

Help Shape a Better Bass Coast

Community Engagement – Community Engagement

- This is a great initiative! At last there is an accessible way for everyone to be able to voice concerns, and I hear everyone offering constructive suggestions - no-one is just 'grumbling'. I'm going to check out the survey on the website.
- Won't matter what anyone puts in these comments unless it involves lining the pockets of shire committee.
- I would like to see a council that REALLY listens to residents when matters arise involving development and money.
- Immediate considerations of criticism or suggestion coupled with prompt action or refusal
- Improved BCSC image.
- A responsive Council.
- The Shire having a greater focus on/investment in/contact with the community instead of what seems like tokenistic community/youth plans in which residents are consulted and more groups are set up to discuss how to address issues instead of direct actions to do so.
- The staff at BCSC (planning / developments / rates / customer service) need training in Customer Service as it's service is pretty poor with a serious lack of knowledge across all areas.
- information sessions
- More collaboration between individuals and groups would help a lot, a more positive attitude and an appreciation of how good it is here rather than focussing on the negatives.
- One stop shop for positive information on what is going well in the Shire.
- Don't announce projects to the press before funding has been sourced. This only gets residents off-side because they read about them and don't pick up on the fact that funding hasn't been found yet and are then disappointed that Council doesn't fulfil the project in the way it's been described.
- Web based communication with ratepayers, such as this survey. Not all of us have time or flexibility to get to physical information sessions / forums and paper-based communication should be steadily phased out. Post planning applications, etc. on the website as well. In 2017 we shouldn't have to spend time, money and pollutants to drive to Council facilities to see plans that could be scanned and uploaded for inspection (eg. the residential development of 212 The Esplanade, Surf Beach).
- This 'A Better Bass Coast' online forum for feedback is also great for commenting on sensitive issues and for people who find it hard to speak publicly.

- Better collaboration with our community in our planning. Start with understanding what they can contribute. The wonthaggi town planning showed that letting community do things gives them ownership and responsibility of their place and assets. Council should be leading/guiding/supporting community.
- Improve relationships with other towns. Maybe work with them to plan multi purpose activities than bring people to visit sequentially.
- Listen to the community.
- Better rules around planning that are clear and reflect community wishes.
- A focus on community engagement and communicating with residents across multiple channels.
- Consider what we want as opposed to the lobby group agendas. Council start tell the CEO what is to be done rather than the other way around.
- You serve us not us you.
- Greater transparency
- Improve it's standing in community opinion of Councils within Victoria.
- Make use of the talent in the area who would volunteer to plan projects other than using highly paid consultants.
- It would be good to have a council that listens to and values the opinions of ratepayers.
- More transparency & open communication. Utilising facebook pages such as Phillip Island Mums with over 1,300 members (representing probably closer to 5,000 when you take in to consideration the families they represent).
- Actually listen to and act on what residents suggest. You work for the people. So do it. Work for US.
- Communicate effectively with the community.
- Significant progress towards web-based communication and posting of private development plans for community review.
- credibility and consensus.
- Listen to the majority of the community. Build capacity for social connectedness.
- Start with the Council officers more accountable to the residents and communicate their portfolio responsibility. Everything is "hidden" at Council.
- Improve its public image, work with and for the permanent residents, increase it's recognition and celebration of all forms of diversity within our community.
- The Council need to listen to the people of Phillip Island / San Remo and actually put infrastructure to meet the growing needs of the area.
- Also just listening to the various suggestions and needs from the residents and acting accordingly, and keeping everyone well informed along the way.
- Some inspirational leadership that focusses on the community.
- Clear communication and consistency of decisions.
- Listen to the residents, seriously listen. Don't promise anything that you are not going to achieve just to get votes and be in power. Be honest, spend our rates money and dividends that are rased fairly across the whole shire, stop favouring certain areas. Look at what

imprint you can make in regards to Education, Health and rubbish and become a shire that is revered and looked upon by other municipalities, not just muddle your way through. Aim to instill pride, worth and value back into our whole shire and make it a bigger and better place to come to.

- Work with the community ask their opinion's on what they believe our shire needs. Utilize the vast experience many of the residents in the shire have to achieve better outcomes for all those concerned. Listen to the residents concerns and work with the different groups by giving support and advise.
- Council to lead, advocate at high level and support/ collaborate with community to build Bass Coast. We have great talent, energy and will in our community, Councils job is to coordinate and lead it.
- A focus on our community.
- better communication with residents that previous council ignored.
- Less getting consultants in. More decisions, locally, fairness in what they do for each area. More transperacy with executives and for them to know their policies. more coffee meetings in street.
- A shift in culture in the 'them vs us' attitude some of the community have towards council. Stronger relationships between council and the community. Continued and increased community engagement. A more creative and innovative outlook and presence. Let's be the council other council's look up to in terms of being forward thinkers and movers.
- Complete open and honest consultation and engagement with the community prior to all projects being signed off. Quicker response times to enquiries and the recording of enquiries and responses mandatory.
- Listen to the people and if they are not happy then address the situation.
- Listen to residents voices!
- Achieving a great relationship with the community.
- Mere communication with the community.
- To Listen to ratepayers and not waste money,and not to do what councillors just want , we the ratepayers have a say.
- A more cohesive community.
- Stability, sound decision making based on facts and strong community engagement.
- consultant reports that cost many thousands of dollars and which limit the amount of funds left to tackle the tasks the consultants were hired for in the first place
- To actually respond to emails when the public want answers about certain topics.
- Thank you for the opportunity to have input into Council plans. If Council are responsive, then the people will become more involved I believe.
- Shire attention and response (yea or nay) to long standing queries.
- Firstly: Bass Coast Shire does a wonderful job. Every interaction I have had with personnel at the Shire has been positive and people have been extremely helpful. The Bass Coast has improve tremendously over the years.
- Listen to what the ratepayers are saying to Council.

- The council has done very little over the last 4 years. There is so much that could be done to improve this great place. Not enough consultation is done between the council and rate payers. The council needs to be much more transparent, approachable and needs to prove that they are actually working for the good of the Island.
- Council has already improved greatly in the area of consultation but I believe this can be taken further with Council facilitating a process that supports community groups to work together more. Community groups provide an unrecognised benefit to the community and can provide services that support many solutions to identified issues.
- Improve the training of council employees who deal with the public. Some have very poor skills at resolving conflict - I can provide a name from personal experience. Being rude and aggressive is a no-no. Staff need to have good people skills, as well as being competent. Provide up-to-date by-laws on the website
- It is a common perception that the BCSC doesn't get much done because they are too busy trying to please the vocal minority that object to something - they seem to forget about the majority that want to see Bass Coast advance into the modern era.
- Keep undertaking community consultation, however I would like to see results and evidence feed back to the community. Please focus on delivering on of the major items already promised, skate park, jetty triangle, development of Cowes, construction of a pool etc.
- Pretty disillusioned by BCSC that they will actually make any real change. I have completed the survey but I feel this exercise is a tick and flick for a consultation component of your planning requirements.
- Streaming of council meetings.
- Community engagement will be a key to get the views of the community beyond the minority interest groups.
- Remember there is more than just Inverloch, Wonthaggi and Phillip Island in the Bass Coast we have farmland and it is about time you understood what our farmers NEED!
- Talk to the people that live in these towns and don't just decide what is going to be done. Also stop wasting money on things we don't need or want .
- council to listen to what rate payers want not what council wants . it is our shire the ratepayers who live and work here . it is not rocket science.
- You need much more engagement at different levels. Not just the standard groups. What can make Wonthaggi unique ? Having a closed info centre sends a sad and desperate message. If you want the town to prosper you need to invest in its foundations. Change the strategies that haven't worked in the past- INNOVATION !!!!
- For council to be more transparent with rate payers z
- Keep improving “communication” between ratepayer and Council
- “Ears Open”
- Improve communication between PIITS group & residents
- I would like to see more “effective” engagement where the issues being considered are explained and those issues not being considered are fully explained
- Clearly articulate a plan:- consultation
 - Disseminate plan to the community

- Monitor and communicate outcomes
- Community members (Representation) on more 'shire' committees.
- Transparency in decision making with regular public consultation to better improve public amenities *
- I would like to see Council effectively "engage" with the community i.e. For any issue the Council "engages" with the community they make perfectly clear what issues are up for listening & renegotiation & what is not. i.e. manage expectations & state where Council is at in the IAP2 Engagement types.
- Resident Comms Centre
- Regular community consultation
- Ask communities for their ideas and opinions as much as possible, in as many ways as possible
- Better management, meaningful community consultation
- Spend some time listening to the small townships (as your doing now) but actually put in place a way of actioning in a prompt way things that are identified as being important to the residents of the towns ! Not just coming to Ratepayers meetings listening talking then going off and doing nothing to put changes in place or organizing a tailored solution, we see councillors come to these public meetings and listen and talk but nothing solid ever eventuates without continued pressure being applied, even for smaller local problems.
- More community consultation and consideration of community feedback.
- Core commitments , no funding for projects without majority ratepayer approval.
- Listen to genuine community concerns and act upon it. Deliver on promises made during election period.
- Consult with residents and rate payers on decisions that impact users of coronet bay foreshore areas
- A community that is well informed, a community that feels all people are fairly treated, A community where Phillip island no longer feels it must stand alone
- I did not attend the community sessions because I do not believe thoughts written on butchers paper and dots placed on walls give concise and accurate reports for council to work with. Sometimes those with the loudest voices can cloud issues.
- More openness would be good
- Speak to members of the community. Don't rely on computer surveys.
- Meetings to commence at 7pm! Meetings recorded and made available to the public!
- Don't listen to the squeaky wheel minority. Make decisions based on fact and common sense rather than emotion
- Continue to engage with the community and take direction from them.
- Shire understanding of issues
- The current focus of a more strategic approach by BCSC needs to be retained and improved. Excellent results so far.
- Community engagement activities should be retained and promoted.
- Partnerships with other agencies, business and organisations to achieve community outcomes should be enhanced.
- Improved consultation with the community on projects, both public and private.

- less community angst. people are so angry/anti everything that involves council
- Improve community engagement.
- I'd like to have a council that is open to the public and not make decisions behind closed doors. Transparency is important. I'd like the community to be better informed. Not all members of the community have access to social media. I would like council to remember that the overall age on Phillip island is well over 45 and just a touch under 100 how about looking after these people
- Better council engagement
- Community information - who knows Mitchell House??
- Very happy living in Bass Coast. Increase consultation with CEO & officers - they live in an ivory tower.
- Farmers markets information on-line. Better access to information - we have spent all or time at the beach and haven't been on-line so it might be there..?
- Listening to the community.
- Pretty good from Grantville. Past issues with Council 2009 need planning increase. Understand changing planners results in confusion in process. Removing 3 trees need to plant 100. No follow up. Limited access to senior staff.
- More communication about farmers markets and what's on
- More advertising for local events and music
- I feel the Shire has a click and supports certain businesses - they don't share enough with local businesses - rotation on lunches.
- Open Door - see Councillors more in the community
- User-Friendly web-site I asked for details on internet re fire works in Cowes - it just showed me 2012 web-site. Did not say no fireworks
- The people! living and visiting need to be at the forefront of councils thinking and decision making (rather than business and development). People!
- Think there is a good attitude to all people - like the inclusive feeling.
- More public interaction with Council.
- Community consult. Inform the public. Open door policy
- Working with ratepayers.
- Consultation with public on major issues.
- Greater consultation re planning applications and policies.
- Better complaints and consultation process.
- Weakness: People who are afraid of change!
- Town profile - Missing Corinella foreshore committee
- An opportunity for all community club presidents to hold an annual conference and information session. Discussion of community and how each club meets its aims and objectives.
- I would like the Council to become known – i.e. develop a reputation for welcoming ideas, encouraging development and promoting Bass Coast
- The Council can be an advocate for Bass Coast creating a welcoming environment

- Cultural shift within Council away from enforcement towards promotion of the shire- we need to compete with other shires – last year’s fires on west coast brought tourists/holiday makers to our shire.
- That the Council run at least one Council meeting per year at Grantville **
- Instil a piece of pride in our neighbourhood

- Opportunity: Don’t give residents a hard time
- Weakness: Too much confidentiality
- Continue “community plus” meetings at Cape Woolamai either monthly or bi monthly
- Improved:
 - Efficiency of Shire bureaucracy
 - Effectiveness of Department Managers
- Make and own decisions**
- Do NOT use consultants as first choice
- If staff not up to job – remove them! **
- No consultants!
- Connection with our immigrants and including proactive policies to include them in our community
- Transparency of Council and more detail in budgets
- Community engagement that is listened to and acted upon!
- No consultants
- Opportunity: Tap into the talents of the community *
- Weakness: Communication with the community **
- Weakness: Consultation with locals – great to see this event happening but you must listen to us *****
- Threat: Wasting money on consultancy ✓✓* X
- Support farmer’s argic/rural base of Bass Coast Shire
- Make the most of the amazing talents in the shire, of older residents especially – establish advisory groups ✓
- No more outside consultants – too expensive!! We have more than enough local people to advise who also have knowledge. X wrong! I.e. environmental
- Create unity with public consultation – this is a great start to the Council’s term ✓✓✓✓✓
- Help promote more community involvement with their decisions and better Q&A time during meeting. You represent US ✓✓✓✓✓
- Open forum often
- More community based activities designed to bring about closeness of residents
- Documenting plans across shire and list start dates rather than priority 1,2 etc.... transparency
- Dalyston on edge of large ward can Westernport Ward Councillors attend Wonthaggi meetings?? (we feel overlooked) or have travel further to see Councillors at meetings
- Strength: Community spirit – helping each other ***

- Strength: The area and Council seems pro-active – seek input from residents **
- Weakness: Communication
- Weakness: Poor lead time for notification of council events
- Opportunity: Promote council services through community magazines for people who do not have computers.
- Retain the level of community consultation that is now evident with the council **
- Community working bees
- Community Board – not everyone has facebook or gets papers
- Better communication
- Action – act on community recommendations – do not waste money
- Engage with the 25-40% of people in the Shire who do not have internet access **
- Engage with community on Council's responsibilities regarding community issues *
- Hear & listen to ratepayers
- Council communication with people who do not use computers about what services are available *
- Threat: Inability for council to link community input to outcomes/decisions * **(1)**
- When there is any community consultation that Council should take outcome into consideration and also use Council staff and not spend \$\$\$ on outside consultants ***(1)**
- More intergenerational interaction
- Better communication on events at Inverloch by 1 organisation - NOT multiple!!
- Become a leading light of transparency and Community Consultation of the 79 Vic Councils *** (1)**
- Listen to the community!!
- Implement specific evidence based communication for community input to Council priorities *****
- Be transparent **** (2)**
- Listen and Act
- Notify rate payer who not live full time at Inverloch of changes of **evemer**
- Council communication with residents to be improved (SMS messages) *
- Print Media
- 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
- Good to see Council consulting
- General - visual advertising of events to local area.

- Council expenditure to be given only to projects that have measurable target results (e.g. number of people a week using a bike path) and reviewed to find if target has been achieved. Results should be published.
- Switchboard transferring calls to message bank is only useful if the caller is in a situation to answer calls at all times.
- Better consultation with residents before agreeing to costly schemes i.e. new waste management system
- Become more open and honest in dealing with the community.
- Openness
- More effective communication from Council and enhanced engagement with the Community
- Better relations with the rate payers and more transparency.
- A reputation for being “the best council” in Victoria, not the worst. We have been reviewed on Neil Mitchell and voted the worst Council in Victoria. This needs to change.
- Need better and more effective communication between council and community. Have regular 3 monthly or 6 monthly meetings in each Ward 1) To get feedback from residents. 2) To inform Residents exactly what the Shire/Ward/Council is doing in their area. Tell us what the Council CAN and CANNOT DO on certain issues. E.g. Grantville Supermarket. Kernot and Surrounds internet. And if you CAN do it prove it with facts and action not just words. Keep people informed using all mediums.
- Strength: Community consultation is improving
- Weakness: Poor communication skills by Council staff
- TELL people about services – your Council workers can’t help when I’ve asked!
- Improve community consultations and communications. Improve communications between council departments. One common data base for all council departments.
- Retain hard copy Coastell. Do you have all ratepayers’ emails!
- Community Consultation about the bypass plan
- By pass plans should be displayed in this area and discussed ASAP Kernot **
- Weakness: Lack of common Council database
- Please keep these forms available all the time and review 3 monthly - perhaps volunteers can help
- Opportunities for individual responsibility for council workers rather than almost everything being the responsibility of a department - let us have the number and name of the person to help us and their manager. It is not a witch hunt. It is called service and accountability.
- Publish the number of workcover claims and those upheld and the departments they are from. Especially important for bullying and the like. Publish our workcover premium costs and comparisons.
- A local council which attends to local needs