

EAST BAIRNSDALE CONSULTATION



east

love where you live



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We acknowledge our work in the community takes place on the traditional lands of the Gunaikurnai people of Gippsland. Gippsland Lakes Community Health respectfully recognises Elders both past and present.

overview

Partnership

Gippsland Lakes Community Health (GLCH) is a high profile health service provider in East Gippsland. It is noted for its extensive range of health and community services, its ability to relate to and provide services to the most disadvantaged communities, and its championing of the social model of health. GLCH has sites in Lakes Entrance, Bairnsdale, Bruthen, Metung and Nowa Nowa, and provides outreach services throughout East Gippsland.

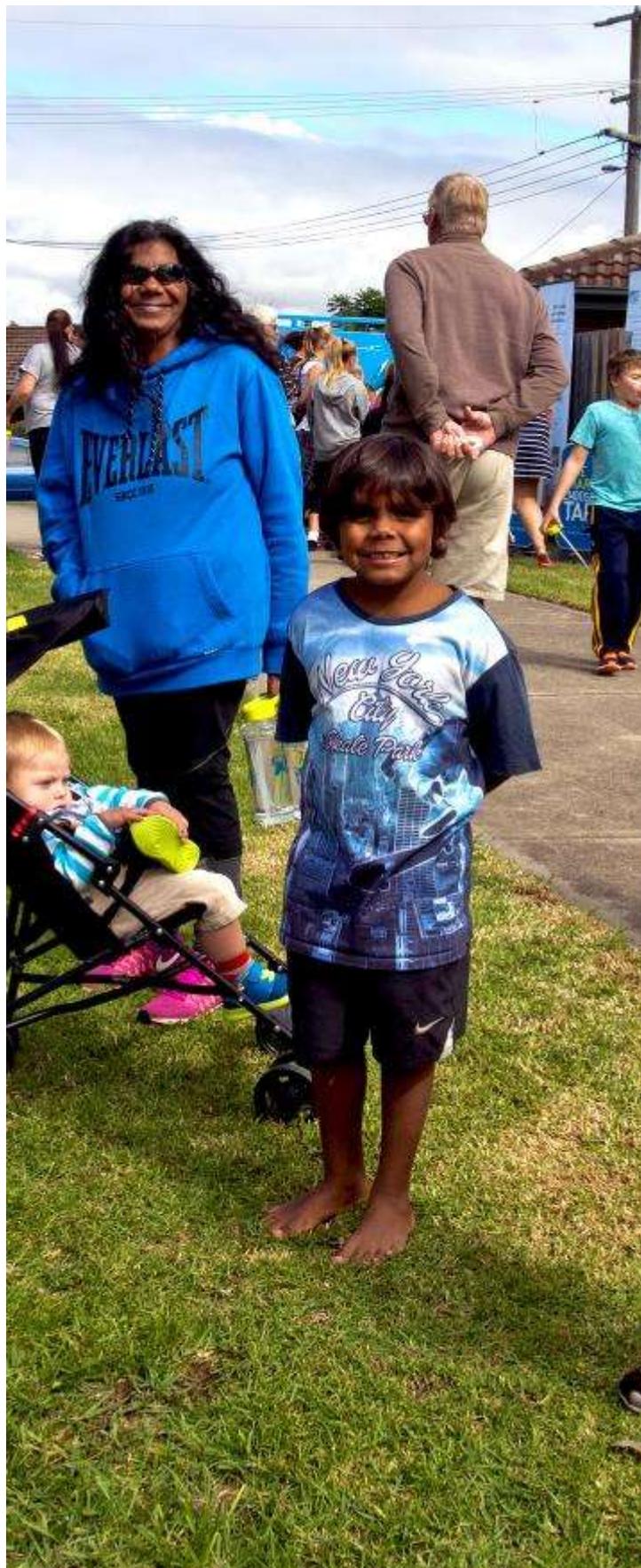
Gippsland Lakes Community Health (GLCH) has developed a strong partnership with Uniting Care Gippsland (UCG) over several years. We also have a long and respected history of engagement with the East Bairnsdale community. This consultation project gave us the opportunity for meaningful engagement with East Bairnsdale residents and to prepare this report for use by a wider community audience.

The East Bairnsdale *community* has insights, skills, knowledge and experience which we value. Effective community consultation enhances and greatly assists with planning, decision making, participation and outcomes for the community.

Funding

This project was made possible through the Commonwealth Government funded Innovation Program by Communities for Children. Uniting Care Gippsland is the facilitating partner of this program in East Gippsland and selected GLCH to conduct this consultation and engagement project.

The Communities for Children program is part of the Government's commitment to deliver strong outcomes for Australian families and focuses on early intervention and prevention, the program therefore funds initiatives which promote the health and wellbeing of children in East Gippsland aged between 0-12 years.



Executive Summary

The East Bairnsdale Consultation and Engagement Project (EBCEP) set out to discover firsthand the views, needs, issues and vision for children and families residing in a particular locality within East Bairnsdale, known as *East*. Communities for Children and Gippsland Lakes Community Health have delivered initiatives for children in this predominantly government housing area for many years. The aim of this consultation was to determine future funding directions that would support the wellbeing of young people aged 0-12 years and their families.

This report provides a community profile and history, project methodology and a discussion of results with recommendations. A tiered consultative approach included:

- Face to face survey with 71 households
- Discussion with more than 150 adults and children at family events in the park
- Over 700 voting responses by residents on the shortlist of projects
- 25 local residents expressing interest in participating in work groups to plan and initiate local projects. We hope these residents will also begin to tackle some of the local issues and concerns which may involve local government and other organisations.

The survey and discussion results have been grouped into four themes: Safety; Services Wanted; Hub Activities and Physical Environment.

In summary, the community values activities for their children and want more, especially after school and during school holidays. Although there were safety concerns and comments around noise and violence, many more people said that East is a fairly quiet place to live and many people report they have good neighbours and friends.

Residents value their parks and playgrounds but would like to see them upgraded, made safer and more useable. Parks and public space are vital for connecting community. The Victorian Memorandum for Health and Nature (2017) states that parks and other open spaces are critical for our wellbeing and liveability with places for physical exercise, relaxation, play, learning and discovery. Improving the look of the suburb was important such as house and garden appearance and removing rubbish and graffiti. Many residents want a suburb they can be proud of.

Parents are concerned for their children's safety at times and identified specific areas for attention e.g. playgrounds, dangerous dogs, violence, stranger danger, speeding cars and highway crossings.

Improving community social connections was seen as important and the Community Hub has potential as a central gathering point for residents, however there is a lack of connection with the facility. Residents report that the opening times are not reliable, the promotion of activities is inadequate and the facility is often too small for needs.

The development of a "love East" brand as part of building pride in the community was a useful tool to engage children and adults alike. Discussion on logo's and messages created an opening to talk about what's good in East. Branded merchandise was distributed, given away at family fun days and worn with obvious pride. Hats are still being worn months after the fun day.

The results of this project will be used in determining directions for future work funded both by Communities for Children, GLCH and other organisations regularly interacting in East. We hope that the content will also assist residents and workers in the area to learn more about their community, particularly the strengths and inspire ongoing involvement in the projects identified.

background

Community Profile

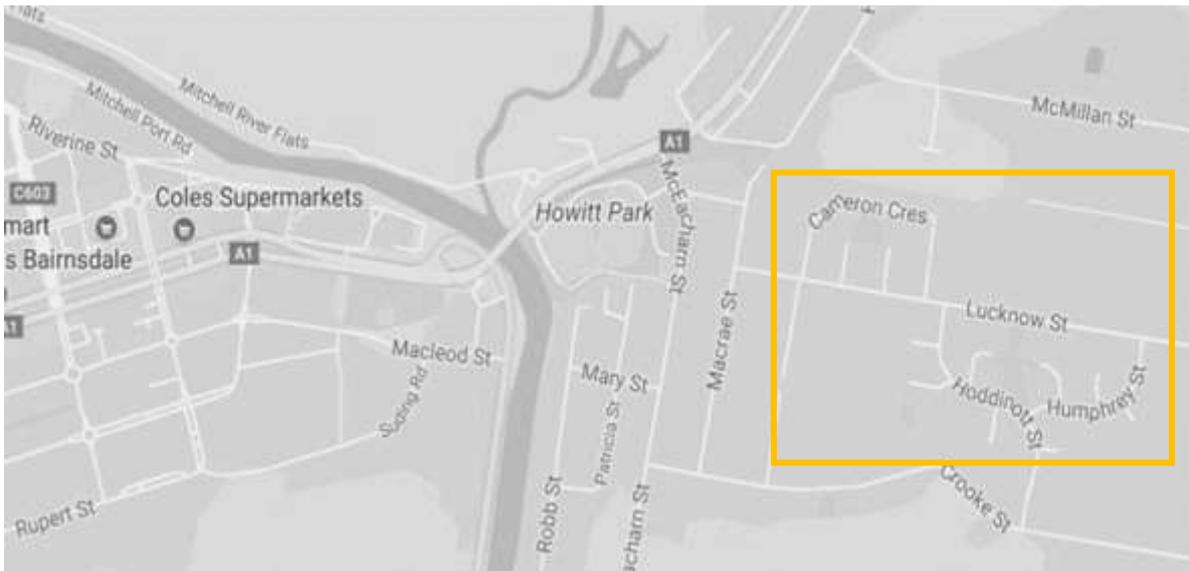
The East Bairnsdale community is situated on the eastern side of the Mitchell River and is considered part of the larger Bairnsdale Township. East Bairnsdale encompasses a substantially larger catchment of people, households and infrastructure than we focus on within this consultation document. The area of consultation has a strong focus on families living in the Government housing area within East Bairnsdale, located in the red box on Map 1 below.

According to the Australian Bureau of Statistics (2011), East Bairnsdale has a population of 1300 people, a much larger cohort than the focus of this consultation. Of the 361 families, 30% are one parent families, 29% couples with children. Aboriginal and Torres Strait Islander people make up 9.6% of the population, approximately 125 people. During this consultation we spoke with 70 + households.

In terms of employment (2011), 38% of employed people worked in full time positions and 25% in part time. The main employment areas are bakery product manufacturing, school education, residential care services and accommodation (ABS 2011). Patties is located in East Bairnsdale and is a major employer with 550 staff (Patties 2017)

There are 260 children aged less than 12 years, more than 40 of these are indigenous. As the 2016 census data is not available it is expected that these figures could vary.

The median household income is \$689 per week compared to greater Bairnsdale at \$840 per week. It is worth noting the median household income of Aboriginal and Torres Strait Islander households in East Bairnsdale is \$462 per week, a significantly lower amount than the wider population in this area.



Map 1: Shows the section of East Bairnsdale this report relates to, relative to the Mitchell River and shopping precinct of Bairnsdale.

EAST within East Bairnsdale

The EBCEP consultation specifically targeted the government housing area known as *East*, within East Bairnsdale. *East* is an unofficial name given by residents and visitors to the community and the colloquial use of this moniker underpinned its use as a branding emblem within this project (See Appendix 3).

East consists of approximately 240 households with a high percentage of government and aboriginal housing that is located 2.5 km drive or walk from the shopping precinct of Bairnsdale, See Map 1 on previous page.

The streets that were focused upon in this consultation include: Lucknow St, Cameron Cres, Flett Crt, Vivian Crt, Hoddinott St, Humphrey St, King Ct, Walker Ct, Norton Ct, Heath Ct and Moon Ct. There are other streets close by that contain predominantly private housing and these were not included in the door to door consultation: Croke St, Macrae St, McKimmie Ct, Eastcoast Ct and McEacharn St. They were however included in the promotion of the family fun days in Hoddinott Reserve.



Map 2: Shows the two consultation areas within East. Major streets, parks and bus stops are highlighted.

Existing Infrastructure

Located within or very close to East:

- An Early Learning Centre on Lucknow St, operated by Uniting Care Gippsland (building owned by East Gippsland Shire Council).
- A Steiner Kindergarten on Lucknow St, managed by Uniting Care Gippsland (building owned by EGSC).
- Two parks with playground equipment and a 1/2 basketball court, Hoddinott St and Cameron Cres, managed by EGSC.
- A Community Hub space at 24 Hoddinott St operated by Quantum Support Services 3 days a week.
- Four Telstra payphones.
- Bus service linking East to the town centre. Bus stops shown in Map 2.
- The East Gippsland Rail Trail (walking, cycling), access within 1km.
- The Mitchell River and riverside walking track within 2km.
- Sports ovals at Howitt Park within 1km.
- Lucknow Recreational Reserve within 3km.

An Isolated Community

The subdivision of this area and subsequent construction of public housing occurred 50 years ago (Bairnsdale Advertiser 1967). From the beginning there has been opposition and concern regarding the housing development, see appendix 6 for historical articles accessed through the Bairnsdale Historical Society. Although the subdivision provided important green space by way of the two parks, it wasn't until 2004 that playground equipment was installed along with safe lighting.

There are still no public toilets or water fountain/taps available to residents using the parks.

The housing development was constructed more than 2.5km from the main shopping precinct of Bairnsdale which for many residents is not easily accessible due to a lack of private transport and limited mobility with young children and prams. There are daily bus services, however for aged or disabled residents this requires a lengthy wait in town for a return bus. Families needing to travel to the swimming pool, recreation centre or hospital on the western side of Bairnsdale face a lengthy excursion with a change of bus in town.

For some years there existed a small neighbourhood general store but this has been closed for a number of years now and the dwelling converted to private housing. Due to competition from supermarkets this is unlikely to ever re-open as a service.

There are no nearby shops, schools, medical facilities or other services easily accessible to residents. Also without any school, hall or large location to meet, celebrate, run programs or workshops, community interaction is severely hampered.

Previous consultations have been conducted by GLCH, Quantum, Good Beginnings and Neighbourhood Renewal for different purposes over the years.

There are consistent themes that continue to surface because residents still want to see positive change in their area especially concerning playgrounds and safe activities for children, housing quality, street appeal and safety, transport and access to services/facilities.

Aims

This consultation and engagement project was initiated by Communities for Children East Gippsland (CfC) with the aim of discovering the views, needs and issues for children and their families that reside in a particular locality within East Bairnsdale, known as *East*.

Having funded numerous initiatives in this community it was important for CfC to gauge the current service need and determine where best to direct future funding to support the wellbeing of young people aged 0-12 years and their families. This consultation ensures that the needs, preferences and ideas of the community are heard, documented, fed back to the participants and subsequently acted upon by the right organisations.

Alongside the consultation there existed an opportunity to engage the community and involve them in a series of pride building events. As mentioned earlier there is a lack of opportunity or a central location for community members to meet regularly and make connections with their neighbours. Planned family fun days were used as a tool to achieve this whilst also allowing us to successfully feedback findings. The process of the consultation is described in the method.

Throughout the process we followed the principles of community development, i.e. empowerment; participation; inclusion, equality of opportunity & anti-discrimination; self-determination and partnership (CDAS 2004). For further explanation of these principles see Appendix 7.

For the process to maintain integrity we needed to be inclusive of as many voices as possible; respond to community in a timely, clear and respectful way; and aim for ongoing accountability and transparency on identified actions.



methods

Community and Agency Consultation

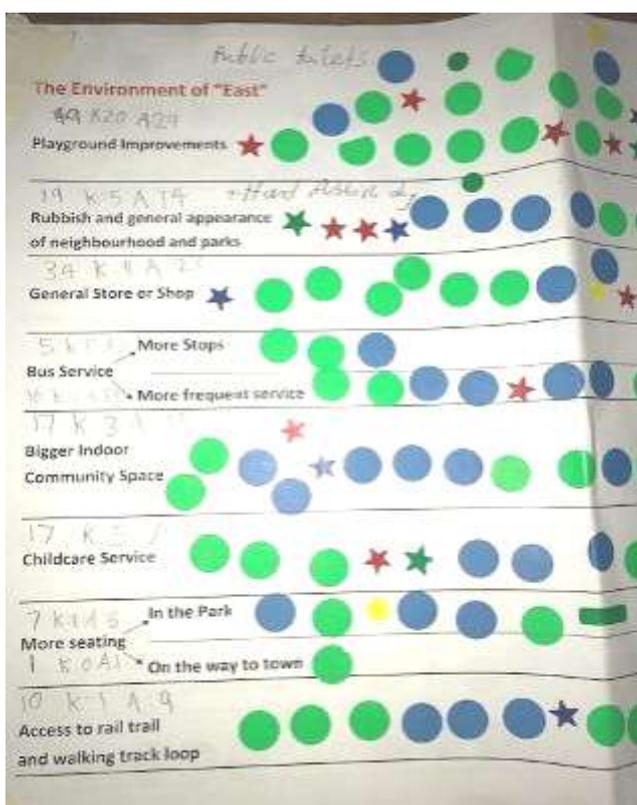
Direct consultation with the residents of East occurred between October 2016 and April 2017. This involved a door to door survey and discussions with over 70 households within the area specified earlier. Residents were asked specific questions and also encouraged to expand on any topic they felt strongly about. Set questions were asked but this did not limit discussion. See appendix 2 for survey questions. Show bags filled with fun activities for children were handed out during these visits as a thank you.

A number of agencies were consulted including, Uniting Care Gippsland, Early Learning Centre, Quantum Community Hub, Berry Street, Victorian Police, Gippsland Lakes Community Health (GLCH) and East Gippsland Shire Council. The most relevant staff members of these organisations were consulted on the programs or services they deliver to East Bairnsdale residents.

All responses were collated through Survey Monkey and key themes were identified with a range of issues or activities located under these themes. See results section for complete data.

Family Fun Days – Engagement, Building Pride and Further Consultation

The second level of consultation occurred at a family fun day in the Hoddinott St. Reserve (21st December 2016). Our survey data was presented back to community and residents were asked to vote on issues of greatest importance. Multiple votes were allowed. Children used different coloured stickers to adults so we could weight their input. Over 120 adults and children provided us with more than 700 responses to the data that was presented that day. This method worked well resulting in significant constructive feedback for the project.



Above: two voting sheets with adults and children's voting stickers attached.

The voting results culminated in a shortlist of identified issues for further action. See Appendix 4.

This event was a partnership between Quantum Support Services (coordination), Uniting Care Gippsland (funding) and GLCH (project implementation). Free entertainment, BBQ, children's activities and music by a local artist drew the crowds.

A second family fun day held in April (12 April 2017) used the same model. Voting results were presented to residents and significant time was spent discussing these results. Further to this we identified interested residents for direct involvement in the next stage – supported action groups for key projects.

Community Pride and Branding

Prior to the consultation phase, a discussion around branding of the locality occurred that fed into the pride aspect of this project. An internal design team at GLCH developed a selection of logo ideas that were presented to the 70+ households during the consultation. Young people were particularly good at providing feedback on the look and the message.

The most popular logo was translated onto a variety of merchandise and posters that were given away at the family fun days. This merchandise was proudly worn, used and displayed by adults and children during and after the events. A local community Facebook page now uses this branding too.

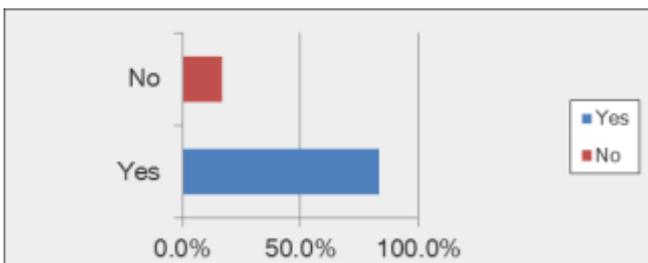
See appendix 3 for branding images developed and merchandise produced.



Results

Findings from the initial household consultation were compiled using the software Survey Monkey and Excel. The following data is presented in order of question (see appendix 2 for survey questions).

Q1. Do you live in East Bairnsdale?



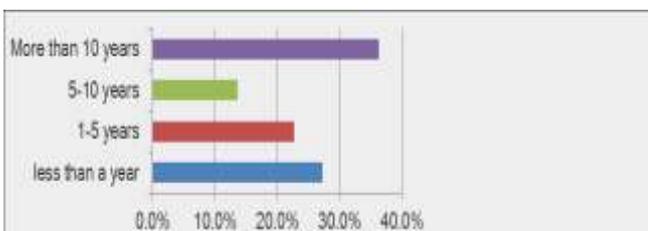
Yes = 84% No = 16%

Q2. If no, do you have a strong connection to East Bairnsdale?

12 respondents did not live in East Bairnsdale at the time of the survey however 10 of these people had a strong connection to the area. They were either visiting family, used to live here themselves, were workers in the community or attended the family fun day events.

Only two people did not have a regular or strong connection but were included in the survey because they had informative answers to the survey.

Q3. How long have you lived in East Bairnsdale?



More than 10 years = 36.4%

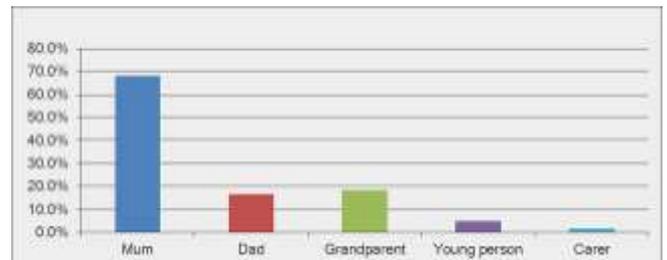
5-10 years = 13.6%

1-5 years = 22.7%

< 1 year = 27.3%

It is worth noting that there were a number of very long term residents interviewed including 25, 37 and 44 years of residence. These people had raised children and grandchildren and were able to provide a long history of what it has been like living in this area

Q4. Who are you?



The majority of people surveyed were mothers. Other people not included in the above graph include visiting workers and an aunty.

Please note that many young people were engaged in conversations but often alongside their parent and therefore they were not captured as the primary survey respondent.

Q5. Who lives in your household?

Households with children = 55

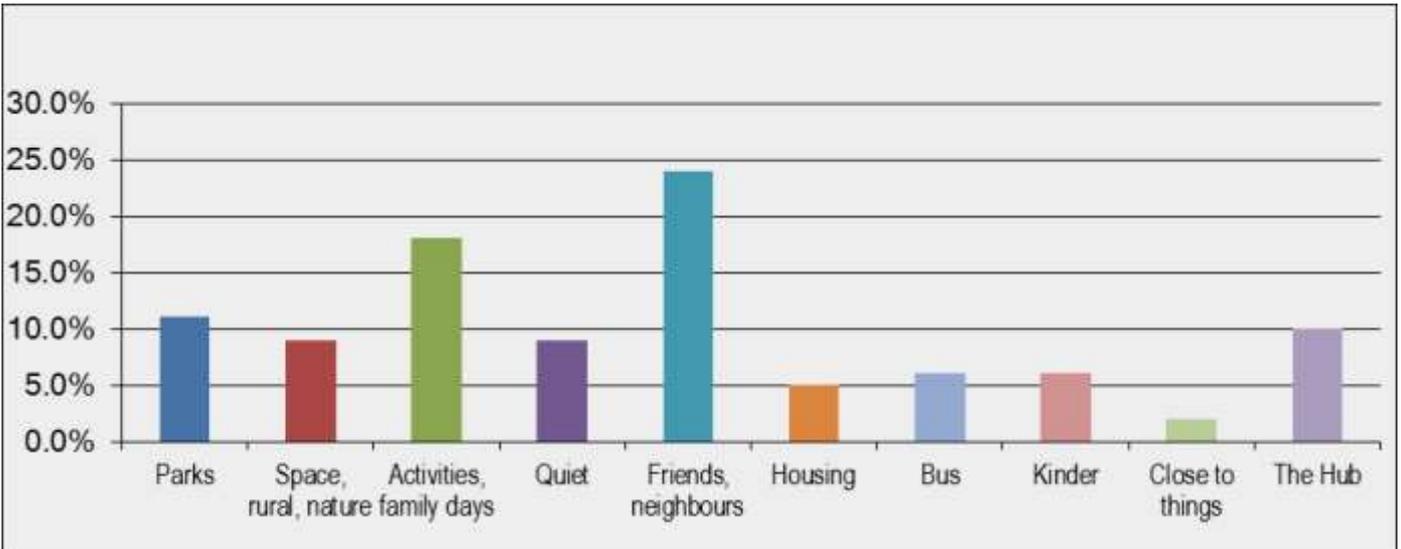
Households with grandparents = 3

Households with no children = 13

Of these households there were at least 11 containing a single parent family. Six households had more than 3 children living there and on two occasions we met large families of 5 and 9 children. It is worth noting that these were three bedroom houses with significant overcrowding issues.

Q6. What are some of the good things about living in East Bairnsdale?

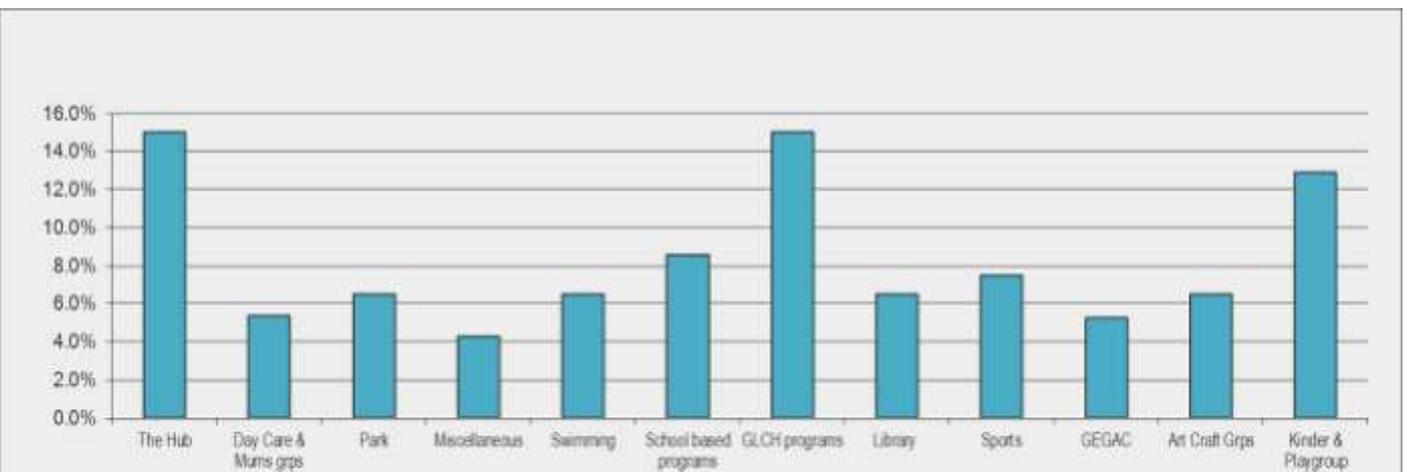
Multiple answers were allowed on this question, 130 responses (from 71 surveys). These are compiled by theme below. Measurement in this table is given as a percentage of the 130 comments.



Q7. What programs or services are you involved in, either in East Bairnsdale or elsewhere?

Multiple answers were allowed on this question, 93 responses (from 71 surveys). This reflects the multiple activities that families are involved in. The responses have been grouped into 12 areas seen in the table below. Measurement in this table is given as a percentage of the 93 comments.

Both GLCH and The Community Hub facility provide many services to this community, which reflects in the table below. Similar response numbers showed the importance of a local Kinder and playgroup.



Note: Measurement in this table is given as a percentage of the 93 comments given.

Q.8 How could these services be improved?

Q.9 What programs, services or activities would you like to see happening in East Bairnsdale?

These two questions ended up collecting similar types of comments which were then combined and themed under the following headings. Please see appendix 1 for the expanded list of all comments.

- The Hub
- Safety
- Activities wanted
- Transportation
- The local environment
- Community infrastructure
- Pride and respect
- Services wanted



Q.10 Can we contact you in the future regarding activities for children under 12 years? Would you like to be part of the ongoing consultation?

- 22 people wanted to be contacted for children's activities run in East.
- 25 people wanted to be involved in the ongoing consultation, such as receiving communications and possible working groups.



Discussing results

Creating a shortlist

The many survey responses from residents were themed under four key areas, enabling residents to vote both on key areas and specific actions within these areas. The production of a short list into an A4 document has allowed the results of the consultation to be disseminated easily and rapidly to the community. A summary of this document appears below, full version in Appendix 4.

Environment in East	Total Votes	Safety in East	Total Votes
Improve the playgrounds on Hoddinott & Cameron Cres.	49	Deal with dogs	32
Wish we had a general store	34	Drug & Alcohol issues	29
Clean rubbish & improve general appearance	19	More police needed	23
Bigger indoor community space	17	Speed Humps	22
Childcare service in East	17	Safety in park	19
Bus: more frequent service	16	Stranger Danger	19
Better access to rail trail or a walking trail loop	10	CCTV (Park, Hot spots)	16
More seating in parks	8	Self defence course	14
Bus: more stops (like at the swimming pool)	5	Hwy crossing to Lucknow	8
		Sharps Containers	8

Services we would like	Total Votes	Hub Activities	Total Votes
Programs for kids (8-12yrs)	23	Children's Activities	39
More dog ranger activity	22	First Aid Course	19
Playgroup	19	Youth/Teen Activities	15
Youth Services (12-18)	17	Homework Club	15
Drug & Alcohol	16	Art, Craft & Woodwork	15
Trauma help	13	Self Defence Course	15
Health Services Maternal & Child;	12	Activities for Older People	13
Community Arts	11	Cooking (healthy eating)	11
Men's Shed	11	Computer & I.T education	11
Govt Services	10	Toy Lending Library	10
ADHD Support group	6		

Parks

It is natural that much of the focus would be on the parks and playgrounds as the most visual and usable infrastructure available to residents. Most of the votes focused on improving the playground equipment, enhancing safety and useability of the spaces.

There are two park spaces, Hoddinott Street Reserve and Cameron Crescent, pictured below.



There is no doubt that both parks have great potential for improvement, as places for community gathering, recreation and enjoyment. Robust evidence exists to support parks being considered part of the healthcare system due to the numerous physical and mental health benefits they confer (Mowen et al. 2017). Mowen argues for increased government spending on open spaces as an innovative approach to improving health.

The Victorian Memorandum for Health and Nature (2017) states that parks and other open spaces are critical for our wellbeing and liveability with places for physical exercise, relaxation, play, learning and discovery. Being in nature energises us and makes us feel alive.

Good quality parks with family infrastructure attract visitors to the area such as the nature based adventure park in Metung. Residents discussed the benefits of a park that they could be proud of and changing entrenched negative opinions about East. One resident stated East is the “Bronx of Bairnsdale”.

Recommendation: Investing in the creation of open spaces that suit the community’s needs would benefit the health and wellbeing of children and families in East.

Safety

Safety rates highly from a number of different perspectives. Families report being concerned about their children playing in the park e.g. needles and broken glass in the bark chips is common and we have witnessed this first hand during set up for family fun days in the park. East Gippsland Shire Council has been approached by residents to pick up the glass bottles and rubbish before mowing however this is still a problem.

Dangerous dogs reportedly roam the streets and we encountered this on our walking consultations. We also witnessed a man on bicycle being chased up Lucknow Street by a dog and residents described how pushing a pram to the Kinder was at times hazardous.

There were strong concerns around stranger danger, bad behaviour in public, violence and the effect of drugs and alcohol on residents. Some residents suggested CCTV in public areas would be a deterrent, stranger danger education and self-defence classes.

Recommendation: Addressing safety concerns and developing better relationships with Council Animal Rangers and Police will benefit children and families.



Children and Families

“The emotional wellbeing of children and young people is lower in East Gippsland than across Victoria”. This statement in the *State of East Gippsland’s Children & Youth Report* (Good Beginnings 2013) is clearly relevant in East. Children want more activities and so do the parents that we interviewed. Interviews with Kinder staff highlighted trauma and special needs conditions at an all time high.

Many families are concerned about the future for their children. Some expressed a desire to live elsewhere away from the troubles of East but are limited by the availability of government housing in other towns or areas of Bairnsdale.

Residents expressed a need for more after school activities at the hub and there were numerous requests also for a consistent school holiday program. Access to extracurricular activities for family members is limited by income and as discussed earlier in the community profile, incomes in East Bairnsdale are substantially lower than other areas.

The impact of low household income on children is linked with lower school attendance and completion rates. This can lead to lower paid work as adults and a continuing cycle of economic struggle (Duncan et al 2013). The timing of economic hardship can also be important with research showing that poverty early in a child’s life may be more harmful to a rapidly developing brain that is vulnerable to environmental and familial conditions (Duncan et al 2013).

Recommendation: Investing in programs and services that support families, encourage school attendance and participation in extracurricular activities will benefit children and improve futures.

Advocacy

An improved relationship between the East community and East Gippsland Shire Council is high on the agenda upon reviewing results, as they are instrumental to many of the raised issues e.g. parks, playground equipment, roaming dogs, speed humps, youth services, community arts programs and transport improvements.

Linked to this is an observed need to increase the confidence and ability of community members to advocate for change. Empowering community members with skills in approaching public organisations, expressing views, planning and acting on plans will build social capital. This will help sustain the activities identified in this consultation.

Advocacy seeks to ensure that people, particularly those most vulnerable in society are able to have their voice heard on issues that are important to them (SEAP 2017).

Recommendation: Build social capital and confidence by supporting community leaders. Take a structured approach to increasing skills in advocacy, communication and facilitation to enable confident community representatives.

Building on Strengths

The positive responses from community centred on friends, neighbours, activities like the family fun days and the quiet atmosphere. Many people reported that East is fairly quiet and that they had good people in their street. A Vic Health survey (2015) reported that people in East Gippsland are more willing to help each other out and felt that they lived in a close-knit neighbourhood compared to across Victoria.

It was observed by GLCH workers with a long history in East that the profile of certain streets is changing. Young families are moving into East as the houses are more affordable, which may offer an opportunity to engage via playgroups or parent groups.

An obstacle for many programs and activities that could be run in this area is the lack of an adequate multipurpose space. The Hub on Hoddinott Street has significant space limitations however it is an excellent venue for small groups, coffee and chat groups or one to one therapy services.

Recommendation: Encourage residents to build stronger connections with people that live close by to enhance social connectivity and a sense of belonging. Advocate for an adequate multipurpose community facility for use by resident groups and agencies wishing to deliver programs.

Next Step - Working Group

From survey data, voting results and family fun day events, a short list of potential projects has been developed that would benefit East. A list of volunteers interested in these projects has been collected and initial contact made.

Recommendation: Bring together community members to form a representative group that is empowered to speak for the community. Facilitate partnerships with relevant organisations to support action on the projects identified by the community.



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Appendix.1

Extended answers from survey questions. Q.8 How could these services be improved? Q.9 What programs, services or activities would you like to see happening in East Bairnsdale?

- Get the hub going again
- Expand programs at Hub
- Increase age groups using hub
- "drop in for a cup of tea"
- Activities like at other neighbourhood houses
- Better advertisement for the new Friday playgroup at Hub.
- More Hub promotion. Mailbox drop and also on Bairnsdale Buy, Swap & Sell
- More promotion of Hub activities.
- Text msg to people to remind people of activities commencing
- Better communication methods for Hub and other agencies
- Need more programs and activities at hub
- Computer classes at hub
- Youth programs
- Local parents group at hub with small children
- Increase awareness of hub activities - face book and web site
- Kids stuff
- The hub needs to function well
- School holiday children's activities
- Holiday programs for kids
- ADHD support group at hub
- As many activities and services as possible
- Something for my grandchildren to do when here
- Craft group locally
- Timber work
- More activities for kids
- Bring back the Neighbourhood House. Since it's changed to the "Hub" it's lost many people.
- Bring a "Your next step" course to the Hub. Similar to that provided by Karen at Paynesville
- Regular community events in park
- Library program locally
- Literacy and numeracy courses
- Auslan course



- More activities at hub for all ages
- Reading activities for kids
- Information for families at hub on all services
- Kids activities
- Patchwork group
- There is a need for family and parent programs
- Art/craft activities for kids at the hub
- Promote family fun day better
- Self-defence classes
- Better publicity and support for kids
- I live in Eastwood but would use the hub with more knowledge of activities
- Family fun days in park more regular
- Stuff for young kids
- More activities for 12-15yr olds
- First aid classes
- Homework club
- Cooking classes at hub
- I have chosen to travel to Paynesville to Neighbourhood house rather than local hub
- Don't feel connected to the hub and it's not got much on
- Promote activities better - mail box drop and Facebook
- There isn't anything for older people at Hub
- Online gaming at the hub. Kids bring own computer
- I live in Metung and never knew the playground or the hub existed before coming to the family fun day
- Promote it more widely to get more visitors into the area
- Encourage Eastwood people to come and use Hub

Safety

- Park is scary because of kids roaming
- We are fearful of strangers as we moved from acreage
- Night time comes alive in this place - it's not nice
- Dogs aren't fenced in very well
- Reduce alcohol and drugs in community
- Improve perception of police in the area
- Clean up the rubbish and needles in park
- Beware of thieves and be careful with safety
- Speed humps to slow traffic
- Do something about all the drugs
- Improved ranger policing for roaming dogs and cats
- Dog obedience sessions - socialise locals dogs
- Safer park
- Dob in drug sellers/makers - set an incentive reward
- More police patrols
- Clean up park
- De-sex animals
- Dangerous dogs are a problem
- Fencing at park for young kids
- Increase safety for kids
- Improve safety in park
- A fenced dog park
- Make walking our dog safer - too many dogs are loose
- Get rid of dangerous dogs
- Regular ranger visits from shire
- Something for people on ice drug - too much violence
- Increase police presence
- Self defence for kids
- Better safety and security in parks and streets
- More police. Please respond when we call
- Get rid of ICE addicts to make community safer
- I don't want my children growing up here, too many drugs
- Have a safe crossing for kids across HWY to get access to Lucknow ovals
- We are the "Bronx" of Bairnsdale

- Broken glass in park and syringes under bark chips
- Kids trouble us at park. My kid's scooter gets stolen
- Better lighting in park
- A safety sharps bin for drug users
- Get rid of needles in the park
- Increase lighting in park - unsafe
- Lighting along main streets fairly bad
- W.A have interesting models for community safety through partnerships between
- Aboriginal Organisations and private security companies.

Activities

- More for teenagers
- More programs and activities in school holidays
- More family days in park
- Parents need access to childcare close by
- Kinder needs a parents committee (hasn't had one for 4 years), no fundraising occurs or working bees.
- Limited parental involvement
- Being a single mum means it's hard to get out and get involved
- Basketball 1/2 court activities
- Community art and creative stuff .

Transportation

- Need bus stop at swimming pool to make it easier
- It's a long way into town to access activities - 3 hr round trip walking
- Need a bus stop at swimming pool/school, could be an easy fix and make life easier
- for swimming lessons.
- Better bus service on weekends

The local environment

- Access to Kinder is a problem with footpath in front of old shops not level or joined
- Better sign posting on streets

- Dangerous dogs on the way to kinder on Lucknow St
- Jarvis soil blows over the fences and the dust is extreme. Residents affected by this negatively.
- Need safe highway crossing to get to Lucknow ovals
- Destroy the terrible housing and plan better.

Community Infrastructure

- No one uses the park because the equipment is rubbish
- Better park equipment in Cameron Cres needed
- All abilities playground is good
- Kinder buildings need an overhaul
- Natural play area at playground would be good and younger kids play equipment
- A shop for locals
- A shop to buy food
- Get a general store up and running
- Need a community space to deliver programs in that is larger than hub
- Proper playground
- Different playground - family friendly
- Park on Cameron Cres needs better equip & seats for parents
- Better park facilities next to Flett Crt
- CC TV in park and front of houses
- Better playground equipment in both parks
- Put up CCTV at park
- Childcare facility
- Better lighting in park and along streets
- Improve Cameron Cres play area - seating, clean up swamp area
- More bus stops from school. My kids have to cross highway & is dangerous
- CCTV in park
- Shop for the basics
- play equipment for very young children
- Play equipment for younger kids (2-4yrs)
- Need shops to increase community vibe
- A fenced playground area for little kids and some more bins
- Need a community space to run programs and events - Hub not versatile enough and too small
- A much better park with an interesting water feature like Metung
- Park - pick up glass & mow more often
- Safer ground surface than bark chips for young kids, we find needles in the chips
- Seating in park
- Adventure playground at park or water park
- Make park safe with fencing
- Pick up rubbish in park more often
- Park for toddlers/smaller children. All equipment is too big
- Create easement to access rail trail opposite Hoddinott
- Create walking track loop (Lucknow St, rail trail, easement back to Lucknow)
- Get EGSC to take interest and responsibility with planning and infrastructure improvements
- Need a community space for hire
- Overall there is a lack of community infrastructure compared to newer localities like Eastwood,
- which has shopping centre, medical, school, day care and vet
- Community needs a shop - fish n chips, paper, milk
- Fingerboard in park with directions or community mud map/flyer with walking directions/historical items of interest.
- Having trouble getting Dept. of housing to fix our house. We have been to Tim Bull.

Pride & Respect

- Aboriginal role models needed e.g. sporting stars
- Youth programs
- Fun days in the park - free events
- Hunting trips got me off the "ice", we need to be doing stuff
- More community events to bring harmony
- Community events

- Lift self-esteem for young people
- Clean up the suburb - its trashy
- Activities for teenagers
- Family fun days in park
- Got to build pride and respect in Aboriginal communities
- Too many drunks live here
- A way to improve respect and pride for adults
- Parenting program that isn't called a parenting program
- We need unity in this community
- Noisy on weekends with drinking and yahooping
- Stigma of living in East Bairnsdale follows people
- Parents want to get out and not have their children growing up here
- Violence and trauma everyday occurrences for Kinder kids
- Lives are in chaos and people barely surviving at times
- East is pretty good as it is
- Houses are much more affordable here. We bought off an elderly couple
- Bad neighbours
- Improve the look of the houses so we like living here.
- Regular community events in park
- More collaboration of programs
- Promote golf course close by (Goose Gully)
- Community art and creative stuff
- More sporting activities
- Volunteering opportunities in East to do arts & crafts
- Improve police response time to incidents
- Active things- Footy for girls
- Increased communication between agencies offering services and programs
- Get more organisations coming to East
- More community art
- Community activities
- Supported playgroups
- Community space for kids activities, art & craft, drumming, school holidays
- Pamper Days for workers/parents etc.
- Support for workers in the region. Come together and talk about what we are all doing
- Good beginnings offer a parenting program – get more people doing it
- 13 weeks free funding through Best Start for childcare but difficult to access the childcare in town
- Toy lending library
- Maternal Child Health Services & Immunization (just before kinder enrolments perhaps)
- Stranger Danger & sex education for kids and parents
- Driving school or support for people wanting to get a driving licence.

Services Wanted

- Youth programs
- Mobile library
- More programs/activities for kids
- Kids stuff
- Services for youth
- School holiday children's activities
- Holiday programs for kids
- Craft group locally
- A Men's Shed
- Basketball 1/2 court activities
- Alcohol and drug services
- Visiting doctor
- Community BBQ's
- More sporting opportunities

Appendix.2

East Bairnsdale Consultation 2016



This community consultation will help direct future targeting of services and activities by Communities for Children and Gippsland Lakes Community Health. We aim to identify community projects or activities that will build pride and enhance the sense of community for residents.

1. Do you live in East Bairnsdale?: Yes No
If no, do you have a strong connection to East Bairnsdale? Yes No
Please describe your connection: _____

2. How long have you lived in East Bairnsdale? _____
Are you a: Mum Dad Carer Grandparent Other _____
Who lives in your household? (e.g. how many kids, adults) _____

3. What are some of the good things about living in East Bairnsdale? _____

4. What programs or services are you involved in, either in East Bairnsdale or elsewhere?

5. How could these be improved?

6. What programs, services or activities would you like to see happening in East Bairnsdale?

Can we contact you for future activities that we run for children under 12 years of age?

Phone: _____ Name: _____

Would you or someone in the household like to be part of ongoing consultation?

Name: _____ Phone: _____

Appendix.3

The following images were selected through consultation with households with more weight given to the opinion of young people. Merchandise and posters using these images were produced for events held in the park.



Appendix 4

Summary of voting results for future actions.



East Bairnsdale Consultation and Engagement Project

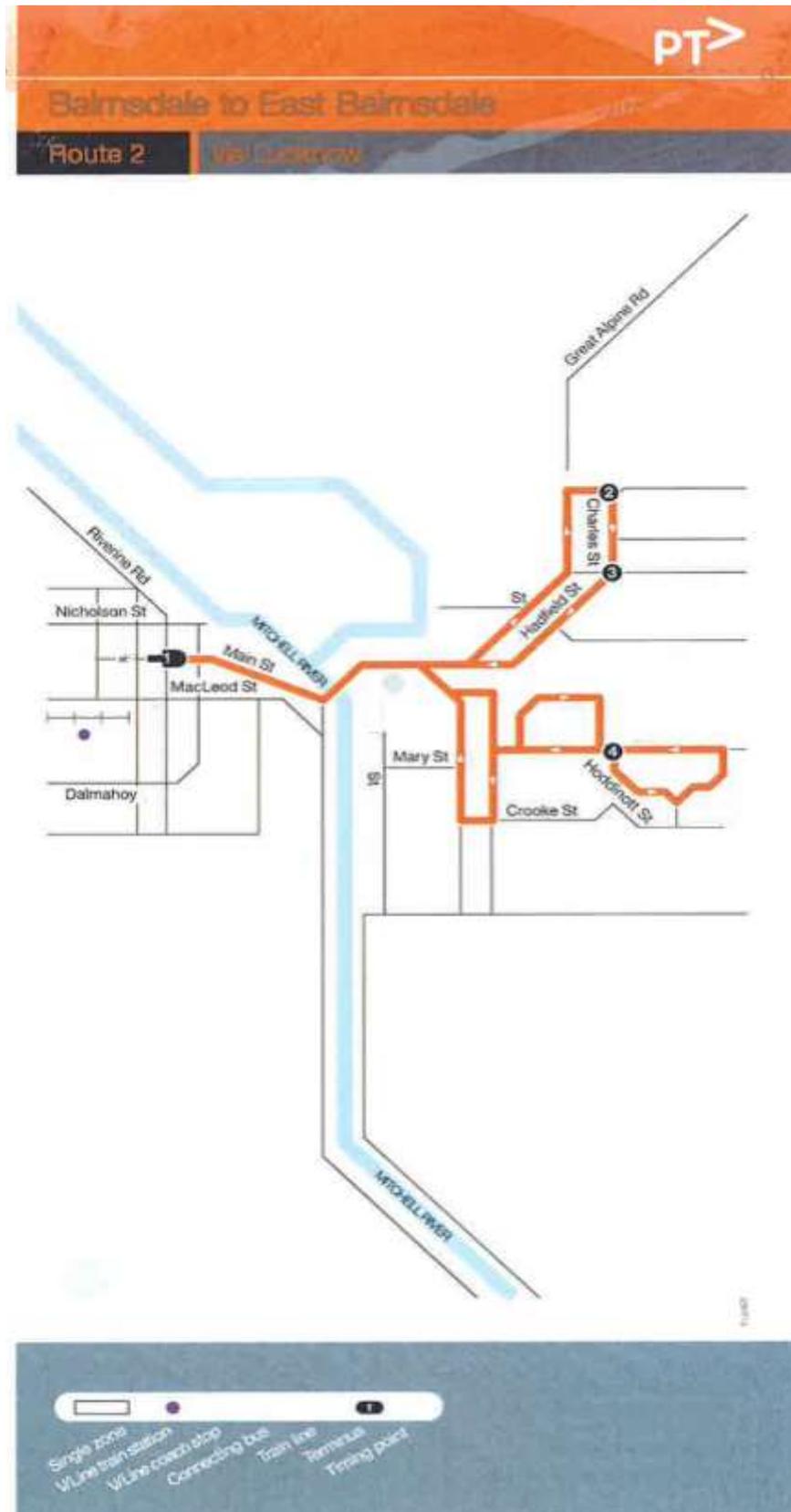
Hi Community Members! Thank you for being part of this community project. You have told us what the good stuff is, what the problems are, and what type of change could happen. At the last family fun day in the park, around 200 people voted on what they wanted in East. The results are below. We would love you to get involved now in the action part of the project. If you want to get involved in any of the projects below and make a difference in your community, call Kerrilee or Jane on 5155 8462.

Environment in East	Total Votes	Safety in East	Total Votes	Services we would like	Total Votes	Hub Activities	Total Votes
Improve the playgrounds on Hoddinott & Cameron Cres.	49	Deal with dogs	32	Programs for kids (8-12yrs)	23	Childrens Activities	39
Wish we had a general store	34	Drug & Alcohol issues	29	More dog ranger activity	22	First Aid Course	19
Clean rubbish & improve general appearance	19	More police needed	23	Playgroup	19	Youth/Teen Activities	15
Bigger indoor community space	17	Speed Humps	22	Youth Services (12-18)	17	Homework Club	15
Childcare service in East.	17	Safety in park	19	Drug & Alcohol	16	Art, Craft & Woodwork	15
Bus: more frequent service	16	Stranger Danger	19	Trauma help	13	Self Defence Course	15
Better access to rail trail or a walking trail loop	10	CCTV (Park, Hot spots)	16	Health Services Maternal & Child;	12	Activities for Older People	13
More seating in parks	8	Self defence course	14	Community Arts	11	Cooking (healthy eating)	11
Bus: more stops (like at the swimming pool)	5	Hwy crossing to Lucknow	8	Men's Shed	11	Computer & I.T education	11
		Sharps Containers	8	Govt Services	10	Toy Lending Library	10
				ADHD Support group	6		



Appendix.5

Public transport route.



Appendix.6

Historical articles from Bairnsdale Advertiser. Thank you to Ian at the Bairnsdale Historical Society for his assistance with this research.

Survey on Housing in East Gippland

A survey will be made by the Victorian Eastern Development Association in an effort to determine the demand for Housing Commission homes in East Gippsland.

Municipal councils in the V.E.D.A. area will be asked to supply figures on the demand within their boundaries for Housing Commission homes and flats for elderly persons.

This decision was made at a meeting of the V.E.D.A. executive last night, following discussion on numbers of Housing Commission homes built at Bairnsdale.

The acting chairman (Mr A. Dickson) said there were 141 Housing Commission homes completed and in course of construction at Bairnsdale as at June 30, 1956.

There was a waiting list for 55 homes as at March 31, 1967.

The meeting was informed that although there were approximately five vacancies in co-operative housing societies at present, it was not expected that these would remain for very long.

In fact, it was anticipated that it would be necessary to form another co-operative housing society within 12 or 18 months' time.

There are sites reserved for 90 Housing Commission homes at East Bairnsdale, but the average rate of construction in recent years has been 10 to 12 homes with only five listed for 1967.

The meeting was told there was also a definite

need at Bairnsdale for flats for elderly persons.

Figures submitted to the V.E.D.A. executive showed that in comparison with the 141 commission homes at Bairnsdale, Ararat had 293, Benalla 316, Colne 376, Hamilton 246, Horsham 407, Warragul 416, and Swan Hill 265.

The executive decided to seek information from all municipalities within its boundaries before taking action aimed at stepping up the number of Housing Commission homes being built.

DIAGNOSTIC CENTRE

Following earlier correspondence supporting establishment of a regional veterinary diagnostic centre at Bairnsdale, V.E.D.A. informed the Minister of Agriculture (Mr G. L. Chandler, M.L.C.) that it believed a site of 10 acres for such a project could be available within two miles of the town.

Mr Chandler, acknowledging this information, has stated that the siting of a diagnostic centre in Gippsland has not been finally determined.

He has said the views expressed by V.E.D.A.

will be taken into consideration when the subject is again under review.

SYMPOSIUM AT LAKES ENTRANCE

"Happier Holidays" will be the theme of the tourist symposium being planned by V.E.D.A. at Lakes Entrance on August 1.

Authorities on the subject of tourist develop-

ment are being invited to address the symposium, which is expected to be attended by about 200 persons interested in the promotion of tourism in East Gippsland.

A progress report on plans for the symposium was presented to last night's executive meeting by the V.E.D.A. publicity officer (Mrs M. J. Evans).

BA. 13 JUNE 1967

BUILDING PERMITS ISSUED

Six building permits for work to the value of \$13,500, were issued by Bairnsdale Town Council between September 11 and 25.

They were for:—

K. I. and M. Shepherd, Pope Street, dwelling.

M. J. Farquhar for J. Meddings, Omco Highway, demolish chimney.

G. A. and E. M. Patterson, Nicholson Street, shed.

R. W. and S. D. McKenzie, Bredt Street, additions.

J. Pavcuk, McKean Street, garage.

D. Croucher, High Street, renovations.

SUBDIVISIONS

Two plans of subdivision were approved:—

R. S. and P. O. Mansell, pt. C.A.A. Sec. 101, cnr. Drevermann and Doherty Streets, and

Housing Commission of Victoria, plan of subdivision of pt. C. Pre-emptive, Section A, parish of Wy Yung, Lucknow Street, East Bairnsdale (93 blocks.

BA 12 OCT 1967

Commission's Homes Make Town Unhappy

—BETTER DESIGN CALLED FOR

The 90 Housing Commission homes to be built in East Bairnsdale will be of prefabricated design — and the town council is not happy. The Mayor (Cr. Frank Burns) and Cr. K. C. Mason said, in one breath, "We must protest against this."

But the council is happy that so many houses are to be built here and, indeed, most were resisting a motion to have a survey made of housing needs.

The survey was called for by Cr. Patricia Evans, who said it would bring right to the notice of the commission the fact that it had overlooked Bairnsdale.

Cr Evans said she had spoken to local Jaycees, and they had seemed anxious to help in making a survey. They were already preparing to make a survey of the problems of the aged in the town.

Cr Burns contended that all information about the condition of homes and the number of people on the waiting list for them could

be easily obtained from the commission's Bairnsdale agent.

When Cr Evans persisted that a survey was essential, Cr Burns said that the Housing Commission was waiting to build 90 houses, as soon as the town engineer had done his side of the work.

Cr Evans countered that these 90 houses would not fill the need of local



CR PATRICIA EVANS

people, whereas Cr Burns and others said that the council had been addressed by the commission's officers and given a satisfactory survey.

Bottom Of List

Cr Evans maintained that Bairnsdale was "down to the bottom of the list" after Traralgon and Sale, because there were no own services in the area. The engineer (Mr. A. R. Coster) said that he was preparing to do the engineering works, and was in close touch with the Housing Commission's engineers.

A big problem was a 14-foot drain needed in East Bairnsdale, and he intended doing this by filling a suitable excavator.

He had hoped to use the Sewerage Authority's digger, but it was still in use, although it would be available soon.

In the meantime, it might be possible to do some drainage work on each allotment, he said.

Mr. Coster said that the houses to be built there were prefabricated. Cr Mason asked if these were the plastic houses, and was told that this was so.

He and Cr Burns immediately said that the council should protest against this, and Cr Burns suggested that the local Member (Mr. Bruce Evans,

M.L.A.) should be asked to stop this type of dwelling coming here.

Cr Evans moved, and was seconded by Cr R. Brewer, that the Jaycees should be asked to conduct a survey for the council.

In reply to Cr J. G. Gibbons, she said that the survey could find out what were the exact housing needs of the community

from single units to three-bedroom units.

The town clerk (Mr. T. M. Monte), in reply to a question, said that Housing Commission officers conducted their own surveys.

Cr K. C. Mason then moved an amendment that the Housing Commission should be asked what it had done about finding out the housing needs for Bairnsdale, what was its most recent survey, and what were its findings.

Cr Evans then withdrew her motion, and Cr Mason's amendment became the motion and was adopted.

BA APR 10, 1968



THIS IS THE HOUSE that the Housing Commission calls the "industrialized house". The first 10 of the 90 houses to be built in Bertrams will be of this type, says Mr. B. G. Fletcher, the commission's local agent. Bertrams Town Council has objected to this type of house, which it calls prefabricated and plastic, and is seeking a deputation to the commission. Mr. Fletcher has replied to criticisms of the house. (See letters to the Editor.)

'Plastic' Houses

(To the Editor of "The Bertrams Advertiser")

Sir,—I would be grateful if you would allow me space to clarify some matters raised recently in connection with Housing Commission houses at East Bertrams.

I am at a loss to understand the reasons for describing these proposed houses as "plastic," unless this term refers to the vinyl coating on some external walls, or to the poly-urethane foam insulation placed inside the outer walls.

The houses concerned are not prefabricated, but "industrialized." Production starts with the construction of the dwelling at the factory and transport of

the assembled sections to the site. Industrialization involves the manufacturing of the various components of a building in many factories, each specializing in the operation it undertakes, with the Housing Commission's industrialized house, pre-fabricated wall panels are supported on a traditionally framed timber floor. Some timber roof trusses, spanning the full width of the house, support a clad or sheet metal roof and a panelled, prefabricated ceiling.

Statements that "the houses are not good to look at" are not borne out by inspection of established houses of this type. As to their being "very ordinary

houses," it must be appreciated that they are included in the low to medium-price (18,000 to 22,000) group, and cannot be considered as luxury-type housing. The houses are as well-located and as well-appointed as any in their price range, and the Housing Commission houses, are good value at an average price of \$10 per sq. ft.

The estate at East Bertrams will eventually contain 90 houses, but the present estimate is for 10 houses only. As the current rate of erection, it will take eight years to complete the estate.

Judging by the number of applications received at this office, Bertrams's immediate need is not luxury Commission houses, but more of them.—Troy, etc.

BRIAN FLETCHER,
Bertrams Agent, Housing Commission, Victoria.

BA MAY 2, 1968

Next commission homes may be of brick veneer

—IF REASONABLE TENDERS RECEIVED

A deputation from Bairnsdale Town Council has been told by the Housing Commission that next year's allocation of houses would be of a design different from the 10 industrialised houses to be built this year.

Tenders will be called for the brick veneer and standard design. The acceptance of tenders for brick veneer will, of course, depend on a suitable price being pushed.

Although there was still a slight note of discontent among members when Cr R. C. Mason reported on the deputation's meeting with the Housing Commission, general opinion seemed to be that understanding had been obtained and that the commission was ready to accede to council's requests as far as possible.

The deputation had received one of the best responses he had ever known as such a man, said Cr Mason.

In the deputation, which was chaired by Mr Ashman, a member of the Housing Commission, were Crs R. F. Pearce and R. C. Mason, and the local clerk Mr T. H. Morris.

They had been appointed to present requests for the construction of private housing on the East Bairnsdale estate.

Cr R. F. Pearce said that Crs R. C. Mason, and the local clerk Mr T. H. Morris.

LONG SO LOCAL INDUSTRY

Several points raised by the deputation was the loss of employment by local building contractors with the type of houses, and also that materials would be supplied by metropolitan areas instead of locally.

Cr Mason mentioned that Mr Ashman offered to discuss the way work being taken out of local hands, the deputation left with an answer to the problem of local construction.

Mr Ashman had said that the original reason for the design of the industrialised house was the difficulty experienced by the contractor in obtaining satisfactory contractors to construct them.

The industrialised house was described by him as having a steel frame with external walls of precast finished aluminium or steel.

Mr Ashman, although offering to answer to the questions of the long-term settlement and employment, pointed out that about one-third of construction work on industrialised houses was done on the site.

Cr Mason, in his report to council, said he questioned Mr Ashman's statement in saying that a maximum of 200 houses had to be built.

Cr R. S. Skyles, after hearing the report, said he would have liked not to have made a row about the industrialised houses until he had seen them.

After all, says it were to have been built at first, "But," said the Mayor Cr Frank Murray, "if you don't equal work it will be too late."

"If you agreed too late, you might not get anything," replied Cr Murray.

Cr Patrick Green said she was still not satisfied with the deputation, and asked if there was anything else she could suggest.

(Cont. on page 31)

NEXT HOMES

(Continued from page 1)

"I would not like to think we are going to lose the long-term settlement. There is too much of this, of Government departments providing it, she said.

DEPUTATION SUCCESSFUL

Cr R. S. Skyles said he thought the deputation had been successful. The commission had given an assurance that the 200-250 allocation of houses would be of a satisfactory design, and that tenders would be called.

Also, the commission said they would be houses allocated for the current year were not completed by the end of this financial year, this would not affect next year's allocation.

"We have established good relations with the Housing Commission, and have obtained an understanding," said Cr Murray.

"The deputation went on behalf of the council and local community to try to get more local content in these houses, particularly for the timber trade."

"It is complete and utter support for anyone to say we have obstructed the Housing Commission."

Cr R. F. Pearce said council he was surprised how much Mr Ashman knew about the district.

"It is very easy to see problems and of our attempts to benefit the town. I do not think we have much to worry about," said Cr Pearce, who referred to the promise to call tenders for brick veneer houses in the next allocation.

NEED FOR MORE HOMES QUICKLY



One of the ten conventional-type homes under construction at East Bairnsdale is shown today under construction.

In East Bairnsdale a group of new homes being erected by the State Housing Commission is welcome development in this part of Gippsland, which seems destined for more progress over the next decade than in any time in its history.

The group of homes under construction comprise 10 conventionally styled structures and ten which the commission describes as "special design" houses.

The homes are one of 200-250 houses which the commission will be erecting in the next few years.

The long-term settlement will be completed in the next few years, and many houses will be completed in the next few years.

According to reliable sources, between 20 and 25 houses are needed urgently.

According to reliable sources, between 20 and 25 houses are needed urgently.

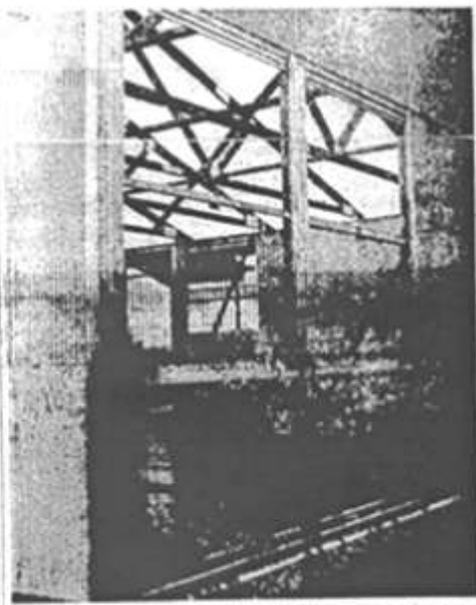
In a report which is being prepared by the commission, it is stated that the need for housing is urgent.

In addition, it is stated that the need for housing is urgent.

The need for housing is urgent, and the commission is working to meet this need.

But the big need is for the long-term settlement.

By commission, the need for housing is urgent, and the commission is working to meet this need.



The partly-completed "special design" home features ground and floor frames. The housing was started today.

BA MARCH 20, 1969

BA MAY 16, 1968

Appendix.7

Glossary of terms and principles

Accountability: ongoing processes established to monitor, evaluate and disclose information, including processes to track and communicate decisions and activities in a reliable, accurate and clear manner.

Advocacy: a method of assisting people, particularly those most vulnerable in society, to have their voice heard on issues that are important to them.

Empowerment: Increasing the ability of individuals and groups to influence issues that affect them and their communities.

Inclusion & equal opportunity: recognising that some people may need additional support to overcome barriers they face.

Inclusiveness: consultation should be accessible and balanced, and reasonable attempts made to also include stakeholders that may be harder to reach, to ensure a full range of values and perspectives are included.

Integrity: consultation should be open, truthful and transparent to enable stakeholders to participate in a meaningful way.

Participation: Supporting people to take part in decision making.

Partnership: recognising that many people and agencies can contribute to community development.

Responsive and reciprocal: consultation should promote dialogue and be supported by timely and accurate information.

Respect: stakeholders should be valued and actively listening to.

Self-determination: supporting the right of people to make their own choices.





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