



**east**  
love where you live

# 2021 UPDATE



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# LOVE EAST



## Acknowledgements

We wish to thank all local families and organisations that participated in the consultation. We are grateful for your time and input. Thank you to those participants that allowed their words and photos to be used in the production of this report.



We acknowledge the traditional owners and custodians of the lands and waters where we work and live. We celebrate the diversity of Aboriginal and Torres Strait Islander people, their continuing culture and enduring connection to country, and pay respect to Elders past, present and emerging.

**Authored by Kerrilee Kimber 2021. Health Promotion Unit**

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## Branding

The “east” branding was developed through consultation with community members.

These were the most popular images voted on by children and adults and were utilised in a pride building campaign during the 2016-17 project.



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# Partnership & Funding

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## About Gippsland Lakes Complete Health

Gippsland Lakes Complete 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.

## Partnership

GLCH has a strong partnership with Uniting. We also have a long and respected history of engagement with the East Bairnsdale community. This updated community consultation builds upon the original findings and report from 2016-2017. The consultation identifies changes and issues within the community via the voices of residents.

Both GLCH and Uniting recognise that effective community consultation enhances and greatly assists with planning, decision making, participation and improved outcomes for the community.

## Consultation Funding

This community consultation was made possible by the Commonwealth Government, Communities for Children (CfC) initiative. Uniting Vic Tas is the CfC Facilitating Partner in East Gippsland. Uniting commissioned Gippsland Lakes Complete Health to consult with community and write the original report in 2016 and to conduct this 2021 consultation update.

CfC aims to improve the health and wellbeing of families and the development of children from birth to age 12 and beyond to 18 where appropriate. The five key guiding principles of the East Gippsland CfC are: strong outcomes-focused community collaborations and partnerships; strong partnerships with the Aboriginal Community guided by self-determination principles; reductions in the incidence of family violence; innovative service access in rural remote communities in Outer Gippsland; and community recovery strategies which are responsive to local needs.

# Executive Summary

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The original East Bairnsdale Consultation and Engagement Project (EBCEP) in 2016-17, 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.

This updated report reviews the community profile, examines the results of the 2021 consultation and provides recommendations for action. The consultation occurred with the Covid-19 pandemic restricting community gatherings. Consequently, residents were surveyed via phone, electronically and some face to face individual discussions.

The original consultation involved a combination of face to face survey, focus groups and community gatherings in the park for residents to vote on issues and actions. This update has been less ambitious but confirms that many of the original issues and actions are still very relevant and require ongoing advocacy.

Key themes that emerged from the 2021 consultation are:

- Violence and safety
- Parks and playgrounds
- Services for children and families
- Community pride and social connection

These themes mirror the previous consultation, which is not surprising with only minimal changes having taken place in the past five years. These are discussed in the section Change since 2016 Consultation.

Resident's value their parks and playground spaces but do not feel safe in public areas. Parents are concerned for their children's safety and identified unsafe playgrounds, violence and speeding cars as some barriers to living well in East.

Many are concerned about the lack of activities and opportunities for children and young people, further exacerbated by Covid restrictions over the past two years. There is an evident lack of connection between adults as well, with many requests asking for more family fun days in the park, support groups or parent coffee/playgroups situated locally.

There is a tired and neglected appearance to parts of East, which residents are ashamed of, and regularly commented on during this consultation. Some wish they could clear the rubbish, clean up the graffiti and lift the level of pride. We asked residents what they heard other people say about living in this particular locality in East Bairnsdale. Overwhelmingly the responses were negative and involved perceptions of crime, violence and a place of last resort to live. This is a locality asking to be noticed and renewed. It needs investment in infrastructure, services and an image overhaul.

The findings from this consultation are prioritised into achievable recommendations from page 26. Key organisations are strongly encouraged to work actively in their spheres of influence with these recommendations in mind. This community needs organisations and authorities, who are change makers, to get behind the recommendations. Do not judge this community by driving through quickly. Stop, meet people, listen and use your capacity to build on the strengths in East and inspire further action.

# Background

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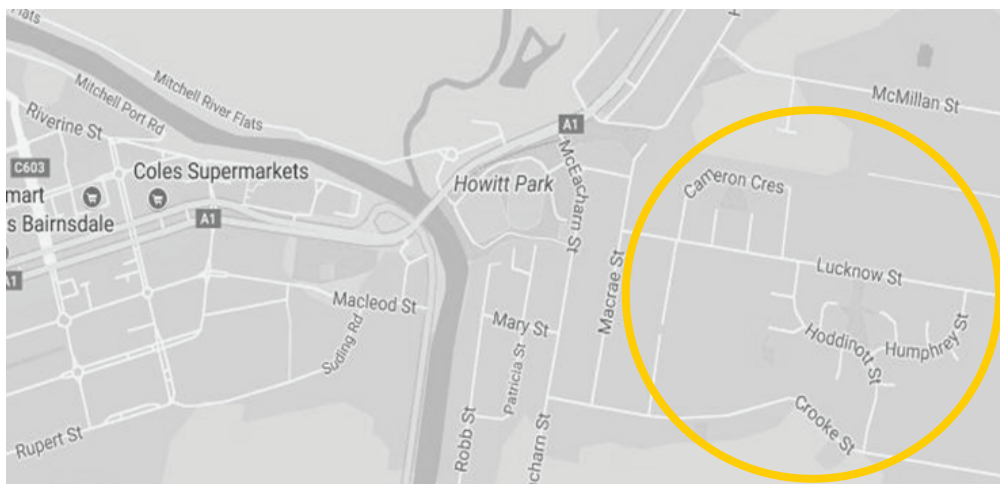
## Community Profile

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 report. The area of consultation has a strong focus on families living in the Government housing area within East Bairnsdale, located in the box on Map 1.

According to the Australian Bureau of Statistics (ABS 2016), East Bairnsdale region (which extends to Paynesville on ABS) has a population of 1300 people, a much larger cohort than the focus of this consultation. Of the 348 families in this larger ABS region, 29% are one parent families, 27% couples with children. Aboriginal and Torres Strait Islander people make up 8.6% of the population, approximately 112 people. During this consultation we connected with 42 households.

In terms of employment (ABS 2016), 45% of employed people worked in full time positions and 38% in part time. This has increased since the 2011 ABS data. 9.2% of people were listed unemployed. The main employment areas are aged residential care services, bakery product manufacturing and takeaway food (ABS 2016). Patties is located in East Bairnsdale and is a major employer with 570 staff (Patties 2021).

There are 86 children aged less than 14, a significant drop from 260 children in the 2011 Census data. The authors of this report question the accuracy of this data and note that the 2016 Census was the first to go online and there were reported issues with this Census at the time.



**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

The original East Bairnsdale Consultation in 2016 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. This updated consultation included the same residential area.

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.

The streets focused upon in this consultation include: Lucknow St, Cameron Cres, Flett Crt, Vivian Crt, Hoddinott St, Humphrey St, King Crt, Walker Crt, Norton Crt, Heath Crt, Royal Crt and Moon Crt.

There are other streets nearby that contain predominantly private housing and these were not included: Crooke St, Macrae St, McKimmie Crt, Eastcoast Crt and McEacharn St. These streets are however included in the promotion of any organised community activity.



**Map 2.** Two consultation areas within East. Major streets, parks and bus stops are highlighted.





### Existing Infrastructure

The subdivision of this area and subsequent construction of public housing occurred over 50 years ago (Bairnsdale Advertiser 1967). From the beginning there has been opposition and concern regarding the housing development, see appendices 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 many decades later that playground equipment and lighting were installed. There are no public toilets and the playground equipment is aging and in need of updating.

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 is a twice daily bus service (Mon-Fri), 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 many years and the dwelling converted to private housing.

The Community Hub on Hoddinott St has a foodbank facility Tuesday and Thursday but there are no nearby shops, schools or medical facilities accessible to residents. Also, without any school, hall or large location to meet, celebrate, run programs or workshops, community interaction is severely hampered.

Located within or very close to East:

- When the original report was produced, East had two well utilised Early Learning Centres in operation on Lucknow Street. An Early Learning Centre operated by Uniting Care Gippsland and a Steiner Kindergarten, Wild Cherry. Both buildings are owned by East Gippsland Shire Council (EGSC).  
These have both ceased operating. Wild Cherry co-located their Kinder program with the main Steiner School in West Bairnsdale. Uniting Gippsland closed the ELC at the end of 2021.
- Two parks with playground equipment and a 1/2 basketball court, Hoddinott Street Reserve and Cameron Crescent Reserve, managed by EGSC.
- A Community Neighbourhood Hub at 24 Hoddinott St, operated by Quantum Support Services.
- One Telstra payphone near the Exchange Food Store on Princes Hwy (There were four in 2016).
- Bus service linking East to the town centre Monday - Friday. 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.
- Howitt Park Bowls Club within 1km.



# Change Since 2016 Consultation

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- Installation of public drinking fountain and water tap at Hoddinott Street Reserve.
- Shade sail installed above playground equipment in Hoddinott Street Reserve.
- BBQ area tidied and concreted in Hoddinott Street Reserve.
- Improvement in glass and other rubbish being picked up before mowing in Hoddinott and Cameron Crescent Reserves. Mowing was also happening on a regular basis. This however has failed to happen during the past two years and the playgrounds have not been as accessible for children to play in due to long grass, broken glass and needle syringes.
- Seat restored by volunteers and installed in Cameron Crescent Reserve.
- Mural painted on rebound wall in Cameron Crescent Reserve (EGSC Arts Funding).
- Residents report that although there are still dogs roaming the streets, the Ranger appears more regularly.
- The E.B Community Hub on Hoddinott Street is usually open four days a week, operates a foodbank service and community programs.
- New public housing being constructed in 2021/22. Some poor quality housing has been demolished and two units constructed on the block instead of a single dwelling.

Many of these improvements have occurred through advocacy by GLCH staff and Quantum staff at the E.B Community Hub.



# Consultation, Aim and Methodology

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This consultation is an update on the 2016-17 report. Uniting Gippsland, Communities for Children and Gippsland Lakes Complete Health, wish to hear the current needs and issues for children and their families that reside in East. 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, safety, street appeal, housing quality and access to services/facilities.

A letter to residents was delivered to all homes during September 2021. Residents could access an electronic survey via a QR code, enter a link into web browser or contact Health Promotion staff direct and be surveyed over the phone. Some door to door surveying occurred once the Covid restrictions eased.

Residents were asked specific questions, similar to the 2016 survey and encouraged to expand on any topic they felt strongly about. Set questions were asked but this did not limit discussion.

All responses were collated through Survey Monkey and key themes identified. The second level of consultation occurred at a family fun day in the Hoddinott St. Reserve (22nd December 2021). Our survey data was presented as a short list of actions and residents were asked to vote on their priorities for the community.

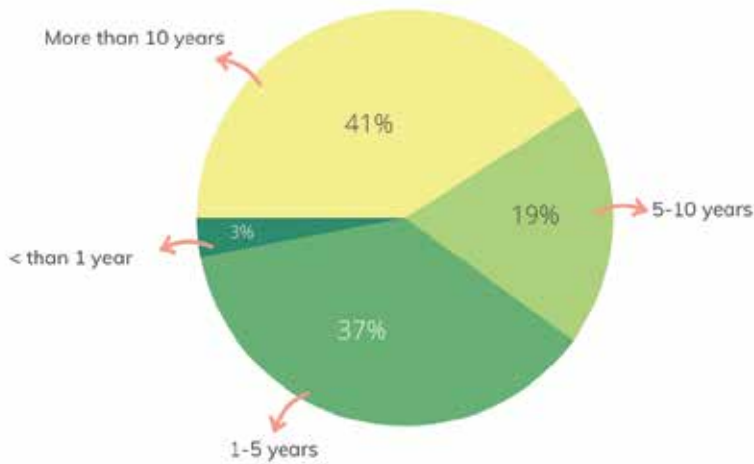
The voting results culminated in a shortlist of identified issues for further action. See Examining Results for the detail.

# 2021 Survey Results

Findings from the 2021 household consultation were compiled using the software Survey Monkey and Excel. The following data is presented in order of question. 42 households participated.

## How long have you lived in East Bairnsdale?

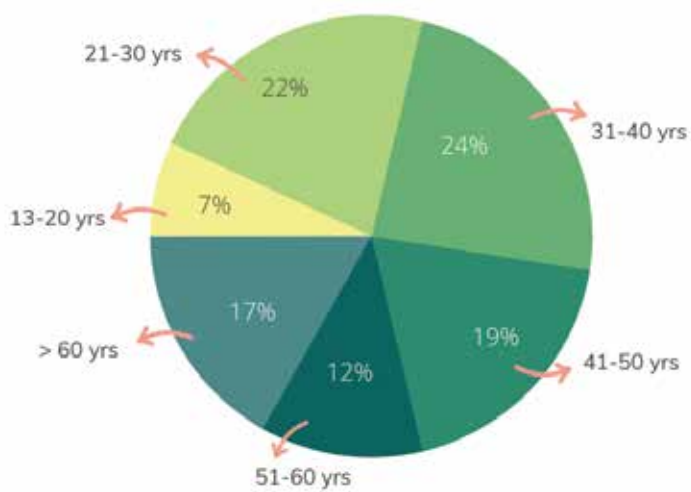
Most residents surveyed have lived in East for more than a year.



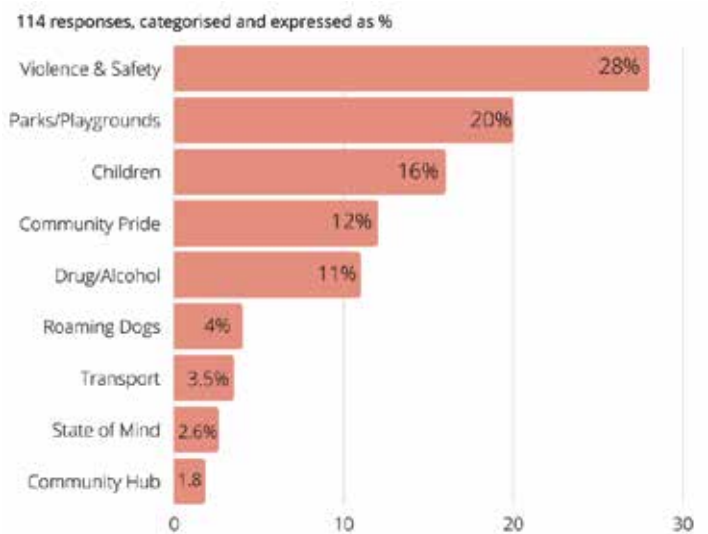
## How many people live in your household?



## What age group are you?



## What are the issues in East Bairnsdale?

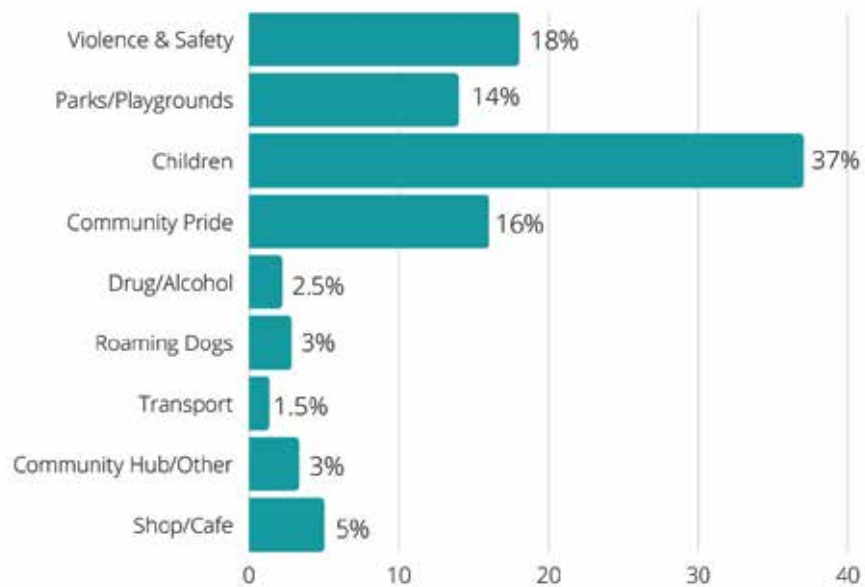


## How do we improve these issues?

181 responses were collected on ways to improve the issues. These have been categorised into the table below and the full list of responses is included in the appendices. This table shows the priority areas for improvement and where solutions are most obvious to those surveyed.

The ideas for improvements were shortlisted into a table for residents to vote on in December. This can be read in the section, Voting on the priorities for East.

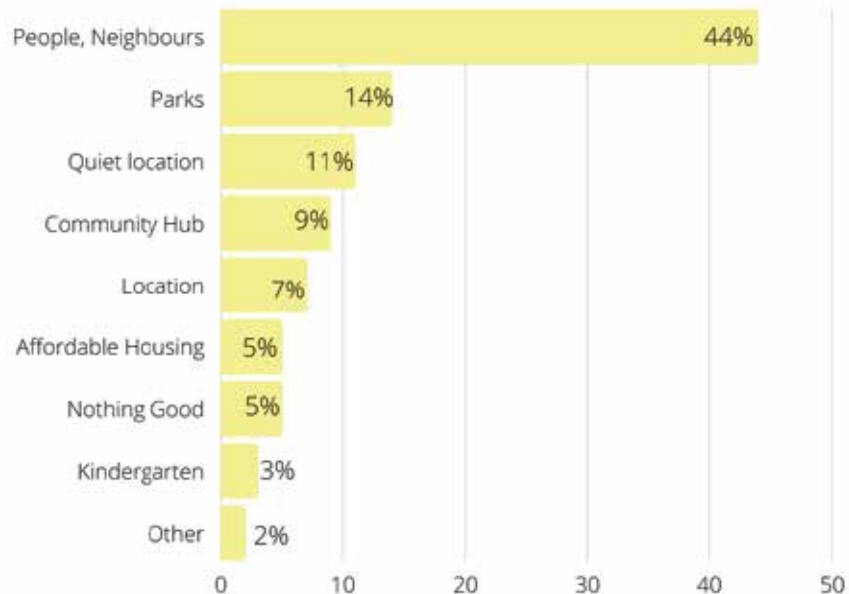
181 responses, categorised and expressed as %



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

Residents value their neighbours, friends and family connections. Parks and outdoor spaces rate highly as well.

100 responses, categorised and expressed as %



### **What programs or services are you involved in, either in East Bairnsdale or elsewhere?**

Compared to the 2016-17 report it was obvious that the Corona Virus restrictions had impacted most activities that families would be involved in. We received very few responses, and these consisted primarily of activities and services accessed at the Community Hub on Hoddinott Street. Outside of East, people accessed healthcare and educational services.

### **What do you hear people say about living in East Bairnsdale?**

There were 71 responses and all but 7 were negative comments related to crime, criminals, violence, drugs, alcohol, bad people, bad housing, fights, neglect and more. In the next section, read more about this in Community Connection and Pride of Place.

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

There were 106 responses. We have included many of these answers into the discussion in the next section. The full list can be read in the appendices along with ways to improve East. The key themes from the responses include:

- **The Community Hub.** Increasing the range of activities, especially for children. There were requests for the Hub to be open more days and for longer hours.  
Families feeling supported. Parent support, alcohol and drug services, mental health services.
- **Activities for children.** Families are looking for affordable opportunities locally for their children to access. There were many requests for after school and school holiday activities.
- **Connecting people.** There is an increased sense of isolation evident with Covid restrictions limiting how people interact. Residents want local opportunities for people to meet their neighbourhood. Some ideas included regular family events in the park, organised coffee catch ups in the park or at the Hub.
- **Community infrastructure.** There are no venues for indoor activities other than when the Community Hub is available. There is no space for larger group activities at this venue.



# Voting on Priorities

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A family fun day was held on December 22 in Hoddinott Reserve. This was the first community event in more than two years and brought many families together in a festive atmosphere.

Residents were asked for their feedback on the following recommendations for action.

There were approximately 180 adults and children in attendance for this BBQ and games event.

<b>Environment and look of East</b>	<b>Total Votes</b>
Playground Improvements (New equipment)	19
Free hard rubbish collection	16
A shop for essential food items	15
Better housing (insulation, more bedrooms, lower maintenance)	14
A local Kindergarten facility	13
Improve the appearance of neighbourhood and parks	13
Bigger indoor community space	10
Community art projects	10
Front lawns getting mowed (a business for young people perhaps?)	8
Clean off graffiti	7

<b>Safety in East</b>	<b>Total Votes</b>
Fence on Hoddinott St along park to keep small kids safe.	20
Feeling safer in the park	18
Slow down cars on local streets	14
Better street lighting	12
Reduce violence	11
Remove roaming and dangerous dogs	10
Install CCTV (Park, private houses, hot spots)	7
More police patrols	7

<b>Services we would like in East</b>	<b>Total Votes</b>
Children's programs after school	18
School holiday programs	18
The Community Hub open more	13
Playgroup weekly	11
Parent support group	11
Drug and alcohol support group/therapy	10
Indigenous youth worker to run activities	8
Community gatherings in park	7
More activities for kids at hub	7
Sporting activities in the park	5



Pictured: Community voting on key issues (above) and voting sheets (below).

**Safety in East – Which ones are most important to you? Please vote.**

Feeling safer in the park

Remove training or dangerous dogs

Reduce violence

Slow down cars on local streets

Fence on Hoddinott Street of park to keep small kids safe.

CCTV (Park, private houses, hot spots)

Better lighting at night

More Police patrols

Other things?

**Services you would like in East. Please vote.**

Playgroup (weekly?)

Children's Programs after school

School holiday programs

Parent support group

Community gatherings in park

The Community Hub open more

Drug and alcohol therapy or support group.

Indigenous Youth worker to run activities

What activities would you like in the Hub?  
*Art - weekly*  
*Reading to kids*  
*etc.*

What else do you need in East?  
*Reading materials in park*

# Examining Results

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## 1. Violence and Safety

32% of responses were concerned with feeling unsafe in East. Issues included speeding cars, poor street lighting, not feeling safe in parks or walking along streets, roaming dogs, hearing violent fights and witnessing the effect of drug and alcohol use. Parents expressed worry for their children's safety and don't allow them to visit the playgrounds or walk to friends' houses unless in groups with adults.

Residents suggested a range of ways to improve their neighbourhood safety.

- Security cameras in parks; access to affordable home security systems.
- Speed humps along Hoddinott, Humphrey and Lucknow Streets.
- Increase police patrols and change up patrol times.
- Support for people using drugs and alcohol, which residents say fuels disputes and increases violence.
- Reporting dangerous and roaming dogs to the ranger. Residents are tired of contacting the ranger about the same animals.

## Recommendations

- 1.1** Request East Gippsland Shire Council (EGSC) assess suitability for speed humps and other "hoon" responses.
- 1.2** Request relevant public safety organisations assess Hoddinott Street Reserve for security camera installation.
- 1.3** Highlight community concerns and the priority list with EGSC and local Victoria Police leadership.
- 1.4** Present report to relevant alcohol and drug service organisations (prevention and treatment) and advocate for targeted support in East.
- 1.5** Inform and teach residents how to best contact EGSC ranger. There is an app called Snap-Send-Solve that may suit better than phone contact.

In comparing these results with those in 2016-17, most of the same issues have been highlighted. There is a greater emphasis on drug, alcohol and fights in this consultation that has been attributed by residents to the Covid pandemic restrictions and people spending more time at home. Some residents observed there was a sense of hopelessness in the neighbourhood and increased isolation.

## 2. Children and Families

A significant proportion of responses highlighted the concern families have for their children. Not only their safety but the lack of affordable sports and activities they can access. Many families do not have transport, so a local community option is seen as essential to parents.

Residents stated there was nothing for kids to do in East, the hub isn't open for after school activities, there hasn't been a family event in the park for more than two years (Covid restrictions), and it is unsafe for kids to play alone in the parks. The local kinder closed at the end of 2021 (Uniting Gippsland Managed) and families will need to find space in another facility in Bairnsdale. There is a risk that without this local service and a lack of transport, families will not send their three and four year old's to a Kinder program.

Families listed many things on their wish list for children. From wanting a local school to after school activities in the park and children focused activities at the Community Hub. Increased safety, an adventure playground and a local Koori youth worker were all suggested. Parents want more community events in the park, kids sport options, a homework club and parent/family support. Some people are determined to "escape" East and move to a location with safe streets, nicer houses and less violence.

### Recommendations

- 2.1 Present findings to the Children's Wellbeing Collective with a view to increase services and activities from all children focused organisations.
- 2.2 Explore support for parents and families. Instigate parent coffee mornings to increase connection.
- 2.3 Request the EGSC consider best use for existing Kinder buildings, involving the community in any discussions.
- 2.4 Support the Community Hub to offer a variety of children focused activities.
- 2.5 Relevant organisations commit to regular school holiday activities program in the Hoddinott Park.



### 3. Parks and Playgrounds

23% of responses expressed concern for the parks and playgrounds. There are two recreational park spaces with playground equipment, Hoddinott Street Reserve and Cameron Crescent Reserve. There is also the nearby rail trail and the sports ovals at Howitt Park within 1 km.

Issues included: The aging play equipment and lack of variety for all ages, broken glass and rubbish, infrequent mowing (this has been a very wet year with rapid grass growth), feeling of neglect in Cameron Crescent Reserve and offensive graffiti. People also reported that a lack of public toilet facilities has meant families don't use the parks for long, playgroup can't meet there, community gatherings are restricted and there were reports of defecation/urination in the park.

Improvements to the parks have occurred since the 2016-17 consultation. Installation of a drinking water tap, shade sail and an improved BBQ area in Hoddinott Street Reserve. In Cameron Crescent Reserve residents installed a bench they restored and GLCH created a mural on the rebound wall with EGSC Arts funding in 2018.

There is no doubt that both parks have great potential for improvement, as places for community gathering and recreation. These parks should also be a point of pride for residents and not reinforce feelings of shame and unworthiness (see Community Connection and Pride of Place).

#### Recommendations

- 3.1 Request East Gippsland Shire Council (EGSC) consider playground equipment upgrades and safety fencing. Consider a bike track for Cameron Crescent Reserve.
- 3.2 Research other funding streams for playground improvements (service clubs, Aboriginal Health Organisations, sport and recreation funding).
- 3.3 Request Parks and Gardens Dept (in EGSC) pick up glass/rubbish before mowing and audit rubbish bin level in Hoddinott Reserve.
- 3.4 Investigate installation of safe public toilets for Hoddinott Reserve. This is needed for community gatherings, family convenience and playgroups that utilise the park regularly.



#### 4. Community Connection and Pride of Place

Residential satisfaction and community connection contribute to a person's overall quality of life and sense of wellbeing.

This consultation once again shows the concern that residents have with the state of the housing, unmown grass in front yards, neglected hard rubbish on kerbs, car bodies, mattresses, lounges abandoned but on private property. People stated they wished the graffiti would be removed more regularly and that people would take pride in their homes.

Residents stated that there is a sense of apathy and hopelessness in the area. "There's anger and frustration and people don't want to live here."

We asked people what they heard others say about living in East. There were 62 negative responses compared to a handful of positive ones. Mostly the reputation concerns drugs, alcohol, crime, not being safe and that it's a place no one wants to live in

A direct selection of quotes include:

- Not safe for kids
- There's crime here
- Filled with criminals
- Come to fight
- Too many hoons of a night
- Not great living due to drugs and violence
- Not safe, even in your house
- Bad place
- Full of drugs
- Violence
- It's the bad part of town
- Rough place
- People hate the drugs and alcohol
- Too much crime



- It's dangerous
- People tell me they wouldn't want to live here. It has a reputation for being dirty, with high alcoholism and crime
- It's a dangerous place
- Has a reputation of theft and dodgy
- Not safe and don't want to spend time outside just in case
- Scary place to live
- Drugs and alcohol
- Bad people live there
- It's a drug den you can't walk around there
- You will get robbed
- I, and locals I speak to are worried about being a victim of crime
- I won't let my children go out alone
- Game to live there
- Only drug users live there
- Not a good area to live
- It's a ghetto
- It's the bad part of town
- It's the Bronx only bad people live there
- Even the streets have names...criminal crescent, who dunnit street
- Last resort place to live
- Cars doing burn outs
- It's full of commission homes
- Some houses look like a dump site.





There were many suggestions on how to improve the appeal of the area and increase the connection between residents. Encouraging people to maintain their yards and houses with incentives, starting a mowing business for young people based at the Community Hub, removal of hard rubbish with EGSC services, encourage community arts projects, inject hope, more community activities, family days, coffee catch ups for different groups, linking with community organisations like Rotary/Lions to fundraise for community projects.

### Recommendations

- 4.1 Develop a Love East Streets campaign to clean up hard rubbish, yards, graffiti etc. EGSC to provide free hard rubbish collection.
- 4.2 Attract community arts funding.
- 4.3 Identify a rotation of organisations that can host regular coffee catch ups in the two parks/reserves e.g. Catholic Care own a ute with a coffee machine set up on the rear.
- 4.4 Design and implement a mowing business enterprise for subsidised mowing of private lawns.
- 4.5 Expand the variety of activities within the Community Hub. Explore use of larger facilities for public use with EGSC (Kinder buildings).
- 4.6 Investigate the Community Hub running a shop for basics or a not for profit café concept.



## 5. Advocacy

Advocating for the East Community was a strong recommendation from the 2016-17 report. The need continues for leadership and support in a community that is not cohesive and coordinated.

### Recommendations

- 5.1 Identify residents that are well connected and can take the lead. Build advocacy and communication skills through localised training and support.
- 5.2 Find young people that wish to make change and support their actions.
- 5.3 Work with Department of Families, Fairness and Housing to further support EAST residents.
- 5.4 Encourage the Community Hub to increase communication to residents via the Community Hub Face book page.



# Building on Strengths

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The positive responses from residents concentrated on having good friends nearby, friendly neighbours, proximity to parks, the Community Hub Foodbank, housing affordability and having a local Kinder (unfortunately closed permanently in December 2021).

Many people reported that their street or court is fairly quiet and that they had good people in their street. Family is important and residents value the close proximity of relatives and the support structure this brings.

East has underutilised parks and outdoor spaces that can be improved upon. Not only will this benefit residents but will increase visitation to park from families in other parts of Bairnsdale.

Actioning the recommendations that improve existing infrastructure will improve the liveability of the area. Focusing on opportunities to increase social connection will enhance the strengths listed above and improve residents' feelings of belonging.





# Summary of Recommendations

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It has been 5 years between consultations and GLCH has continued to monitor issues and changes over this period both formally and informally with community groups. Whilst there has been some change, mostly the issues are the same and continue to be problematic for residents.

Without advocacy and significant financial investment in infrastructure and services, residents of East will continue living in poor quality housing, be less safe and have reduced opportunities for their children to thrive.

A coordinated and dedicated focus is needed to lift the quality of living for families. With multiple organisation support, we can build on the many strengths that exist, to improve liveability and create a well connected and supported community.

## 1. Violence and Safety

- 1.1 Request East Gippsland Shire Council (EGSC) assess suitability for speed humps and other "hoon" responses.
- 1.2 Request relevant public safety organisations assess Hoddinott St Reserve for security cameras installation.
- 1.3 Highlight community concerns and the priority list with EGSC and local Victoria Police leadership.
- 1.4 Present report to relevant alcohol and drug service organisations (prevention and treatment) and advocate for targeted support in East.
- 1.5 Inform and teach residents how to best contact EGSC ranger. There is an app called Snap-Send-Solve that may suit better than phone contact.

## **2. Children and Families**

- 2.1 Present findings to the Children's Wellbeing Collective with a view to increase services and activities from all children focused organisations.
- 2.2 Explore support for parents and families. Instigate parent coffee mornings to increase connection.
- 2.3 Request the EGSC consider best use for existing Kinder buildings, involving the community in any discussions.
- 2.4 Support the Community Hub to offer a variety of children focused activities.
- 2.5 Relevant organisations commit to regular school holiday activities program in the Hoddinott Park.

## **3. Parks and Playgrounds**

- 3.1 Request East Gippsland Shire Council (EGSC) consider playground equipment upgrades and safety fencing. Consider a bike track for Cameron Crescent Reserve.
- 3.2 Research other funding streams for playground improvements (service clubs, Aboriginal Health Organisations, sport & recreation funding).
- 3.3 Request Parks and Gardens Dept (in EGSC) pick up glass/rubbish before mowing and audit rubbish bin level in Hoddinott Reserve.
- 3.4 Investigate installation of safe public toilets for Hoddinott Reserve. This is needed for community gatherings, family convenience and playgroups that utilise the park regularly.

## **4. Community Connection and Pride of Place**

- 4.1 Develop a Love East Streets campaign to clean up hard rubbish, yards, graffiti etc. EGSC to provide free hard rubbish collection.
- 4.2 Attract community arts funding for ongoing projects.
- 4.3 Identify a rotation of organisations that can host regular coffee catch ups in the two parks e.g. Catholic Care own a ute with a coffee machine set up on the rear.
- 4.4 Design and implement a mowing business enterprise for subsidised mowing of private lawns.
- 4.5 Expand the variety of activities within the Community Hub. Explore use of larger facilities for public use with EGSC (Kinder buildings).
- 4.6 Investigate the Community Hub running a shop for basics or a not for profit café concept.

## **5. Advocacy**

- 5.1 Identify residents that are well connected and can take the lead. Build advocacy and communication skills through localised training and support.
- 5.2 Find young people that wish to make change and support their actions.
- 5.3 Work with Department of Families, Fairness and Housing to further support EAST residents.
- 5.4 Encourage the Community Hub to increase communication to residents via the Community Hub Face book page.



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# Appendix 1.

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The following are responses received from residents on the questions:

1. How do we improve the issues in East?
2. What services, programs or activities would you like to see in East?



## **Park Improvements**

Build a bike track into Cameron Cres for toddlers and young kids  
BBQ in Cameron Cres  
More playground equipment  
Make playgroup outdoors safe in the park - too much glass for little kids  
Clean up the parks more often  
Facilities in park, fitness area, bigger playground  
Drinking tap and toilet  
Keep parks maintained and nice places to sit.  
More seating and a table in Cameron Cres  
More shade sails and activities in parks  
Improve kids playground in Cameron Cres. Broken glass, long grass and get a climbing gym and slide  
There is always smashed glass and I've come across needles  
Get another bin and a second BBQ in another location  
Make more secure parks, more outdoor adventure play, great swings  
More interesting playground  
Make parks easy to be in  
Open toilet block to the public  
Get rid of glass on ground  
Clean park every week  
Need swings, sand hills  
Safety fence along park side of hoddinott st to protect small kids  
More playground equipment and variety  
An adventure play ground  
Dog park area  
Water park like Metung

## **Security and Feeling Safe**

Police need to take our issues seriously  
More police patrols at night  
Security cameras  
More police patrols  
Police to look out for fast cars and burnouts  
Install more street lights  
Speed humps in Hoddinott  
Stop the fights  
More cops out  
Not allow drinking after so many hours  
Slow the traffic down or put in a crossing.  
Speed cameras  
Speed humps might help safety  
Security cameras in the park  
More lights  
Get more street lights  
Police patrol 3 x day but not at right time of day. Same routine always.  
Need more secure fences to feel safe  
We don't walk over to Hoddinott park because it feels unsafe and dangerous dog on the way

Need a police presence in East  
Stricter curfew  
Security cameras in parks to deter drinking and violence  
Security camera needed for BBQ and park  
Do something about the violence  
Speed bumps along Lucknow and Hoddinott St may prevent hoons treating the roads like their own personal racetracks.  
Speed bumps to slow down  
A stronger police presence  
Rebate on home security system  
Speedhumps on Hoddinott St  
Need to slow the drivers down  
Fence around the hoddinot playground.  
Department of housing working with police to find problem households

### **Dogs**

The council must remind residents of their responsibility towards their pets.  
Dangerous dogs affect walking (Lucknow/Humphrey area)  
Call the pound to do more patrols  
Get pound to patrol for strays  
Have the dog catcher more active

### **Children and Community Activities**

Outdoor adventures for kids  
More things to do  
More for kids, get them out of the house and doing/learning  
More activities at hub  
Lots of help needed for parents  
More activities for everyone  
More access to programmes  
Increased funding to Quantum to open Hub more often  
People need things to do  
Make available a van that can pick up and drop off community members to visit services such as the East Bairnsdale Community Hub, allowing people to participate in social activities and access the food relief service. A van could be made available through combined services collaboration within the Bairnsdale area.  
Run BBQs and activity days in the park again please  
Community working bee would be a great way for people in our area to meet  
Open hub more  
Purpose built community facility for meeting, services, activities  
Shop and cafe  
Lunch gatherings  
Get a koori worker for kids and youth  
Need to know what is on at the hub - get it on social media or send us flyers  
Celebrate parents and their role  
More activities in parks for kids  
The area should have its own school, kids all go to different schools, a small school would be a great community facility  
Get Kinder to continue in East  
Family support  
Get more activities for kids in east to do  
After school club for kids  
After school activities, more organisations involved





More organisations need to support the HUB to have it open more often and offering a wider range of services and activities

More fun activities in the park again

Kids programs

Family days in the park

School holidays need activities at the hub and in park

Skate competitions

More events and activities for kids

Kids activities at the hub on a regular basis

More to keep kids occupied and reduce vandalism

Free activities for kids

After school programs

Play groups

More outings for children who can't afford school camps

Kids equipment

Events in the park

Playgroups

Lift up the kids, give them hope

More for kids all the time

More for youth and teenagers in the area

Playground needs a safety fence

A lot more fun days at park again

Sports for kids

Activities for kids

Children's programs

Use of kinder buildings for playgroup

Theme days in the hub "science day", ABC day for kids

Give the kids somewhere to go to escape violence of home

Survey for youths and see what they are interested in

Kids playing at the park more

Neighbourhood kids coming and playing together

Some fun for kids

Activities at the park again

Community BBQ

Day to day activities

more sports facilities, maybe a set of footy and soccer goals, cricket nets

Play ground (fenced) for pre school children to safely play

Mr whippy coming back

### **Community Connection**

Bring back the community feel

Clean up the parks day

Fundraisers for community projects

Group community working bees

Community arts programs

Coffee cart in our park sometimes

Neighbourhood watch

Give us ways to get involved in community.

Food trucks

Cafe

Coffee places

Casual meet ups in Cameron Crescent

Less structured activities that people can drop in to so they don't feel time barriers



Community Pride and Quality of Life  
 Community Arts Project  
 People need to clean up their front yards  
 Need a lawn mower service that is affordable  
 Council needs to step up and look after us  
 Get rid of broken glass on foot path  
 Build more new houses  
 Teach people how to look after their homes  
 Give hope or find hope  
 Have someone remove swear words & replace pieces where it is scratched in  
 Need hope  
 Young people collecting cars in front yards - looks bad  
 Pay youth to mow lawns and charge residents  
 Paint over swearing and threats  
 Professional street artists  
 More bins, community clean up program, like the old "clean up Australia Day"  
 Clean up front yards to make it look better. We don't mow ours because my back is injured.  
 Design a hand print wall and community art for park  
 Celebrate the community, bring positivity to the place  
 Set up a young person's mowing business with 2nd hand mowers at the hub.  
 Get a phone box  
 Evict the squatters and liaise with the owner about cleaning up the mess.  
 More support for these short/medium term houses. Houses should be low maintenance and should have gardening and maintenance support  
 Paint over graffiti or get police to catch people doing graffiti  
 Help people get jobs  
 A local campaign promoting pride in our community  
 I can get a big group of friends together for activities (teenager)  
 Bigger houses  
 Need larger homes for large families  
 People need help to mow lawns



#### **Shop/Café**

Get some people to volunteer in a café locally  
 Get volunteers to run a shop  
 Shop is missing, that used to be good  
 There is talk of a Thai takeaway in the old shop on McEachen st  
 Convenience store. It's a long way to go for milk, bread and snacks  
 A shop for basics would be handy  
 Shop for essentials  
 Need a place to buy takeaways  
 We need some type of shop  
 A little grocery store for the essentials

#### **Parent and Family Support**

Parent support - get togethers  
 Single parents social group  
 Parenting social group  
 More support for families, particularly those doing it tough  
 Mental Health services are so hard to get. I am sick alot of the time  
 Offer drug and alcohol group sessions or support in East

## Hub

All ages art and craft (include adults)

More activities at the hub

Hub needs to be open 5 days

Group activities

The hub opened more

Cooking classes

Increase marketing of hub

Promote the hub more - monthly flyer into mail boxes. Also on facebook.

The hub opened more

Self defense class

Use facebook to let us know what is going on

Need to know about food bank days and other events

Hub activities

Community garden

Coffee chats

Art classes

Volunteering and garden programs will take time to get people in but still good.

we need mental health help, ways to deal with stress, help people drink less

Open hub every day

More group activities



# Appendix 2.

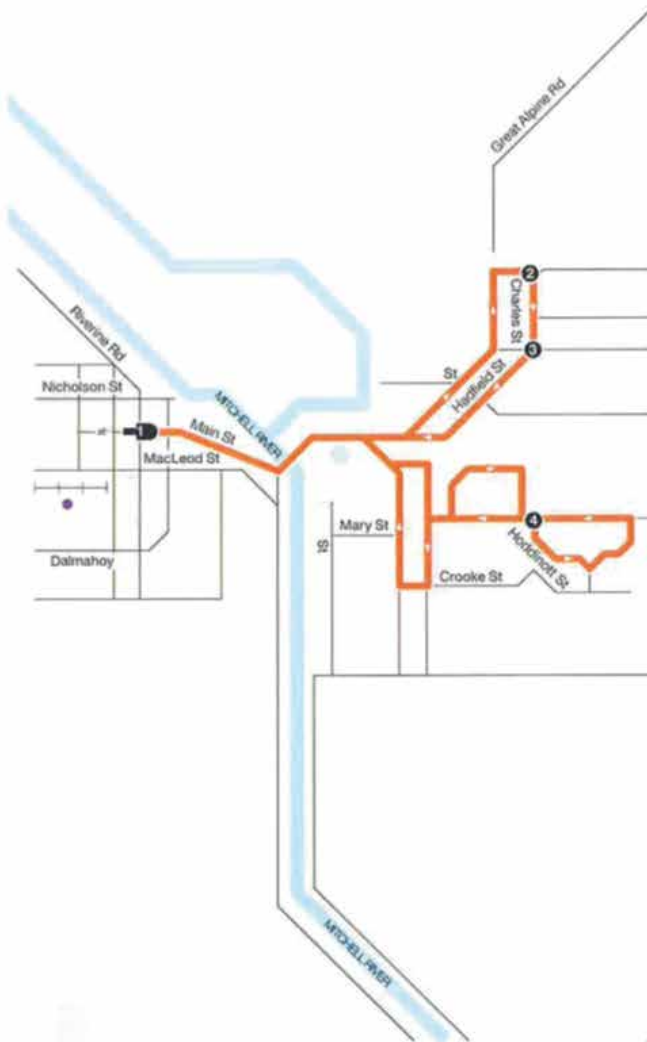
## Public Transport Route



PT>

Balmedale to East Balmedale

Route 2 via Underwood



Legend:

- Single zone
- V-Line main station
- V-Line coach stop
- Connecting bus
- Train line
- Terminus
- Turning point

# Appendix 3.

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 99 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, Colac 376, Hamilton 246, Horsham 407, Warragul 416, and Swan Hill 205.

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

# 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 proposing to make a survey of the problems of the aged in the town.

Cr Burns contended that all information about the commission 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 answer.

### Bottom Of List

Cr Evans maintained that Bairnsdale was "down to the bottom of the list" after Traralgon and Sale, because there were no town services to the sites.

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 16-foot drain needed in East Bairnsdale, and he intended doing this by hiring a suitable excavator.

He had hoped to hire 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. O. 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. N. Muntz), 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, when 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.

## 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, Omeo 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. G. 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

B.A. APRIL 18, 1968



THIS IS THE HOUSE that the Housing Commission calls the "industrialised house". The first 10 of the 90 houses to be built in Bairnsdale will be of this type, says Mr. B. G. Fletcher, the commission's local agent. Bairnsdale 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 *Bairnsdale Advertiser*")

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

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 internal walls, or to the poly-urethane foam insulation placed inside the outer walls.

The houses concerned are not prefabricated, but "industrialised." Prefabrication entails the construction of the dwelling at the factory and transport of

the assembled sections to the site. Industrialisation involves the manufacturing of the various components of a building in many factories, each specialising in the operation it undertakes. With the Housing Commission's industrialised houses, prefabricated wall panels are supported on a traditionally framed timber floor. Timber roof trusses, spanning the full width of the house, support a steel sheet metal roof and a parallel, 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 intended for the low to lower-middle income groups, and never intended to be luxury-type housing. The houses are as well-finished and as well-appointed as any in their price range, and like other Commission houses, are good value at an average rental of \$10 per week.

The estate at East Bairnsdale will eventually contain 90 houses, but the present contract is for 10 houses only. At the current rate of erection, it will take eight-nine years to complete the estate.

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

BRIAN FLETCHER,  
Bairnsdale 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 industrialized 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 quoted.

Although there was still a slight note of discussion among councillors when Cr R. G. Mason reported on the deputation's meeting with the Housing Commission, general opinion seemed to be that misunderstanding had been cleared up, and that the commission was ready to accede to council's requests as far as possible.

The deputation had received one of the best hearings he had ever known on such a visit, said Cr Mason.

In the deputation, which was received by Mr Ashman, a member of the Housing Commission, were Crs R. F. Foord and R. G. Mason, and the town clerk Mr T. H. Martin.

They had been appointed to protest against the construction of prefabricated houses on the East Bairnsdale estate.

Of 30 houses to be built there, the first 10, the current year's allocation, will be what the Housing Commission calls "industrialized" and what the town council considers are prefabricated.

## LOOKS TO LOCAL INDUSTRY

Among points raised by the deputation was the loss of employment by local building contractors with this type of houses, and the likelihood that work would be required by carpenters from outside of the town.

Cr Mason contended that Mr Ashman offered no excuse for any work being taken out of local hands; the deputation left with no answer to the problems of local construction.

Mr Ashman had said that the original reason for the design of the industrialized house was the difficulty experienced by the commission in obtaining satisfactory contracts in remote towns.

The industrialized house was described to him as having a steel frame with external walls of enamel-finished aluminium or steel.

To produce them in economical quantities, the commission had to have between 200 and 300 built each year, and had to erect them in other states.

Apart from the 10 to be built in East Bairnsdale where roadworks and sewerage were under way, the rest would be built at Lakes Entrance.

Mr Ashman, although offering no answer to the question of the loss to local tradesmen and suppliers, pointed out that about one-third of construction work on industrialized houses was done on the site.

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

**TIME TO SQUEAL**  
Cr R. H. Skyring, after hearing the report, said he would have liked not to have made a row about the industrialized houses, but he had seen them. After all, only 10 were to have been built at East.

"But," said the Mayor (Cr Frank Burton), "if you don't squeal now, it will be too late."

"If you squeal too loud, you might not get anything," replied Cr Skyring.

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

(Cont. on page 3)

## NEXT HOMES

(Continued from page 1)

"I would not like to think we are going to let the thing drop all the time. There is too much of this, of Government departments overruling us," she said.

### DEPUTATION SUCCESSFUL

Cr R. H. Holloway said he thought the deputation had been successful. The commission had given an assurance that the 1968-69 allocation of houses would be of a contrasting design, and that tenders would be asked.

Also, the commission said that if the 10 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 cleared up misunderstandings," said Cr Holloway.

"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 nonsense for anyone to say we have obstructed the Housing Commission."

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

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



Thursday, March 20, 1969

# NEED FOR MORE HOMES QUICKLY



One of the ten conventional-type homes under construction at East Bairnsdale features locally supplied materials.

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 Bairnsdale's most urgent needs.

The long demand by applicants will be only partly satisfied when the present project is completed.

Apparently there is a waiting list that extends over a period of three years, and every possible effort is being made to encourage the Housing Commission of Victoria to increase the allocations here should be encouraged.

According to reliable sources, between 10 and 20 houses are needed urgently.

If comparative prices for the conventional style building are favourably comparable with the "special design" homes, it would be reasonable to expect that East Gippsland would look with some interest on the type of structure which calls for local raw material and locally produced timber.

In a region where 14 sawmills are operating, including precisely the biggest individual employer on the eastern coastline of the continent, the use of locally-produced materials has a marked effect on the economy of the area.

In addition to the 20 homes going up at East Bairnsdale, it is understood that five more will be completed this year, but these would date back as far as 1966-67, when only five were allocated to the area.

Ten of the homes are for immediate tenancy, 10 for purchase on the 1200 deposit basis with payments over 20-40 years, and five will be on a purchase-tenancy basis.

But the big need is for still more houses—and quickly.

By comparison with many provincial centres, Bairnsdale would appear to have high priority, particularly in view of the industrial development swinging into operation at its front door.



The partly-constructed "special design" home features pressed steel four frames. The flooring was supplied locally.

BA. MAY 16, 1968

BA MARCH 20, 1969



# Appendix 4.

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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.

**Community Connectedness:** A persons sense of belonging within the community.

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

**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.

**Hope:** Hope is an optimistic state of mind that is based on an expectation of positive outcomes with respect to events and circumstances in one's life or the world at large.

**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 listened to.

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



# east



**Uniting**

