suicide prevention so would the Cultural Centre

Amenity of Towns

15/591 = 2.5%

- Strength: Potential beauty of Thompson Avenue
- Opportunity: **Improve Streetscape at Thompson Avenue**
- Thompson Avenue streetscape
- Street scape improvement (Thompson Avenue) *
- Roundabouts are good – love vegetables
- Thompson Avenue needs facelift – mall down to esplanade, centre plantings
- Island presentation improved*
- Improve present streetscape

- Improve streetscape – Thompson Avenue
- A beautiful attractive city square and/or gardens
- Beautify our town eg planting, seating, Mussell Rocks, fence along Esplanade needs replacing *
- Upgrade entire streetscape – Thompson Avenue

Advocacy

2/591 = 0.3%

- Better dialogue with DPI and State Government – Cowes Activity Centre Plan, Jetty Triangle
- Entrance to town a disgrace – carnival side. “VicRoads” fire hazard to start with

Accessibility

5/591 = 0.8%

- More disabled car parking spaces
- More disabled parking spaces *
- Accessibility – parking / footpaths / families / the young / the old
- Lack of accessibility

Other

10/591 = 1.7%

- Opportunity: Choose four things and do it properly
- Threat: Council community leaders being afraid to make decisions
- Community groups working together for an overall integrated plan for Phillip Island. Eg road group, PIMHAG, Aquatic Group, Progress Association, Parks Victoria etc. *
- Congratulations on a vibrant new Council seriously wanting to move successfully forward!
- Community connectiveness
- Support 4-6 goals and make them happen
- Follow through on promises
- Community disconnected

What type of community do we seek to develop and what maintenance system do we want in place for this.