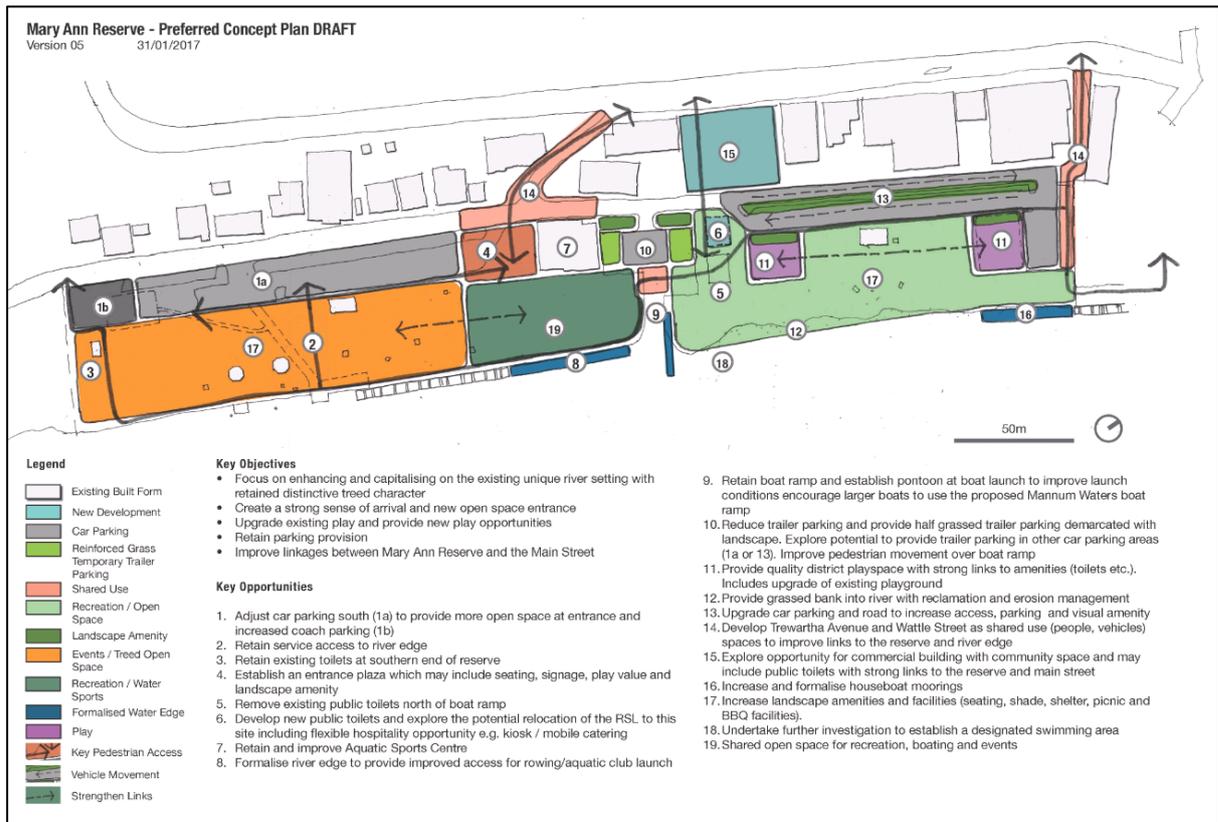


Mary Ann Reserve Master Plan Consultation Summary Report

April 2017



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Acknowledgements

Acknowledgement is given to all the stakeholders, staff and community members who took part in the surveys and provided additional comments throughout the consultation.

Special acknowledgement is given to the project team, including Council staff and consultants Suter Planners and Wax Designs.

****PLEASE NOTE THAT THIS REPORT RELATES TO THE DRAFT MARY ANN RESERVE MASTERPLAN – AMENDMENT HAVE SINCE OCCURRED TO THE PLAN TO REFLECT THE DESIRES OF THE COMMUNITY****

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Mary Ann Reserve Masterplan Consultation Summary

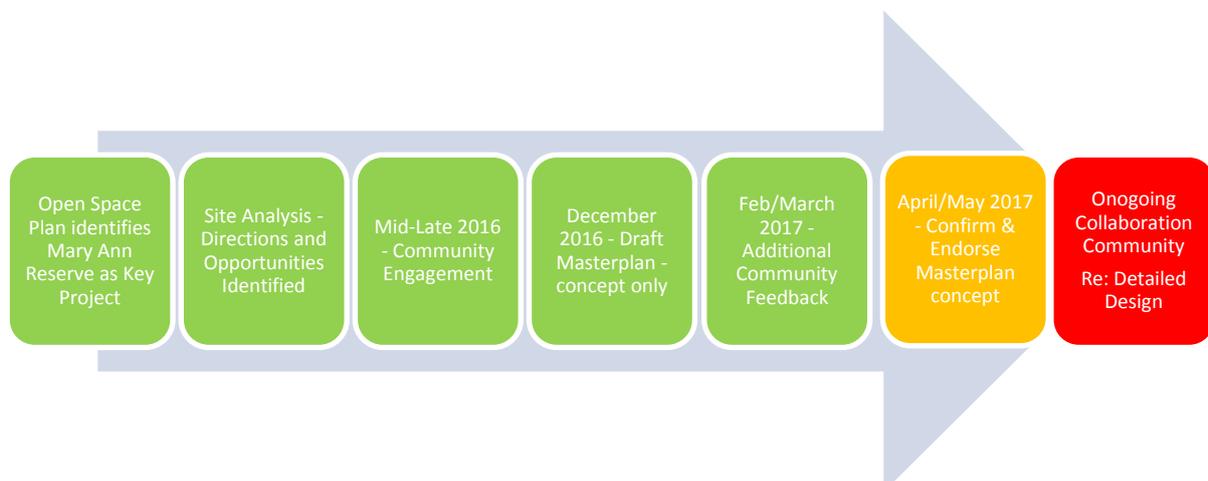
Council's Open Space, Recreation and Public Realm Plan (OSRPR Plan) has identified Mary Ann Reserve as a key project. This project would see an upgrade to Mannum's premier riverfront destination Mary Ann Reserve, located just off Randell Street in Mannum. Council engaged Suter Planners and Wax Designs to assist in engaging the community and producing a draft masterplan.

In mid to late 2016, Council began direct community engagement regarding the future development of Mary Ann Reserve. Council engaged numerous participants (over 100) during a Market day at the Riverside Markets (Mannum), 86 community members in one-to-one discussions and also received surveys on this topic. School groups, community groups and primary stakeholder groups were also consulted through meetings and forums. The combination of engagement methods used is considered rigorous and appropriate in informing the Council of the community's position on the future development and improvement of Mary Ann Reserve.

The engagement feedback was analysed and summarised; and three masterplan concepts were designed that sought to represent the social, historical, environmental and recreational opportunities of the reserve and balance this with the needs of the community.

At the December 2016 Council meeting, three draft Masterplan concepts were presented for consideration. Elected members provided feedback and decided on a preferred draft Mary Ann Reserve Masterplan design which they thought should be put back to the community to ensure it reflected the initial consultation feedback from 2016. It was considered that prior to developing detailed design for aspects of the Masterplan, that the community should be provided with a final opportunity to consider the conceptual aspects of the design (where key facilities would be located and what is generally proposed for each area within the reserve).

Council intentionally kept the second round of consultation 'light', given the rigorous approach of the previous engagement period and subsequently sought to understand the community's position on the preferred draft Masterplan, rather than seek comment regarding detailed design. Upon completion and collation of data from the second round of consultation, Council will begin to work with the community to develop detailed designs for aspects of the Masterplan.



Mary Ann Reserve Masterplan – Stages of Design & Consultation Development

Executive Summary

After completing rigorous engagement in mid - late 2016, Council and its consultants developed a community informed draft Masterplan for Mary Ann Reserve, Mannum. The draft Masterplan was presented to the community as part of this second round of engagement during February/March 2017, with the intention of ensuring the design accurately reflected the community's initial feedback from the 2016 engagement.

A survey with six questions was the main method of communication between the Council and the community. Questions 1 – 3 sought demographic information for reporting purposes and questions 4 and 5 of the survey sought an indication of what is most and least important to the community, using a tick box system, with regards to the proposed concept design aspects of the Mary Ann Reserve Masterplan. Question 6 provided the community with an opportunity to add further comment if they wished.

Feedback received, both quantitative and qualitative, was weighted by respondents towards Item 6 of the draft Masterplan, which refers to the development of new toilets and potential inclusion of the RSL, as well as a hospitality opportunity within a single building. It is acknowledged that the distribution of a concept building plan (unsolicited by Council) for the site designated at 'Item 6' on the draft Masterplan may have contributed to this sway.

Notwithstanding the above, the quantitative and qualitative data captured as part of this report reveals that the Mary Ann Reserve Draft Masterplan is generally supported by the community, particularly as the feedback surrounding 'Item 6' does support the Masterplan's ideals of removing the existing toilet block, and relocating it in a more suitable location with a more user-friendly design.

Consultation Methods

Council undertook consultation on the draft Mary Ann Reserve Masterplan during the period 7 February 2017 – 10 March 2017. Consultation was targeted towards both internal and external stakeholders and provided all with the opportunity to view the plan and detail the aspects of the design that were most and least important to them.

Council staff were engaged via email, presentations at staff meetings and office displays, while key internal stakeholders were targeted, and included Council's Director of Infrastructure, Tourism Manager, Depot staff (fact sheet produced) and Elected Members.

Emails and letters were sent to external stakeholders, such as Progress Associations and others, using databases collected during the initial OSRPR Plan and Mary Ann Reserve engagement in 2016. Two media releases were developed and issued on 25 January 2017 and 7 February 2017, as well as an advertisement in the *Murray Valley Standard* newspaper on 3 February 2017. The material developed advised the community of the upcoming consultation on the Mary Ann Reserve Masterplan and how they could have their say.

Community workshops were also undertaken to advise primary external stakeholders (e.g. Mannum Traders Group) of the consultation information, period and surveys.

Additionally, public displays were set up at the following locations, which provided an A3 version of the draft Masterplan and hard copy survey forms.

- Mannum Riverside Caravan Park
- Mannum Visitor Information Centre
- Mannum Council Office
- Cambrai Council Office
- Blanchetown Internet and Information Centre
- Morgan Council Office
- Morgan Internet and Resource Centre

Council's Facebook page was used extensively to promote the public consultation of the Mary Ann Reserve Masterplan. Attachment A provides details of the messages, timeframes and 'hits' received with regards to this campaign.

Additional Community Led Consultation

Prior to formal consultation occurring, the RSL approached Council with a concept plan for a new building that it would like to see considered for development on Mary Ann Reserve. This building concept was suggested to be located at the site denoted "Item 6" on the draft Masterplan, and would be for shared use (community and general public), with some exclusive use by the club and would also include public toilets. A revised concept plan was then presented to Council during the consultation period, but was not included as part of formal consultation documents for the following reasons:

1. Consultation on the Mary Ann Reserve Masterplan was required to determine whether including this community facility with a combination of the RSL and other hospitality opportunities within the reserve would be supported by the community.

The RSL proposed building plan concept had not been endorsed by Council and had not been considered as part of the preferred draft Masterplan.

2. The RSL concept plan went into more detail than what Council was seeking feedback for at that point in time. Council has not progressed to the detailed design stage of the Masterplan for Mary Ann Reserve. Building sizes, land uses and other design elements requires a thorough analysis, consultation and assessment prior to a plan being presented formally to the community for comment. Upon endorsement of the Draft Masterplan, Council will engage with stakeholders regarding detailed design of all aspects of the reserve.

Council is aware that the building concept plan was sent to some of the public (letterbox drop) and discussed amongst the community during the public consultation for the Mary Ann Reserve Masterplan.

Data Collection Method

The public consultation comments gathered as part of Mary Ann Reserve Masterplan community engagement phase has been provided through three methods. An online survey (anonymous respondents), hard copy surveys (anonymous respondents) and email/letter submissions direct to Council (names withheld for reporting purposes).

Limitations of the Survey

The information gathered through the surveys is considered the best indication of the community's position on the draft Masterplan at this time, however it is accepted that anonymous surveys, with tick box responses can present limitations in terms of accuracy and validity of representation of the whole community. Additionally it is acknowledged that seeking feedback in this manner is a 'one-way' method of communication and that there may be other influences that play a role in the submissions provided and data collected. It is also important to consider the quantitative and qualitative feedback from this consultation has been used in conjunction with the results from the 2016 consultation period to obtain a big picture understanding of the community's position on the draft Mary Ann Reserve Masterplan.

Data Analysis Method

The data collected via online and hard copy surveys has been entered into the Survey Monkey survey (online). Survey Monkey provides a quantitative data output (see Attachment B). This output does not include additional comments (qualitative) made as part of the survey.

Response Rates

A total of 523 responses were received in response to the draft Mary Ann Reserve Masterplan 2017 consultation.

- 499 of these responses were provided using the survey.
 - Of these survey responses;
 - 12% (63) were received via online (Survey Monkey)
 - 87% (436) were received via hard copy survey
- 24 Responses were received via the Open Space, Recreation and Public Realm Survey form.

The 24 additional responses were noted in the consultation report for the Open Space, Recreation and Public Realm Plan (OSRPRP) consultation summary report (endorsed by the Open Space and Recreation Advisory Committee on 27 March 2017), but were not included as a data set due to their responses solely relating to the draft Mary Ann Reserve Masterplan. The data from these surveys has been included in the overall quantitative figures (total responses, location, age, gender) and qualitative data included as part of data from Question 6. Data was not able to be applied to Questions 4 and 5, as these questions were not asked as part the Open Space, Recreation and Public Realm Plan survey form.

A number of additional comments were also received via email and letter, which have been included in this report and can be viewed within Attachment C of this document. Quantitative data (age, gender, location) was not included in respondent's submissions and is therefore not applied to the quantitative data results.

Location

Submissions were received from respondents from all areas of Council and other locations outside of the Mid Murray Council area.

- **Mannum and Surrounds** – 86.67% (416)
- **Upper River** – 0.42% (2)
- **Central River** – 2.08% (10)
- **The Plains** – 1.88% (9)
- **The Range** – 1.67% (8)
- **OTHER** – 7.29% (35)

*Not all respondents answered this question.

Age

Submissions were received from all age groups.

- **Under 15** – 1.04% (5)
- **15 – 24 Years** – 3.31% (16)
- **25 – 34 Years** – 6.63% (32)
- **35 – 44 Years** – 10.14% (49)
- **45 – 54 Years** – 15.94% (77)
- **55 – 64 Years** – 26.29% (127)
- **65 – 74 Years** – 28.36% (137)
- **75 Years and Over** – 8.28% (40)

*Not all respondents answered this question.

Gender

Submission were received from both genders.

- 46.74% (208) of respondents were Female
- 53.26% (237) of respondents were Male

*Not all respondents answered this question.

Question 4 Results

What do you like most about the Mary Ann Reserve Concept Plan? Please select three key opportunities from the list below that are MOST IMPORTANT to you.

This question was asked to identify the three aspects of the draft Masterplan that were of *most* importance to the community. The intention was to draw out which aspects of the plan the community thought needed the highest level of importance applied to it and therefore would identify which aspects of the plan should be prioritised by Council.

It is acknowledged that there is a disconnect in the terminology used in this question. Through using the term “like most” compared with “most important”. The former suggests a position of support of the item, whilst the latter suggests that the item is important but does not necessarily determine whether a respondent is supportive or not of the item. Some survey results demonstrated this confusion by ticking the same item in both this question and the following (least important).

Given the subjective nature of interpretation of the question, and the ability for respondents to select zero or all options, it is acknowledged that the quantitative data has limitations; however, it is considered that the top 3 most important and liked aspects of the design are:

1. **78.23%** (**388)
#6. Develop new public toilets and explore the potential relocation of the RSL to this site including flexible hospitality opportunity e.g. kiosk/mobile catering
2. **58.67%** (**291)
#5. Remove existing public toilets north of boat ramp
3. **28.83%** (**143)
#18. Undertake further investigation to establish a designated swimming area

*Not all respondents answered this question.

** Respondents had the ability to tick 0 – 19 boxes as part of this response.

It is generally concluded that the quantitative data considers Item 6 of the draft Mary Ann Reserve Masterplan, that being developing new public toilets and exploring the potential relocation of the RSL to this site, and potentially including flexible hospitality opportunities e.g. kiosk/mobile catering. In addition, Item 5 – removal of existing public toilets and Item 18 – further investigation into a designated swimming area, were deemed important aspects of the draft Mary Ann Reserve Masterplan.

Question 5 Results

What do you like least about the Mary Ann Reserve Concept Plan? Please select three key opportunities from the list below that are LEAST IMPORTANT to you.

The above question was asked to identify the three aspects of the draft Masterplan that were of *least* importance to the community. The intention was to draw out which aspects of the plan the community thought should have the lowest level of importance applied and therefore would identify which aspects of the plan should be lower priorities for Council.

It is acknowledged that there is a disconnect in the terminology used in this question, such as through use of the term “like least” compared with “least important”. The former suggests a position of opposition to the item, whilst the latter suggests that the item is insignificant to the Masterplan, but does not necessarily determine whether a respondent is supportive or not of the item. Some survey results demonstrated this confusion by ticking the same item in both this question and question 4 (most important).

Given the subjective nature of interpretation of the question, and the ability for respondents to select either zero or all options, it is acknowledged that the quantitative data has limitations, however it is considered that the top 3 least liked and least important aspects of the design are:

1. **40.99%** (**198)
#16. Increase and formalise houseboat moorings
2. **33.33%** (**161)
#15. Explore opportunity for commercial building with community space and may include public toilets with strong links to the reserve and main street.
3. **25.67%** (**124)
#10. Reduce trailer parking and provide half grassed trailer parking demarcated with landscape. Explore potential to provide trailer parking in other car parking areas (1a or 13). Improve pedestrian movement over boat ramp.

*Not all respondents answered this question.

** Respondents had the ability to tick 0 – 19 boxes as part of this response.

It is generally concluded that the quantitative data considers formalising and increasing houseboat moorings, exploring the opportunity for commercial and community space at location 15. A proposed reduction in trailer parking was the most disliked aspect of the draft Mary Ann Reserve Masterplan.

Question 6 Results

Any Further Comments

The community were given the opportunity to comment further on the Mary Ann Masterplan in this part of the survey. The intention behind this was to provide respondents with the opportunity to clarify their preferences from the previous two questions. Much like the two previous questions, the interpretation of the question is broad, which resulted in broad responses. These responses are considered to be qualitative data (written), rather than quantitative (numerical value).

Additionally, as part of the OSRPR Plan consultation that ran simultaneously with the Mary Ann Reserve Masterplan consultation, 24 responses were received that were Mary Ann Reserve related rather than related to the broader OSRPR Plan. These responses have been added to the consultation qualitative data for question 6 (of this survey/report), as they are considered most relevant to this question.

Of the total 523 responses (499 Mary Ann Reserve survey responses + 24 OSRPR Plan responses), 133 respondents provided further comments. The following table outlines the common themes relating to the Mary Ann Reserve Draft Masterplan in order of prominence (first topic mentioned has most support/mentions).

General Comments and Feedback (Categorised into Themes)

FACILITIES UPGRADES
- *RSL relocation within Mary Ann Reserve (Item 6)
The relocation of the RSL to within Mary Ann Reserve was <i>not supported</i> for reasons of retaining the open space character and the option for alternative locations for the club (60)
The relocation of the RSL to within Mary Ann Reserve <i>is supported</i> because they need a new home and the facility is capable of providing amenities and food/beverage contributions to visitors (7)
* See the next section of this report for more information
- Toilets (Item 5 & 6)
In isolation the removal/upgrade of the toilets was supported. Suggestion made to ensure they are close to the play spaces, perhaps is unisex and automated and might consider change rooms but no showers. (25)
- Boat Trailer Parking (Item 10)
The community does not support the reduction in trailer parking (10). At the same time comment was also made as to the benefits of removing the boat ramp, and using alternative facilities in the Mannum area, and just having car parks and open space in the reserve. (2)
- Kiosk (Item 6)
In isolation a café/kiosk/mobile food vendor is supported by the community however there was some opposition given the history of the last kiosk and competition to main street traders (10)
- Swimming Area (Item 18)
The community supported the intention of undertaking further investigation into a safe designated swimming area (8) however there were comments which stated the conflict between swimmers and powers boats (3) and the desire to retain jet ski areas (2). Some of the community have suggested a swimming pool be established at the reserve. (3)
- Boat Ramp & Pontoon (Item 9)
The community commented to the design and function of the boat ramp and pontoon, specifically side loading, small boat launching and making the boat ramp wider and safer (9)

- Play Spaces (<i>Item 11</i>)
The upgrade of play spaces for children of all ages and abilities is strongly supported (7)
Additionally a suggestion to include a water play park was mentioned (6) and exercise equipment for adults (1)
- Aquatic Sports Centre (<i>Rowing Club Shed</i>) (Item 7)
Support the intention to improve the aquatic facility. Suggestion to include other clubs into facility as part of upgrade (6)
- Commercial Building on Randell Street (Item 15)
Supports commercial building and community space with toilets on Randell Street Property (5)
ACCESS (<i>Item 14 & 13</i>)
Upgrades to the entrances to Mary Ann Reserve and northern car park area are supported with suggestions of widening Trewartha St, creating better footpaths, using signage to slow traffic and prevent buses from entering the northern part of the reserve. (10)
Access for the elderly to and from the main street and within the reserve. Suggestion to install hard surface walkways for use by all users and lift to main street. (3)
OPEN CHARACTER & VEGETATION
A common theme relating to the Key objectives of the plan is the community wants Council to retain and improve open character of the reserve (15)
Unsupportive of trees being removed (3)
OTHER
Some of the community have stated they don't want the reserve developed at all as it functions well as it is. (4)
Council should have conducted a letter box drop to all rate payers
Improve promotion of the reserve – bring in more tourists.
Masterplan Administrative Comments
Unsupportive of "Aquatic Sports Centre" description for rowing club (3)
Commercial wharf needs to be identified on the plan (2)
Not enough detail provided in the plan
Access to main street via existing stairs not shown

It is generally concluded that the qualitative data, although limited compared with the overall response rate, identifies the toilet upgrade as a key facility requiring an upgrade. Additionally, it can be concluded that reducing boat trailer parking is not supported, retaining the boat ramp in including pontoon, including a kiosk or flexible hospitality opportunity are popular and the retention of the open character of the reserve is important to the community.

It is acknowledged that qualitative response rates are low, however weight should be applied to these comments given they can provide further clarity of intention behind answers to questions 4 and 5.

RSL Related Comments

Of the total 133 qualitative (written) submissions provided in answer to question 6, and more broadly through the 24 submissions made in the OSRPR Plan, 94 submissions or 70% of comments received clearly stated their position on the potential relocation of RSL club to Item 6 on the Mary Ann Reserve draft Masterplan.

Of the total RSL related qualitative written submissions (94)

- 85% (80) were *not supportive* of the relocation of the RSL to Mary Ann Reserve
- 15% (14) were *supportive* of the relocation of the RSL to Mary Ann Reserve

Common themes have been summarised in the table below. Many respondents provided more than one reason for their support or opposition to the RSL relocation matter, whilst others did not provide reason for their support or opposition.

RSL Relocation to Site 6 - Theme Summary
Most common Themes in Opposition of RSL
1. The RSL would take negatively impact public open space on the reserve 3(7)
2. There are many other locations for the RSL to be located (Mannum Club, vacant block on Randell Street, within rowing club, showgrounds, The Hub, the big green building on Adelaide Road?,etc) (23)
Most Common Themes in Support of RSL
1. RSL needs a new home (5)
2. RSL building provides additional venue for hire and places to purchase food and beverages etc (kiosk) (2)
Other less common themes – Opposition only (no further supportive reasons were provided)
- The RSL should not be on the reserve because it creates commercial impacts to the main street traders (7)
- The RSL should not be on the reserve as it creates precedence and equity issues for other clubs that might seek occupancy on Mary Ann Reserve (6)
- Cost to ratepayers for club to have a facility on prime riverfront real estate (1)

It is generally concluded that the qualitative data, although limited in comparison to the overall response rate, identifies general opposition to the relocation of the RSL to Mary Ann Reserve due to the negative impact on public open space that a building might create as well as the fact that the community believe there are other opportunities for relocation within Mannum that do not include Mary Ann Reserve.

Qualitative submissions in support of the RSL were lower than the opposition rate, however the common themes in support of the RSL being located on Mary Ann Reserve include the need for the club to have a place to meeting and the added benefits to the reserve that would benefit visitors such as increased facilities for hire and ability to purchase food and beverages on the reserve.

Conclusion

The community response rate to the Mary Ann Reserve draft Masterplan is considered encouraging, with not only Mannum being highly represented but also smaller communities like Bow Hill, Nildottie and out of Council areas, like Brighton, Greenhill and Ethelton also being represented in submissions. This demonstrates not only the importance of Mary Ann Reserve to the local community, but also its impact to the wider community, and reinforces its position as the prime riverfront destination within the Mid Murray area.

When considering the quantitative and qualitative data, and acknowledging the limitations of both, it is generally considered that the draft Mary Ann Reserve Masterplan is supported by the community.

Most Important/Liked

When considering the quantitative data only, and acknowledging the limitations of the surveys shortcomings, the community has informed Council that the development of new toilets and exploration of the potential relocation of the RSL including flexible hospitality opportunities is the most important (liked) aspect of the draft Masterplan (item 6 on the Masterplan).

The above is then reinforced by the second most important aspect being Item 5 of the Masterplan, which is to remove existing public toilets north of the boat ramp.

Thirdly the community have identified that further investigation into a designated swimming area is also important to them (Item 18).

Qualitative data supports the above three aspects to some degree, however within the qualitative (written) responses there is a common theme referring to the opposition of relocation of the RSL. This is further discussed below.

When considering the raw quantitative data and qualitative data received, Item 6 is identified as the most common Item referred to in responses. However when considering the qualitative data's most common theme is that of objection to the RSL relocation, it must be considered the quantitative and qualitative data are at odds. On the one hand, the quantitative data, is supporting the RSL relocation, but on the other hand, the qualitative data is objecting to the relocation of the RSL to the reserve.

This peculiarity of results can be partially explained due to the fact that Item 6 includes three aspects, of which respondents could consider either in isolation or as a whole in their response to questions 4 and 5 (quantitative). They could consider the upgrade to the toilets, the matter of the RSL being located on the reserve, or/and the inclusion of a flexible hospitality opportunity at the site. For example, a respondent could be supportive of the toilet upgrade and think that is most important to them – ticking the box under question 4, but in their response to question 6 (Any Further comments) they might further explain that they don't think a hospitality opportunity is a good idea. Therefore the quantitative data would produce a skewed result stating that the three aspects of Item 6 are most important to that person, but that the hospitality aspect of Item 6 should be removed. Some qualitative responses identified this issue in their response to question 6 and questioned the validity of the survey.

Additionally, it is acknowledged that the introduction of a non-Council endorsed building design for Item 6 has heightened the knowledge of this Item and may have skewed the quantitative or qualitative data results.

Therefore all that can be concluded is that Item 6 is the most commonly referred to item within the results, and that it is inappropriate to state that all aspects of item 6 (the toilet redevelopment, exploration of relocation of the RSL to this location or inclusion of flexible hospitality opportunities) are equally supported or one is more important or more highly supported than another.

Least Important/Least Liked

When considering the quantitative data only, and acknowledging the limitations of the surveys shortcomings, the community informs Council that the need for formalising and increasing house boat moorings (Item 16), exploring a commercial opportunity on Randell Street to provide links and possible community space from the reserve (Item 15), and reduction in trailer parking (Item 10) are least important (least liked) aspects of the Masterplan.

However, when considering the relationship between the quantitative and qualitative data it can be concluded that trailer parking reduction is not just of least importance, rather a reduction in trailer parking is not supported, and therefore the community is telling Council to reconsider the reduction in trailer parking proposed in the plan.

When addressing the implementation stage of the masterplan Council may choose to consider those items that featured in the “Least Important” list and develop these at a later stage after considering those items listed in the “Most Important” list.

RSL relocation to Mary Ann Reserve

The qualitative data tells us that the matter of the RSL being located within Mary Ann Reserve (part of Item 6) is a strong topic with 70% of qualitative (written) responses mentioning the matter. This demonstrates to Council that the RSL matter needs to be investigated further to determine whether it should or shouldn't be considered as part of the plan.

Key Considerations

When considering the quantitative and qualitative data regarding the draft Mary Ann Masterplan consultation feedback the following considerations should be made in progressing to the next stage of the Mary Ann Reserve Masterplan (no hierarchy of importance is applied) -

1. Develop new toilets no larger than the existing toilet building footprint.
2. Consider all structures and their impact on the open nature of the reserve.
3. Consider a kiosk/food vendor location which does not detract from the open character of the reserve and that will be viable without competing negatively with the main street vendors.
4. Do not accommodate any groups exclusively to buildings within the reserve.
5. Ensure existing numbers of trailer car parking areas are retained and made more functional
6. Change the description of the Rowing Club to better reflect its use – the term “Aquatic Sports Centre” is not supported by the community
7. Consider the elderly and the young when designing the entrances, walkways, parking, toilet locations and playground designs
8. Consider a water play space and all ages during the detailed design phase of the play space(s)
9. Consider a designated safe swimming zone in the river
10. Further consult with the community and stakeholders on the detailed design phase of the different aspects of the plan
11. Undertake further investigation into the RSL being located within the reserve. This will require community consultation and should use a professional independent facilitator to conduct community engagement sessions.