

Jack Evans Boat Harbour Plan of Management

Appendix C1

Report – Community Consultation Feedback for the proposed draft Jack Evans Boat Harbour Plan of Management – March 2019 – Stage 1



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1 Executive Summary

Council has resolved to prepare a Plan of Management for Jack Evans Boat Harbour. Although the scope of the plan is not finalised as various tenure issues remain unresolved, in moving forward, community consultation was undertaken from 8 October to 30 November 2018.

The purpose of this document is to report the key findings of the community consultation undertaken to inform a proposed Draft Plan of Management for the Jack Evans Boat Harbour precinct.

The community consultation sought to provide an opportunity for the community to be involved and share what they believe is important about the area, the facilities, and how they would like to see the precinct managed in the future.

Community feedback received comprised of:

- 1028 completed 'What's your Vision for Jack Evans Boat Harbour?' surveys:
 - 378 from a randomised postal survey;
 - 650 from a non-postal, self-selected online and hard copy survey;
- 37 written submissions (including 23 from www.yoursaytweed.com.au/JEBH);
- 16 Tourist/ Visitor Surveys; and
- 11 postcard submissions.

Responses were captured and analysed in two ways comprising quantitative data (numerical data and statistics) and qualitative data (free form open ended comments and opinions). Council commissioned Jetty Research to analyse and report the quantitative findings from the 'What's your Vision for Jack Evans Boat Harbour?' surveys.

Major Quantitative Findings:

- The healthy sample size for each survey, and similarity of attitudinal results between postal and non-postal surveys, suggests that the findings provide a useful and meaningful snapshot of community opinion.
- Walking or running was the most frequently mentioned activity undertaken at the precinct (78% of all respondents).
- When asked to rate their satisfaction with 21 different facilities of the precinct, respondents were happiest with pedestrian access, open space for unstructured play/games, areas for special events (e.g. ANZAC Day, festivals or markets) and access for people of all abilities. They were least happy with commercial use opportunities, shelters, seating and BBQs, natural shade and playground equipment.
- In terms of importance for the same 21 facilities, it is noted that almost everything except commercial use opportunities is considered important.
- In terms of future priorities, environmental management (e.g. water quality, erosion, protection of marine habitat, protection of vegetation) was considered the most critical issue with 45% considering it a priority. This was followed by infrastructure maintenance or replacement (36%) and provision of additional facilities such as BBQs and picnic shelters (32%).
- Regarding the respondents' characteristics, the percentage number of responses from each age group were generally consistent with the percentages of the wider adult population with the exception of 65+ age group of the postal survey and the 18-24 year

age group in both surveys, which were over and under represented respectively. Non-postal respondents were more frequent visitors to JEBH.

Major Qualitative Findings:

Qualitative comments were received from a range of avenues made available to the community which included open ended questions in the surveys, postcard submissions and written submissions received online or by mail or email. The open-ended responses were categorised into themes. The major qualitative findings included:

- The topics that were most frequently raised related to commercialisation and activation of the precinct, increase park facilities (e.g. toilets, BBQs, picnic tables, seating, lighting), social issues, that the precinct is already perfect and the need for shade.
- Regarding accessibility, it was apparent that members of the community are not aware of the existing wheelchair/all-abilities water access located on the northern beach. This potentially could be remedied by improved signage and public education.
- Regarding social issues at the park, very few statements acknowledged the issue as complex or were sympathetic to the homeless population. Many statements simply raised the matter as an issue to be addressed. It was commonly conveyed that the social issues could be resolved by improved regulation and Council/Police 'moving them on', CCTV, signage or improved lighting.
- The community was divided with regard to the topic of commercial use and activation of the precinct. Many statements objected to commercialisation of the precinct however conversely many statements provided support for commercial uses generally subject to conditions like for example, limiting commercial types (e.g. markets or food and drinks only), limiting scale (e.g. small events only) or impacts (e.g. only if the environment is preserved).

It is considered that the community have very strong yet divergent views with regard to the topic of commercial use of the precinct with inconsistencies within the quantitative and qualitative data. Given the language used within the statements, and that not all respondents were asked their view on the variables of this specific topic, further research incorporating specific questions on the topic would be required to determine a clearer and more rigorous assessment of community opinion.

It was unclear as to what the community meant by the term commercialisation as it was not clearly defined within responses. Quantitative data conveyed support for the provision of '*areas for special events e.g. ANZAC day, festivals or markets*' however Graphs 2.2 and 3.2 indicated a lack of support for commercial activities. Further results from the qualitative data indicated that the topic is complex and requires further research incorporating specific questions to obtain a more thorough and detailed community opinion in this regard.

Notwithstanding, a balanced, considered approach to a commercial use of the precinct is to be taken in the compilation of the Draft Plan of Management. Further community consultation will be undertaken prior to the adoption of any Plan as required under legislation.

2 Background

Jack Evans Boat Harbour Reserve Trust resolved at its meeting Thursday 18 May 2017 that:

Tweed Heads Jack Evans Boat Harbour Reserve Trust prepares a Plan of Management for the Jack Evans Boat Harbour in consultation with the community and with regard to the current event guidelines for the Jack Evans Boat Harbour.

A proposed scope for the Draft Plan of Management highlighting the various unresolved tenure issues was reported to Council on 19 July 2018. Council resolved to defer the matter awaiting clarification from NSW Crown Lands regarding the Plan of Management process under the new Crown Land Management Act 2016 and Local Government Act 1993 and to receive a status update regarding an Aboriginal Land Claim within the area.

In order to continue the Plan of Management process, an interim scope for the proposed Plan was recommended and accepted by Councillors (email dated 30 August 2018) for the purposes of Community Consultation as mapped below.



Proposed scope of the Draft Plan of Management

The area is comprised of:

- Jack Evans Boat Harbour Parklands which includes Chris Cunningham Park, boardwalk and McMahon's Beach, Anzac Memorial, Goorimahbah – Place of Stories and east of the Seascapes building;
- the Jack Evans Boat Harbour waterway;
- Ebenezer Park; and
- the Old Aquatic Club site and north of Coral Street.

3 Objectives

The purpose of this document is to report the key findings of the community consultation undertaken in relation to a proposed Draft Plan of Management for the Jack Evans Boat Harbour (JEBH) precinct.

The community consultation sought to provide an opportunity for the community to be involved and share what they believe is important about the area, the facilities, and how they would like to see the precinct managed in the future. The information provided will inform the future plan of management for the precinct to better meet the needs of our growing community and ensure the precinct is managed effectively.

4 Methodology

The community consultation period was from 8 October to 30 November 2018.

Council sought the community's vision for Jack Evans Boat Harbour and public commentary regarding:

1. The existing facilities, management and use of the Jack Evans Boat Harbour precinct including:
 - Usage patterns;
 - The level of satisfaction for the existing facilities;
 - Community concerns regarding the current facilities and management of the precinct;
2. The facilities, management and use of the Jack Evans Boat Harbour precinct into the future including:
 - The level of importance the community places on various facilities at the precinct;
 - Management priorities;
 - Community concerns or suggestions regarding potential facility upgrades, future uses and management of the precinct;

This information was sought via the following methods:

1. Vision Survey; – 'What's your Vision for Jack Evans Boat Harbour?' See Appendix A for a copy of this survey. Responses to the survey questions were entered into surveymonkey.com creating the following two sets of data:

Data set (A) – Randomised postal survey ('postal')

4000 hard copies of the survey were posted to a randomised sample of 4000 dwellings from Tweed Heads, Tweed Heads South, Tweed Heads West, Banora Point and Final Head (see map below). Surveys were sent the week of 22 October 2018, were uniquely numbered and accompanied reply paid envelopes. Upon their return to Council, the data was manually entered into survey monkey for analysis. It is noted that the study area had a population in 2016 of approximately 38,800 people (<https://profile.id.com.au/tweed>)

Data set (B) – Self-selected online and hard copy survey ('non-postal'):

Open to the general public and included surveys completed by stakeholders or intercepted residents onsite. The survey was accessed via 'Your Say Tweed', Council's online engagement portal and were available in hard copy at community engagement events or at Council offices.

2. Tourist/visitor survey;
Comprised of '4 quick questions' offered at community events as an interceptor survey for non-residents. See Appendix B for a copy of this survey.
3. Business survey;
Comprised of '4 quick questions' as an option for commonly 'time poor' business owners to have their say. The purpose of this survey was not to obtain a snapshot of the view point of the business community but instead to encourage submissions from the business community if they felt the Vision survey or general written submission was not appropriate or too time consuming.

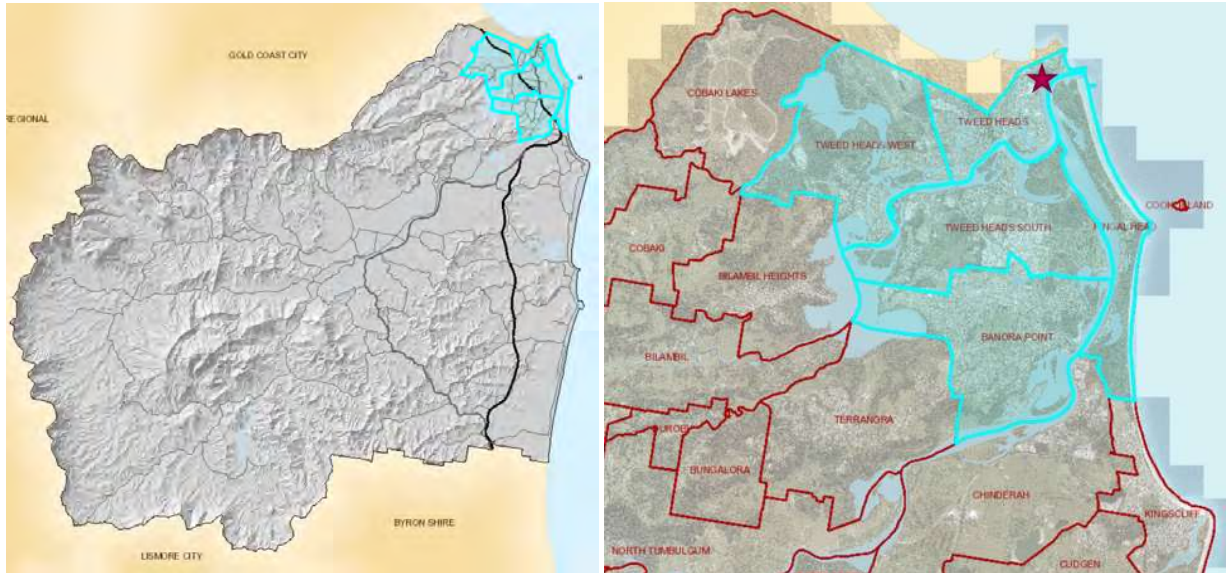
The Business survey was not used as the preferred method of participation by business community with business owners choosing instead to complete the full Vision survey or provide written submissions. No Business survey responses were received. Four written submissions were received from known business owners. As names were not always provided as part of the Vision survey, it is unknown how many business owners completed the survey.

4. Written submissions received through the following avenues;
 - a) Email to tsc@tweed.nsw.gov.au;
 - b) Posted to Council (JEBH Plan of Management; General Manager; Tweed Shire Council PO Box 816; MURWILLUMBAH NSW 2484);
 - c) Comments submitted on www.yoursaytweed.com.au/JEBH;
 - d) Completed postcard submissions at any community engagement event.
See Appendix C.

Awareness and promotion methods welcoming and encouraging survey completion and public comment included:

- Letters to stakeholders inviting comment or survey completion (16 letters sent);
- Letters to stakeholders inviting comment or survey completion and requesting meeting to generate awareness (6 letters sent with 1 group accepting the meeting opportunity);
- Manual letter drop to local businesses to generate awareness, invite written submissions or completion of Vision survey or Business survey at the time or online;
- A Family Fun Day was held on Saturday 27 October 2018. The event featured a free Lions Club BBQ, face painting and watersports with Big Trev;
- Two mid-week community engagement events (morning and afternoon sessions);

- Your Say Tweed webpage, Council's community engagement portal (yoursaytweed.com.au/JEBH). The page featured links to the Vision survey and to make a comment. This webpage went live Tuesday 9 October 2018;
- Two Tweed Link articles (9 and 23 October), media releases and ongoing social media promotion to invite survey completion, encourage submissions and participation in the Family Fun Day;
- Hardcopies of the Vision survey were available at Council offices (Tweed Heads and Murwillumbah), Tweed Heads Visitor Information Centre (adjoining the precinct) and at community engagement events.



Maps of area where the randomised sample for the postal survey was sourced from. (Left – Tweed Shire; Right – Suburb boundaries. Red star denotes JEBH Precinct location.)

5 Community Response

Community feedback received included:

- 1028 completed 'What's your Vision for Jack Evans Boat Harbour?' surveys:
 - 378 from the postal survey (A);
 - 650 from the non-postal survey (B);
- 37 written submissions (including 23 from www.yoursaytweed.com.au/JEBH);
- 16 Tourist/ Visitor Surveys; and
- 11 postcard submissions.

After receiving independent advice regarding the design of the community consultation, the intent of the randomised postal survey was to get a sample size in each age cohort large enough to extrapolate the results across the entire Tweed population. This method was successful for all age cohorts except for the 0-24 years group. The sample size of the youngest age cohort was too small and the opt-in nature of the postal survey means it is possible that this only attracted people with strong views or a higher level of interest. As such the results could not be extrapolated across the entire Tweed adult population.

Nonetheless, the healthy sample size for each survey, and similarity of attitudinal results between postal and non-postal surveys, suggests that the findings provide a useful and meaningful snapshot of community opinion of people living closer to Jack Evans Boat Harbour.

The responses have been captured and analysed in two ways comprising:

- Quantitative data which is used to quantify the issues by way of generating numerical data or data that can be transformed into statistics. Jetty Research was commissioned to analyse and report on this data as summarised in Part 6.
- Qualitative data which is used to give respondents the chance to provide open ended comments and opinions which adds context and richness to the quantitative data. Qualitative data is also used to uncover trends in thought and opinions, and dive deeper into the issues. This data has been summarised in Part 7.

6 Quantitative Survey Results

The 'What's your Vision for Jack Evans Boat Harbour?' survey is within Appendix A and is comprised of a series of questions asking residents:

- to consider their current use of the precinct including the frequency with which they visit and types of activities undertaken there;
- to consider the existing facilities and the level of satisfaction and importance attributed to each facility type and any concerns they have in relation to the facilities;
- to consider the future planning for the precinct and to nominate the three most critical issues that Council needs to prioritise over the next five years;
- to provide demographic characteristics to determine the survey sample's age, gender and place of residence.

As detailed in the Part 5 Methodology, responses to the survey questions created the following two sets of data:

Data set (A) 'Postal Survey' – Randomised postal survey:

4000 hard copies of the survey were posted to a randomised sample of 4000 dwellings from Tweed Heads, Tweed Heads South, Tweed Heads West, Banora Point and Final Head which features a population of approximately 38,800 people. This survey had a 9.45% response rate.

Data set (B) 'Non-Postal Survey' – Self-selected online and hard copy survey:

Open to the general public and included surveys completed by stakeholders or intercepted residents onsite.

Jetty Research was commissioned to analyse and report on the data. The following provides the excerpts from the report from Jetty Research. Appendix D includes the Jetty Research report in its entirety. This report summarises the responses to each question and notes the similarities and differences between the two sets of data.

Jetty Research concluded that due to the self-selecting (i.e. "opt-in") nature of the surveys, the age skew to older residents, and the fact that they were more likely to be completed by those with strong views and/or a high level of interest in the subject matter, random sampling error cannot be applied to the results. However the healthy sample size for each survey, and similarity of attitudinal results between postal and non-postal surveys, suggests that the findings do - at the very least - provide a useful and meaningful snapshot of community opinion.

Where differences in this report are classed as significant, this implies they are statistically significant. In statistical terms, significant differences are unlikely to have been caused by chance alone. Cross analysis was undertaken by a number of demographic and attitudinal characteristics. Only where differences by groups were statistically significant they are mentioned in the report commentary.

It is noted that this part does not consider submissions made via other sources for example written submissions or comments made on Your Say Tweed. As such these are considered in conjunction with the survey's open ended question responses in Part 7 of this report.

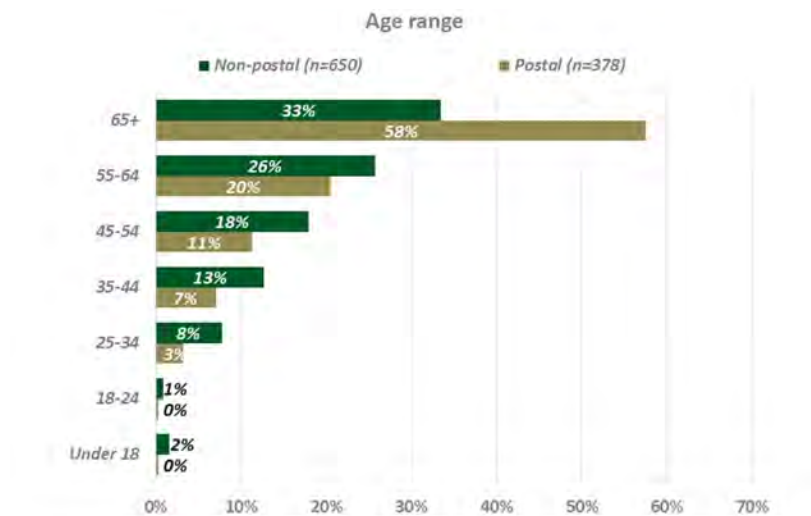
6.1 Respondent characteristics

The respondents or 'survey sample' were broken down by age, gender, place of residence and suburb.

Regarding the age groupings of the survey sample, it is noted that the population of the study area features a higher percentage of older age groups and as such the survey sample reflected this.

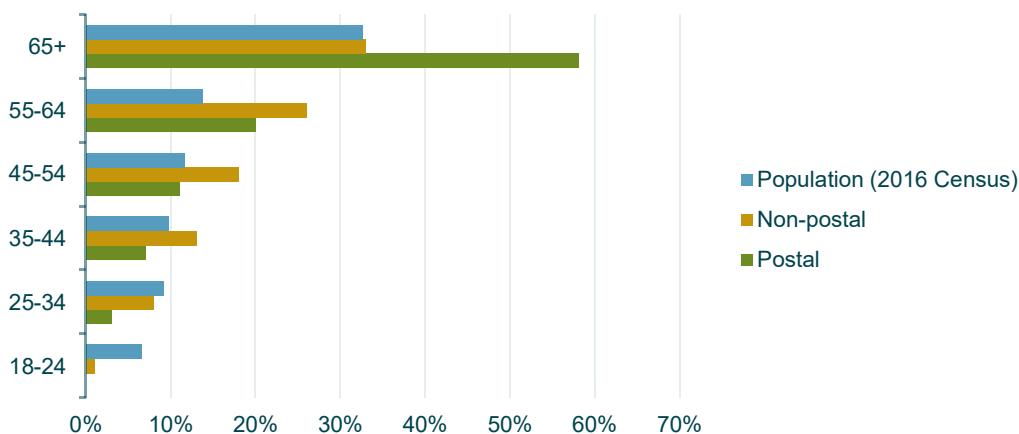
The postal survey received substantially more responses from the 65+ age groups than the non-postal, with almost three in five of the postal survey respondents aged over 65 (against just one-third of those in the non-postal survey). Conversely, 39% of non-postal respondents were aged 25-54, against just 21% of those in the postal survey. Figure 6.1.1 highlights the responses from each age group within the survey sample while Figure 6.1.2 compares the responses from each age group to the adult population of the study area.

6.1.1 Survey sample by age



Graph i. (Jetty Research, Feb 2019)

6.1.2 Study area population and survey sample by age

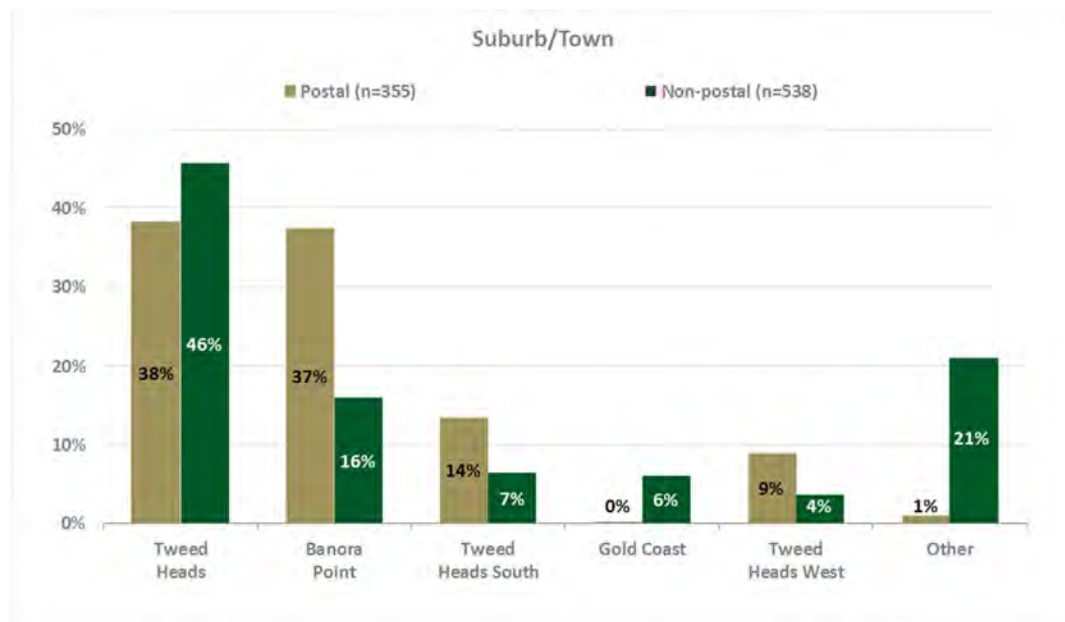


Graph i. vs 2016 Census data (Jetty Research, Feb 2019 & <https://profile.id.com.au/tweed>)

It is noted that the community consultation was not able to attract responses from the younger demographic groups (0-24 years) in sufficient numbers to be accurately representative of the population.

There were more female respondents in both postal and non-postal surveys (at 56 and 60% respectively). Just over half of non-postal respondents claimed to live within walking distance of JEBH. This compares with only 37% of those in the postal survey.

6.1.3 Survey sample by Suburb/town



Graph iv (Jetty Research, Feb 2019)

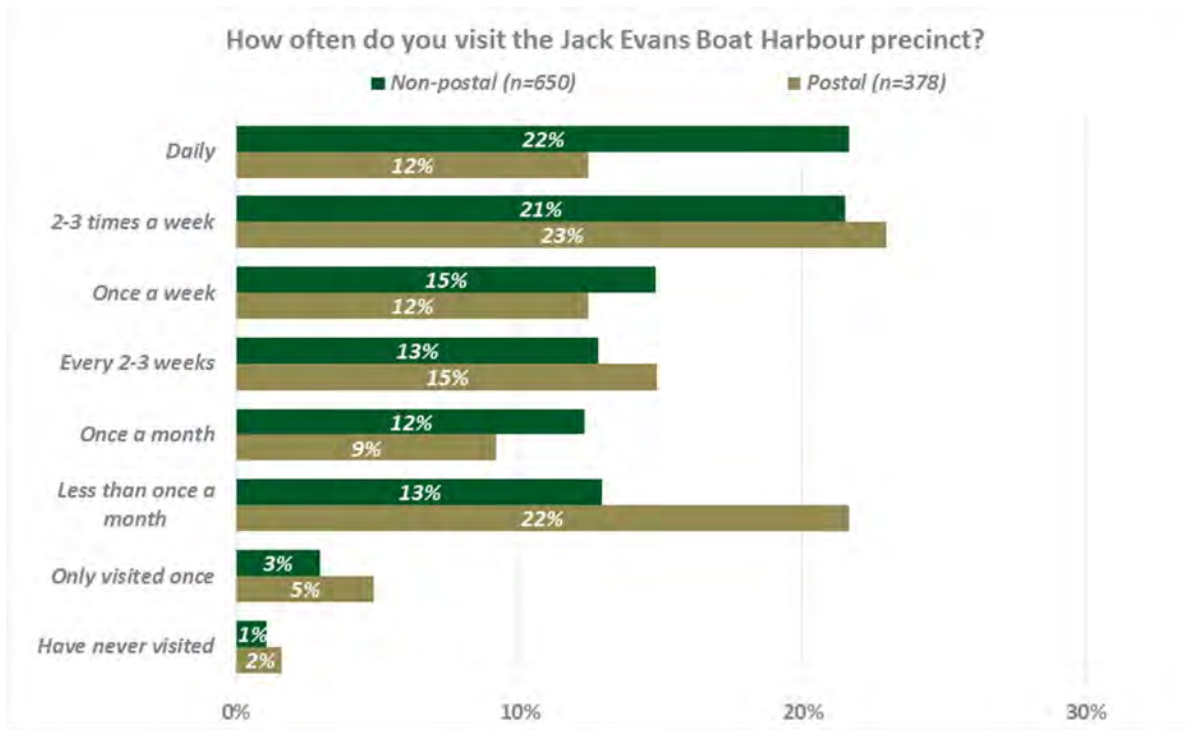
For the postal survey, over a third resided in Tweed Heads (38%) and a similar proportion in Banora Point (37%). Over half of the non-postal respondents resided in Tweed Heads (including South and West). Other areas from the non-postal included Terranora (3.91%), Bilambil Heights (3.91%), Kingscliff (2.13%), and Murwillumbah (1.60%).

6.2 Part 1: Use of Jack Evans Boat Harbour

The first series of questions asked residents to consider their current use of JEBH including the frequency with which they visit and types of activities undertaken there.

The survey sample visited the precinct at the following frequency.

6.2.1 Q1. How often do you visit the Jack Evans Boat Harbour precinct?

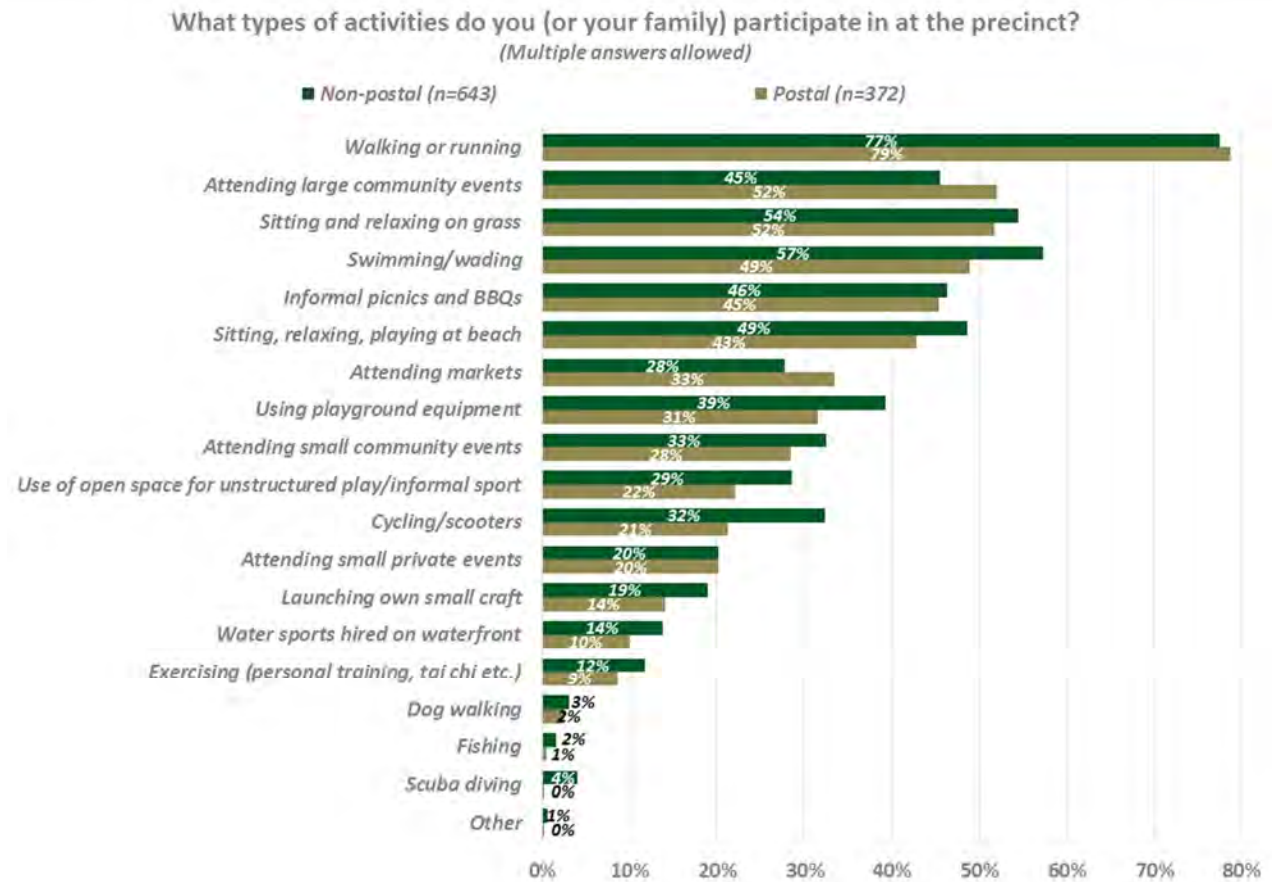


Graph 1.1 (Jetty Research, Feb 2019)

Non-postal respondents were more frequent visitors to JEBH, with 58% claiming to visit weekly or more – against 47% of those in the postal survey. As one would expect, the proportion visiting weekly or more was higher among Tweed Heads residents (at 73%, compared to 35% of those residing outside of Tweed Heads).

Those who had visited the harbour were next asked what activities they undertook while visiting with the results shown below.

6.2.2 Q3. What types of activities do you (or your family) participate in whilst at the precinct?



Graph 1.3 (Jetty Research, Feb 2019)

Walking or running was the most frequently mentioned activity undertaken at the precinct (78% of all respondents) followed by swimming/wading (54%), sitting and relaxing on the grass (53%), attending community events (48%), sitting, relaxing, playing at the beach (46%) and undertaking informal picnics and BBQs (46%). Around a third used the playground equipment (36%), 31% attended community events and 30% attended markets.

Across both surveys, those aged under 55 years were more likely than their older counterparts to use the playground equipment (51% vs. 28%) and/or use the open space for unstructured play or informal sport (40% vs. 19%). Females were more likely than males to sit and relax on the grass (53% vs. 38%) or undertake informal picnics and BBQs (51% vs. 38%).

6.3 Part 2: Satisfaction with, and importance of key existing facilities

The survey sought to understand the satisfaction and importance the respondents attributed to 21 nominated facilities available at the JEBH precinct.

Table 2.1 below displays the responses when asked how satisfied respondents were with nominated facilities (where 1 means not satisfied and 10 means extremely satisfied).

6.3.1 Q4. Summary of mean satisfaction scores (ranked highest to lowest)

Satisfaction mean (1-10)	Postal	Non-postal	Overall
Access around precinct for pedestrians	8.83	8.45	8.59
Open spaces for unstructured play/games	8.63	8.24	8.37
Areas for special events	8.55	8.17	8.31
Access for people of all abilities	8.20	8.14	8.16
Access to water for swimming/wading	8.35	7.99	8.12
Quiet spaces to sit and relax	8.30	7.86	8.03
Access to water for water-based activities	8.08	7.87	7.94
Areas for exercise groups	7.72	7.80	7.77
Access for cyclists	7.79	7.64	7.69
Accessible car parking	7.28	7.18	7.22
Areas for private events	7.46	7.04	7.19
Car parking availability	7.37	7.00	7.14
Toilets, change facilities and showers	7.37	6.82	7.02
Lighting	7.11	6.82	6.93
BBQs	7.08	6.76	6.88
Seating	6.89	6.60	6.71
Playground equipment	7.02	6.56	6.71
Natural shade	6.84	6.33	6.52
Picnic tables	6.55	6.12	6.28
Shelters	6.00	5.54	5.71
Commercial use opportunities	5.30	5.68	5.57

Table 2.1 (Jetty Research, Feb 2019)

Statistically significant differences are marked in blue (above mean) and pink (below mean). Scores were, for the most part, fairly consistent between the two surveys. However those in the postal survey were significantly more satisfied with pedestrian access, open space, areas for special events (e.g. ANZAC Day, festivals or markets) and quiet spaces to sit and relax. Respondents in the non-postal survey were significantly more satisfied with access to the water for water-based activities

This suggests that 6 of the 21 facilities scored at or above the 8.0 high satisfaction rating. Just two facilities scored below 6.0 out of 10. These included commercial use opportunities (5.57) and shelters (5.71).

Table 2.2 below, shows the average satisfaction (mean scores across both surveys) divided by age, gender, frequency of visitation, residential location and whether the respondent lives within walking distance of the precinct. Again, statistically significant differences are marked in blue (above mean) and pink (below mean).

6.3.2 Q4. Satisfaction mean scores by age, gender, frequency of visitation, location and walking distance

Aspect	Gender		Age		Frequency		Location		Walking distance		Total
	Male	Female	Under 55	55+	Weekly or more	Less than weekly	Tweed Heads	Other	Yes	No	
Playground equipment	6.48	6.89	6.87	6.62	6.60	6.86	6.52	7.04	6.64	6.84	6.71
Access to water for swimming/wading	8.01	8.25	8.15	8.15	8.27	7.84	8.23	8.15	8.22	8.09	8.12
Access to water for water-based activities	7.79	8.07	7.97	7.94	8.13	7.60	8.00	7.89	8.01	7.90	7.94
Open spaces for unstructured play/games	8.16	8.54	8.62	8.19	8.41	8.31	8.32	8.44	8.34	8.46	8.37
Quiet spaces to sit and relax	7.82	8.20	8.15	7.98	8.11	7.89	8.07	8.00	7.94	8.16	8.03
BBQs	6.72	7.00	6.90	6.88	6.93	6.83	6.74	7.10	6.74	7.06	6.88
Picnic tables	6.07	6.42	6.23	6.31	6.33	6.20	6.21	6.44	6.14	6.44	6.28
Toilets, change facilities and showers	7.00	7.11	6.92	7.13	7.19	6.74	7.10	7.04	7.09	7.03	7.02
Shelters	5.53	5.85	5.66	5.75	5.66	5.78	5.60	5.90	5.64	5.79	5.71
Natural shade	6.31	6.70	6.55	6.53	6.49	6.52	6.45	6.76	6.42	6.64	6.52
Seating	6.50	6.87	6.72	6.73	6.76	6.63	6.63	6.87	6.64	6.82	6.71
Lighting	6.64	7.18	6.75	7.05	7.05	6.68	6.93	7.04	6.84	7.11	6.93
Car parking availability	6.86	7.36	7.35	7.02	7.30	6.95	7.14	7.21	7.28	7.05	7.14
Accessible car parking	7.01	7.39	7.60	7.02	7.43	6.94	7.12	7.37	7.25	7.18	7.22
Access around precinct for pedestrians	8.43	8.72	8.48	8.66	8.65	8.47	8.61	8.55	8.61	8.57	8.59
Access for people of all abilities	7.99	8.31	8.10	8.21	8.33	7.87	8.19	8.15	8.25	8.10	8.16
Access for cyclists	7.39	7.94	7.78	7.62	7.83	7.46	7.63	7.75	7.60	7.81	7.69
Areas for exercise groups	7.56	7.99	7.85	7.73	7.95	7.48	7.78	7.72	7.90	7.70	7.77
Areas for private events	6.79	7.51	7.37	7.10	7.29	7.02	7.07	7.32	7.07	7.41	7.19
Areas for special events	8.22	8.43	8.40	8.30	8.33	8.28	8.26	8.46	8.22	8.49	8.31
Commercial use opportunities	5.51	5.70	5.76	5.44	5.61	5.46	5.66	5.42	5.47	5.72	5.57

Table 2.2 (Jetty Research, Feb 2019)

The above suggests males and 'less frequent visitors' were generally more critical of the existing facilities than were females or 'more frequent visitors'.

Table 2.3 below shows how respondents ranked the relative importance of the same 21 facilities and services, using a 1 to 10 scale (where 1 meant not at all important and 10 meant extremely important):

6.3.3 Q4. Summary of mean importance scores (ranked highest to lowest)

Importance mean (1-10)	Postal	Non-postal	Overall
Access around precinct for pedestrians	9.30	9.31	9.31
Access for people of all abilities	9.27	9.22	9.23
Access to water for swimming/wading	8.96	9.13	9.08
Toilets, change facilities and showers	9.08	9.07	9.07
Natural shade	8.99	9.03	9.02
Quiet spaces to sit and relax	9.08	8.96	9.00
Areas for special events	9.16	8.91	9.00
Car parking availability	8.93	8.71	8.79
Accessible car parking	8.80	8.68	8.72
Seating	8.79	8.65	8.70
Open spaces for unstructured play/games	8.60	8.67	8.65
Lighting	8.64	8.65	8.64
Picnic tables	8.68	8.53	8.59
Shelters	8.49	8.59	8.56
Access to water for water-based activities	8.31	8.51	8.45
Playground equipment	8.49	8.42	8.44
BBQs	8.58	8.36	8.44
Access for cyclists	7.32	7.45	7.41
Areas for exercise groups	7.32	7.09	7.17
Areas for private events	7.10	6.52	6.71
Commercial use opportunities	4.22	4.47	4.39

Table 2.3 (Jetty Research, Feb 2019)

It is noted that almost *everything* except commercial use opportunities is considered important and that the range of importance ranking was not large - with 17 of the 21 facilities sitting between 8.4 and 9.3 out of 10. Generally the results were consistent between the two surveys.

Table 2.4 below, shows the above importance mean scores (across both surveys) divided by age, gender, frequency of visitation, residential location and whether the respondent lives within walking distance of the precinct. Statistically significant differences are marked in blue (above mean) and pink (below mean).

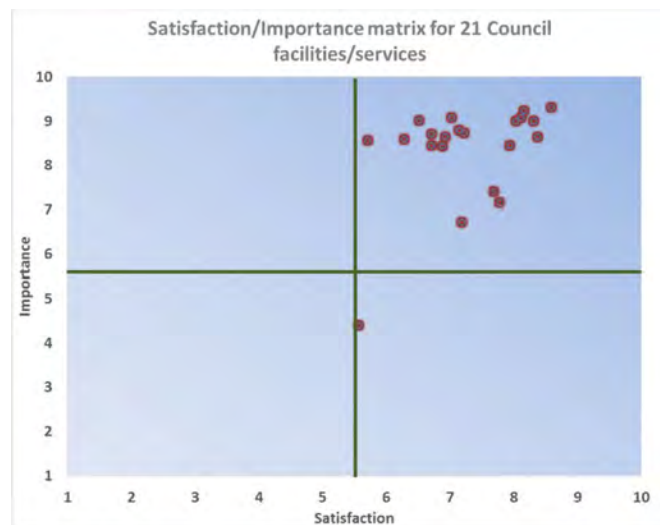
6.3.4 Q4. Importance mean scores by age, gender, frequency of visitation, location and walking distance

Aspect	Gender		Age		Frequency		Location		Walking distance		Total
	Male	Female	Under 55	55+	Weekly or more	Less than weekly	Tweed Heads	Other	Yes	No	
Playground equipment	8.31	8.62	8.26	8.65	8.12	8.76	7.97	8.73	8.65	8.22	8.44
Access to water for swimming/wading	9.19	8.89	9.15	8.92	9.19	8.98	8.83	9.25	9.17	9.02	9.08
Access to water for water-based activities	8.69	8.05	8.68	8.05	8.69	8.21	8.20	8.60	8.57	8.33	8.45
Open spaces for unstructured play/games	8.77	8.44	8.63	8.58	8.69	8.57	8.28	8.85	8.64	8.60	8.65
Quiet spaces to sit and relax	9.10	8.84	9.01	9.01	8.95	9.05	8.72	9.18	8.83	9.09	9.00
BBQs	8.48	8.35	8.43	8.36	8.40	8.46	8.23	8.53	8.57	8.31	8.44
Picnic tables	8.54	8.63	8.61	8.51	8.53	8.62	8.39	8.68	8.48	8.62	8.59
Toilets, change facilities and showers	9.11	9.00	9.05	9.13	8.98	9.16	8.93	9.17	9.13	9.03	9.07
Shelters	8.50	8.63	8.50	8.62	8.47	8.63	8.22	8.76	8.66	8.47	8.56
Natural shade	8.97	9.08	9.01	9.09	9.01	9.04	8.70	9.24	9.19	8.91	9.02
Seating	8.59	8.85	8.73	8.69	8.68	8.72	8.47	8.86	8.50	8.81	8.70
Lighting	8.68	8.58	8.67	8.63	8.73	8.57	8.30	8.89	8.51	8.74	8.64
Car parking availability	8.67	8.95	8.56	9.08	8.46	9.03	8.46	9.00	8.88	8.70	8.79
Accessible car parking	8.58	8.92	8.58	8.96	8.46	8.95	8.42	8.93	8.77	8.67	8.72
Access around precinct for pedestrians	9.35	9.24	9.38	9.24	9.39	9.24	9.07	9.49	9.13	9.41	9.31
Access for people of all abilities	9.29	9.13	9.35	9.10	9.31	9.17	9.05	9.37	9.01	9.35	9.23
Access for cyclists	7.59	7.07	7.47	7.30	7.47	7.32	7.04	7.68	7.58	7.27	7.41
Areas for exercise groups	7.23	7.01	7.34	6.89	7.21	7.14	6.82	7.40	6.87	7.32	7.17
Areas for private events	6.78	6.55	6.76	6.56	6.65	6.79	6.40	6.89	6.60	6.74	6.71
Areas for special events	8.99	8.99	9.01	8.98	9.01	9.00	8.84	9.12	8.83	9.09	9.00
Commercial use opportunities	4.03	4.97	3.96	4.85	4.02	4.77	4.25	4.47	5.20	3.79	4.39

Table 2.4 (Jetty Research, Feb 2019)

Combining results from both surveys, we can plot the mean importance and satisfaction scores on a matrix to see how they rank in relative terms. General trends can be reviewed in “big picture” terms as shown in Graph 2.1 below which highlights how the 21 services relate to each other on the 1-10 scales of importance and satisfaction.

6.3.5 Q4. Satisfaction vs. importance matrix: the “big picture”

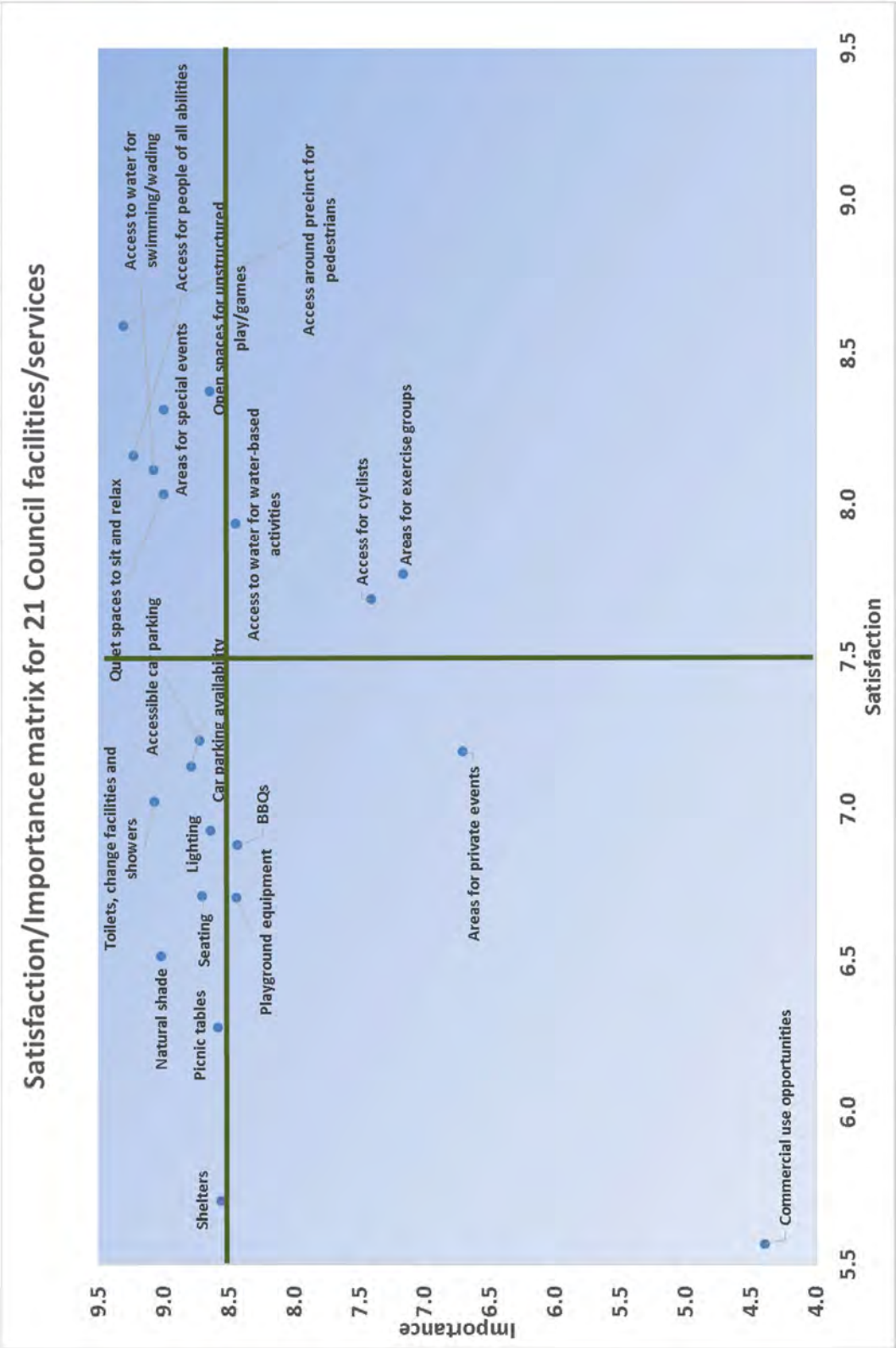


Graph 2.1 (Jetty Research, Feb 2019)

Each dot represents a nominated facility type. This concentration in the top half of the graphs highlights the notion that to respondents, generally *everything* is important. However, Satisfaction mean scores, (shown on the horizontal, x-axis) are more widely distributed and therefore, the mean Satisfaction levels in the existing facilities vary between facility types.

The graph below outlines the satisfaction/importance matrix in more detail.

6.3.6 Q4. Satisfaction vs. importance matrix



Graph 2.2 (page 17 Jetty Research, Feb 2019)

Table 2.5 below divides results into one of four relative quadrants based on importance and satisfaction scores. (Note these are listed alphabetically by quadrant from)

6.3.7 Q4. Summary of satisfaction and importance quadrants (alphabetically within quadrant based on 6.3.6)

Higher importance/lower satisfaction	Higher importance/higher satisfaction
Accessible car parking Car parking availability Lighting Natural shade Picnic tables Seating Shelters Toilets, change facilities and showers	Access for people of all abilities Access to water for swimming/wading Areas for special events Open spaces for unstructured play/games Quiet spaces to sit and relax
Lower importance/lower satisfaction	Lower importance/higher satisfaction
Areas for private events BBQs Commercial use opportunities Playground equipment	Access around precinct for pedestrians Access for cyclists Access to water for water-based activities Areas for exercise groups

Table 2.5 (Jetty Research, Feb 2019)

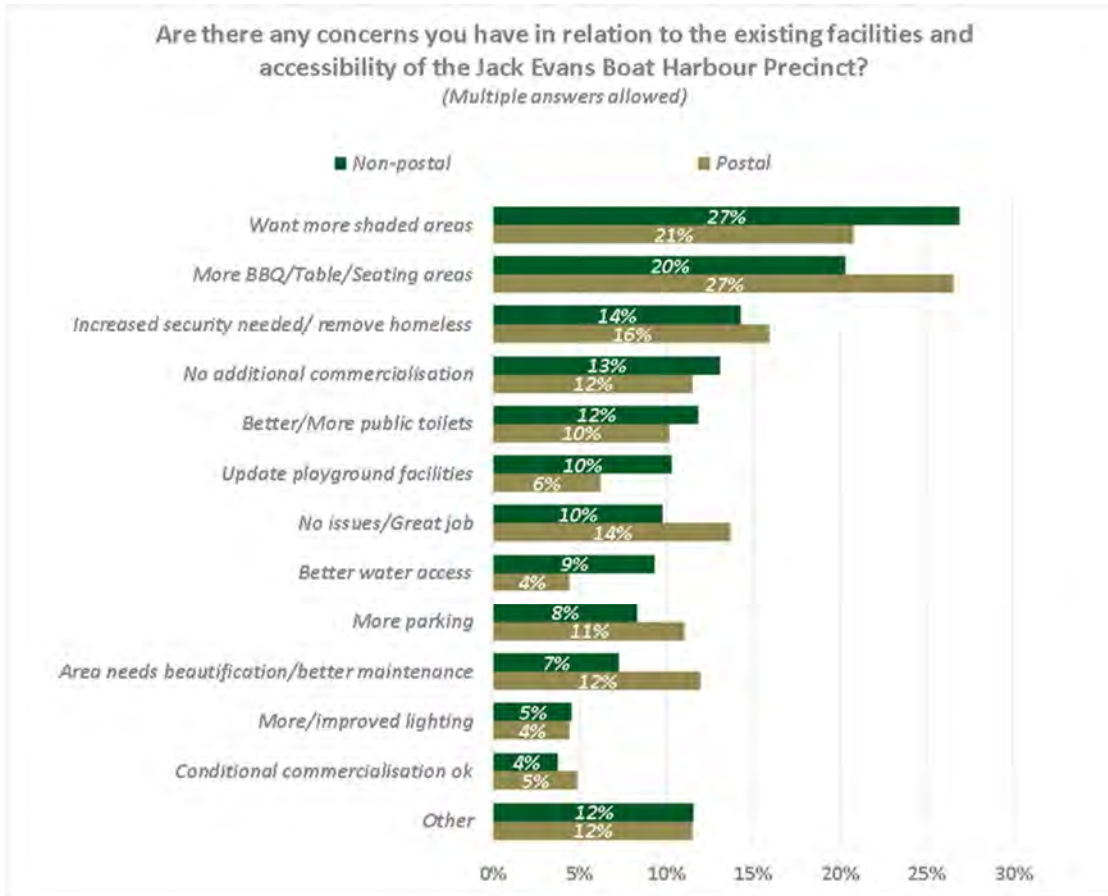
Another way of considering this data is to measure the “expectation gap” – i.e., the difference between perceived importance and satisfaction for each of the 21 facilities and services measured.

This measure shows that JEBH is currently exceeding expectations in commercial use opportunities (satisfaction outweighing expectations by 27%), areas for exercise groups (8%), areas for private events (7%) and access for cyclists (4%).

However, it is perceived to be underperforming (i.e. relative to expectation) across the remaining facilities with the lowest performers being shelters (importance outweighs satisfaction by 33%), natural shade (28%), picnic tables (27%), seating (23%) and toilets, change facilities and showers (23%).

Question 5 asked respondents in an open-ended question, whether there were any concerns relating to the existing facilities and accessibility of the JEBH precinct. Specifically they were asked to explain any satisfaction scores of 5 or less reported in the previous question (Graph 2.1 and 2.2). The open-ended comments have been categorised by theme and are outlined below:

6.3.8 Q5. Reasons for concern regarding facilities and accessibility of JEBH



Graph 2.2 (Jetty Research, Feb 2019)

Responses were relatively consistent between the two surveys, and respondents largely took the opportunity to further reiterate the need for *more* in this question. Specifically, more shade and lighting was felt to be required, more BBQs/tables/seating areas, more (and improved) public toilets and more parking. A small proportion also reported a desire to limit commercialisation to what currently exists and some wished to increase security.

The full list of *others* is available in the Jetty Research Report in Appendix D.

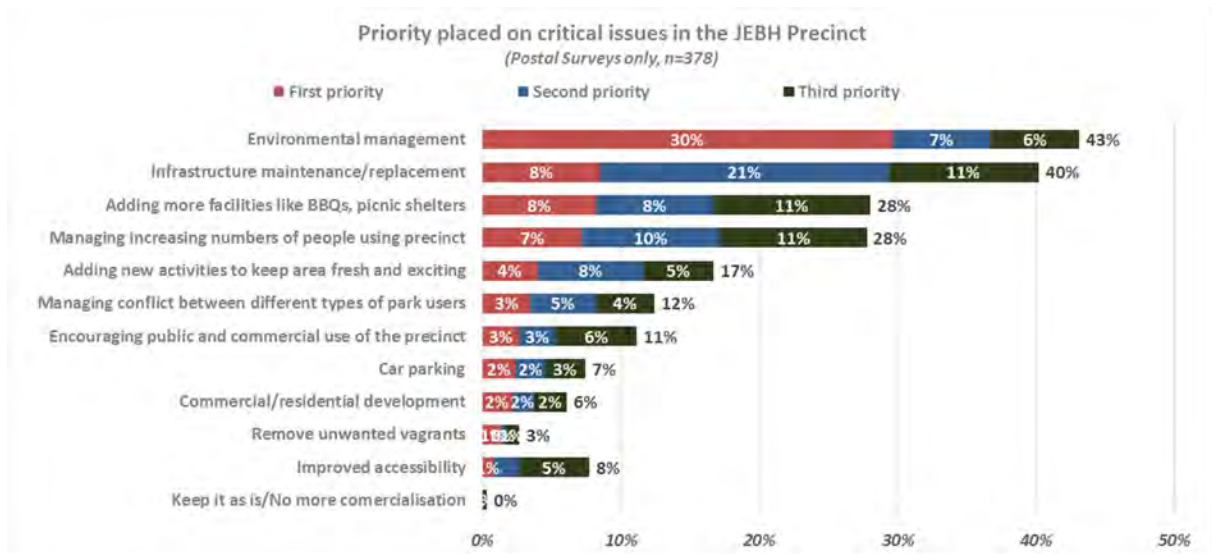
6.4 Part 3: Future of Jack Evans Boat Harbour

The next part of the survey focused on the future of JEBH.

Respondents were asked to consider the three most critical issues that Council needs to consider over the next five years and were then asked to rank these three critical issues by allocating a 1, 2 or 3 ranking to each.

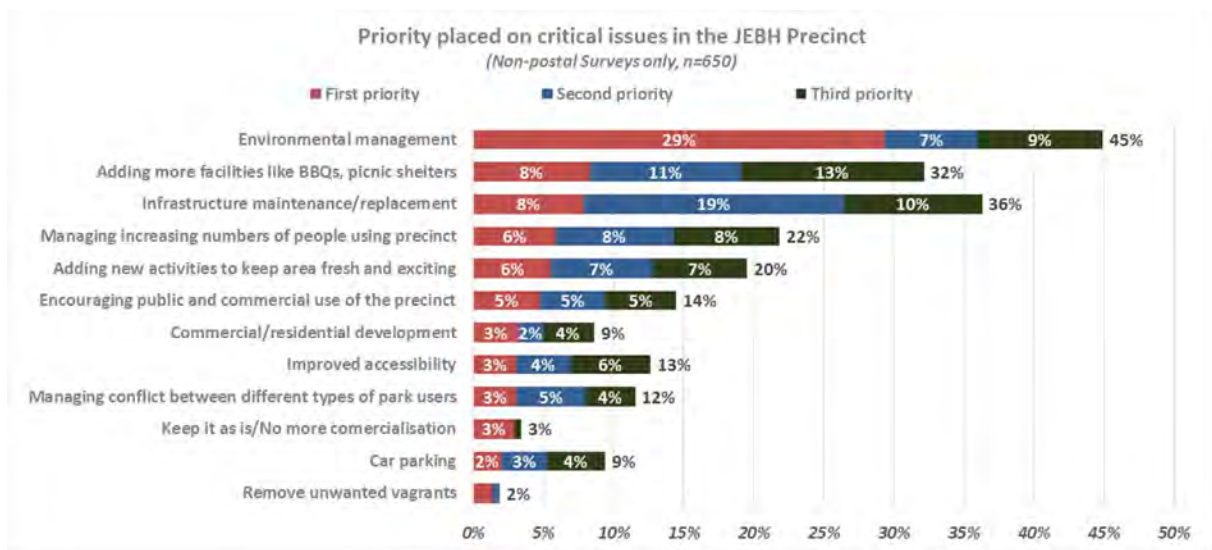
Graphs 3.1a and 3.1b, below, outline the most frequently mentioned critical issues (for postal or non-postal) including the priority placed on each. These are ranked by the proportion of priority 1's and outlining the total proportion considering each a critical issue.

6.4.1 Q6. Priority placed on critical issues in the JEBH Precinct (Postal)



Graph 3.1a (Jetty Research, Feb 2019)

6.4.2 Q6. Priority placed on critical issues in the JEBH Precinct (Non-Postal)



Graph 3.1b (Jetty Research, Feb 2019)

('Environmental management' was defined as including examples of 'water quality, erosion, protection of marine habitat, protection of vegetation'.)

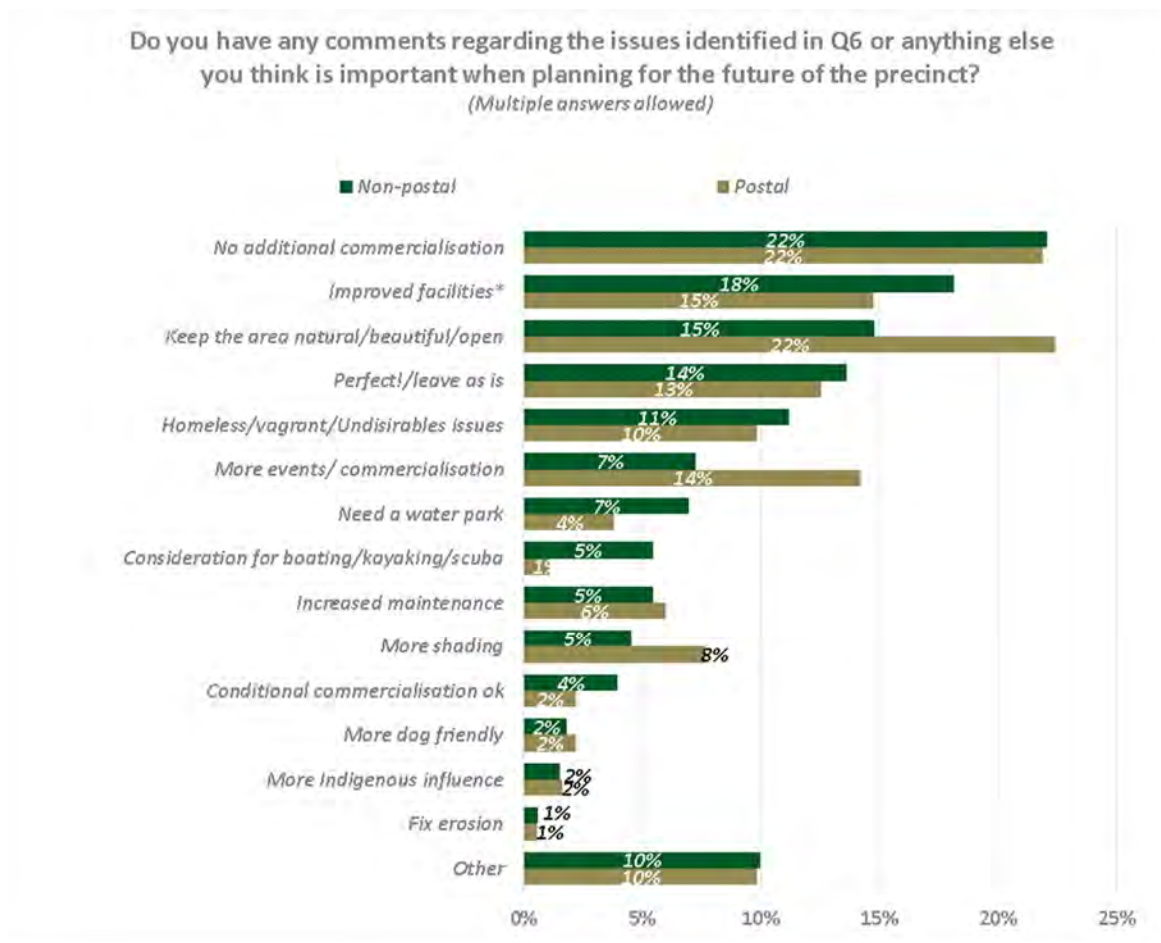
The two surveys provided very similar results.

In each case environmental management (e.g. water quality, erosion, protection of marine habitat, protection of vegetation) was considered the most critical issue, with more than 40% giving it a 1, 2 or 3 ranking (including +/- 30% who gave it a top priority).

This was followed by infrastructure maintenance or replacement (e.g. boardwalk, playground equipment), additional facilities such as BBQs and picnic shelters, and managing increasing numbers of people using the precinct.

The survey concluded by asking respondents, in an open-ended question, whether they had any further comments to make regarding the issues identified in the previous question (Graph 3.1a/b). Open ended comments have been themed and are outlined in Graph 3.2, below.

6.4.3 Q7. Further comments regarding critical issues



Graph 3.2 (Jetty Research, Feb 2019)

***Improved facilities includes: toilets, BBQs, seating, lighting, playground etc.**

Key themes focussed on the requirement for additional and improved facilities, and a desire to keep the area natural/beautiful/open. Slightly more than one in five reported the desire for no additional commercialisation aside from what currently exists.

6.5 Discussion

Discussions were had with Jetty Research regarding the interpretation of the results from open ended Questions 5 and 7 and determining the themes to categorise the responses and integrate these results with qualitative data from other sources which is detailed in Part 7. It was concluded that particularly with regard to the area of commercialisation, the phrasing used by many respondents and the fact that not all respondents were asked their view on the topic, warrants further research.

Nonetheless, what the quantitative survey results conclude is that the topic of commercial activities within the precinct is of importance to the community, however solid conclusions cannot be made with regard to the community's opinion on preferred type, intensity, scale and degree of permanency for commercial activities given the qualitative data outlined in Part 7.

It is proposed that a balanced, considered approach to any commercial use of the precinct will be addressed in the compilation of the Draft Plan of Management. Further community consultation will be undertaken prior to the adoption of any Plan as required under legislation.

7 Qualitative Submission Results

It is noted that the results from the 'What's your vision for Jack Evans Boat Harbour' survey summarised within Part 6 do not consider submissions made via other sources. As such, given the diverse sources and formats made available to the community to provide comment, this part merges and summarises the messages conveyed from statements received from the following open-ended sources:

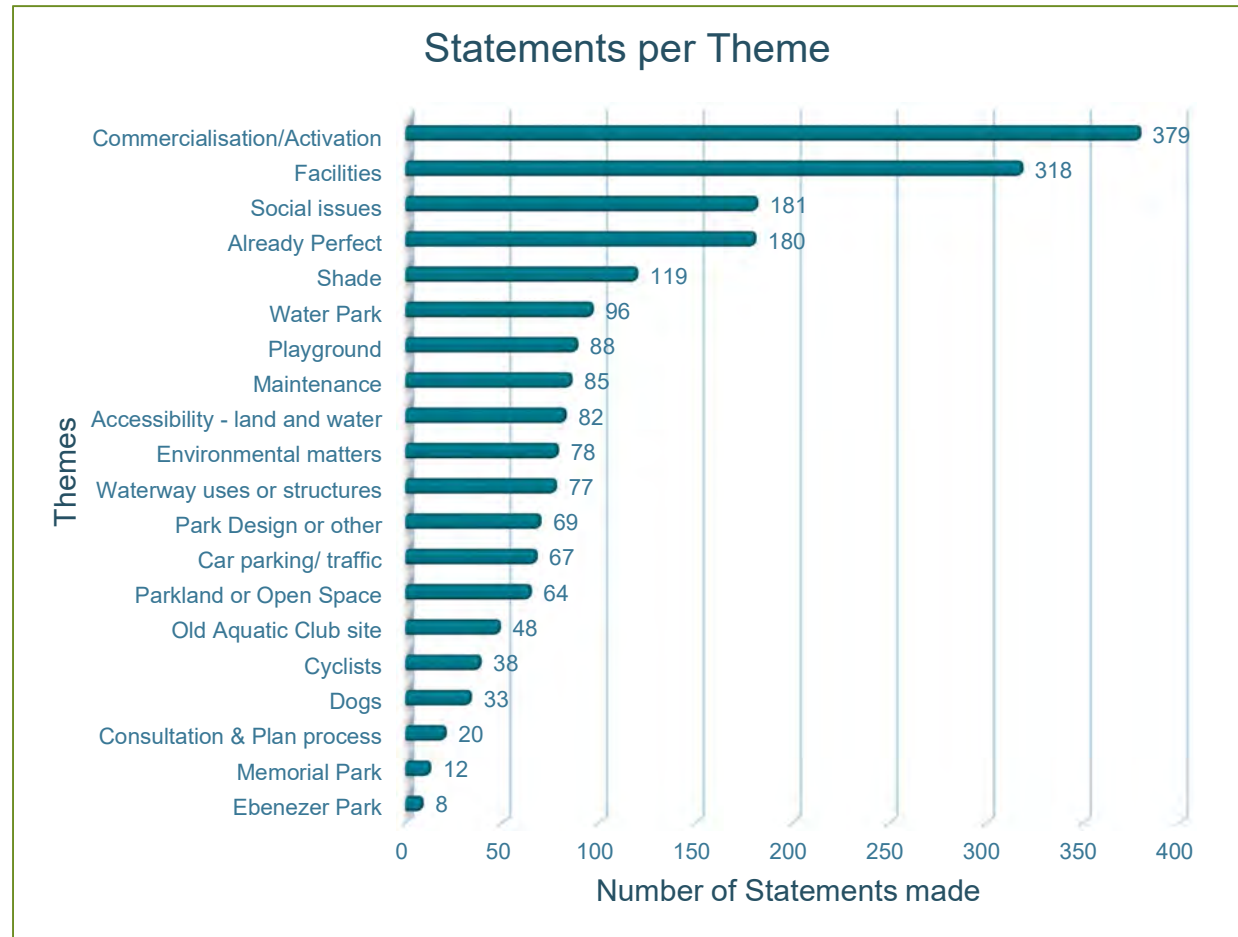
- Question 5 of the survey which asked *"Are there any concerns you have in relation to the existing facilities and accessibility of the Jack Evans Boat Harbour Precinct? If you have a satisfaction score of 5 or less for any of Q4, can you please tell us why you feel this way?"*;
- Question 7 of the survey which asked *"Do you have any comments regarding the issues identified in Q6 or anything else you think is important when planning for the future of the precinct?"*;
- Online submissions received through www.yoursaytweed.com.au/JEBH;
- Postcard submissions;
- Comments made in response to Questions 3 or 4 of the Tourist/Visitors Survey which asked *"How satisfied are you with the facilities and activities at Jack Evans Boat Harbour and why?"* and *"Do you have any new ideas or improvements for Jack Evans Boat Harbour that you would like to see in the future?"*;
- Written submissions received by mail or email.

Submissions were divided into topical statements and each statement was categorised into the following themes.

- | | |
|--|--|
| <ul style="list-style-type: none">• Consultation and Plan process• "The Precinct is already perfect"• Accessibility• Car parking/Traffic• Cyclists• Social issues• Commercialisation/Activation• Water Park• Waterway uses or structures• Maintenance• Facilities• Playground | <ul style="list-style-type: none">• Shade• Environmental Matters and Natural Processes• Parkland and Open Space• Dogs• General Park Design and other commentary• Site Specific comments:<ul style="list-style-type: none">• Ebenezer Park• Old Aquatic Club Site• Memorial Park |
|--|--|

7.1 Themes and data interpretation

The following graph shows the number of statements made per theme highlighting the issues the public find important and worthy of mention. It is noted that statements could be categorised into two different themes where required and submissions featuring repetitive messages were not categorised in the same theme multiple times.



Please note that the statement numbers are indicative only and are not intended to be used as quantitative data but rather simply show the general frequency of the topics being raised within open ended comments. Given not all respondents were prompted to comment on the specific topics raised, further research in some areas with more specific questioning would be required to clarify and determine an accurate community view.

Notwithstanding, generally the findings have been found to be consistent with the quantitative data however this is explored further in Part 8.

7.2 Consultation and Plan process

20 statements referenced the community consultation process or plan of management compilation.

10 statements conveyed gratitude for the opportunity to participate.

Example statements include:

- “Council is to be commended for its commencement of the process and consultation with the community in the preparation of the development of the JEBH Plan of Management (PoM). A sincere thank you.”
- “Thank you for the opportunity to have a say regarding this very special public area.”
- “From what has already been said and written about JEBHP it is clear that finding a consensus will be difficult”.
- Regarding tenure: “Incorporating all Crown lands (and community/public open space lands) surrounding the JEBH is supported. However, it is acknowledged that resolution on the varied lots/status/managers will require resolution to finalise the JEBH PoM.”
- Regarding the scope of the Plan: “I make the suggestion that consideration is given to also incorporating the old Aquatic Centre Park and the Coral Street Eden Street Park into the PoM.”
- “Jack Evans Boat Harbour - Parkland Usage and Event Guidelines - Will this document be incorporated into the DPOM?”

7.3 “The Precinct is already perfect”

193 statements conveyed that the precinct is valued, enjoyed and should be retained in its current state or with only minor upgrades required.

Example statements include:

- “Generally the JEBH precinct is much treasured by the community and visitors as it is, thus requires minor enhancement and improvements with increased levels of maintenance of the facilities and natural areas.”
- “Absolutely beautiful. Nothing.”
- “No. Perfect.”
- “We love Jack Evans harbour the way it is.”
- “Do not mess with a wonderful facility which we and our kids have grown up with.”

- “Keep the Tweed naturally beautiful. People Australia wide love the Tweed AS IT IS!!”
- “ANZAC day is excellent there!”
- “We love the revitalised JEBH as it is.”
- “Love it the way it is. Possibly a few more shade trees.”

7.4 Accessibility

84 statements made reference to accessibility and were generally split between comments related to all-ability access around the park and into the water and water access for watersports.

11 statements requested an increase in disability access parking and 15 referenced improvements required for general accessibility. 14 requested improved water access for people in wheelchairs or elderly. 8 statements stated accessibility was good. An additional 4 highlighted the importance of accessibility in future planning.

It was apparent that members of the community are not aware of the existing wheelchair/all-abilities water access located on the northern beach. This potentially could be remedied by improved signage and community education.

25 statements requested an improved water access to provide for scuba divers, snorkelers and swimmers with 13 referring to access from Coral Street while 10 made reference to improving water access from east of the Seascape building.

6 requested improved water access for kayaks and similar watersport activities.

It was mentioned in 4 statements that Council had planned to develop Ebenezer Park with a disability/all abilities playground and that provision for ancillary facilities (eg BBQ, picnic tables) should be considered.

Example statements include:

- The area is an “important shore site for scuba divers, snorkelers, swimmers... It is where a lot of people learn to dive... Currently the access to the water is difficult... Good, safe stairs with handrails are needed both at mouth of the harbour and at the south end of little Duranbah beach...”
- “A bridge over the harbour entrance would be nice.”
- “Existing facilities and accessibility are optimum as they are at present.”
- “Lovely and accessible for prams & wheel chairs.”
- “Is there place for a disabled access to the river - with our beaches changing all of the time the only appropriate place for a disabled walkway/stroll way”
- “Safe access to the water is non existent”

- “Could be couple more (one would do) disabled parking.”

7.5 Car parking/Traffic

67 statements were made related to traffic and car parking which comprised of the following:

- 35 statements requested additional car parking or referenced current car parking provision was insufficient commonly associated with events;
- Another 17 statements raised the matter as important or as an issue that needs to be addressed in the future;
- 4 statements supported the current car parking facilities;
- 4 statements did not want to lose parkland for additional car parks.

Concerns were raised regarding the parking of cars on the parkland by the public and personal trainers suggesting bollards to prevent this.

Use of the old Aquatic Club site for car parking was suggested.

Example statements include:

- “Parking in busy periods (weekends and holidays) is usually difficult and even more so with special events.”
- “Insufficient car parking discourages visiting area.”
- “Don't convert it to carpark”
- “Install bollards to stop cars during high holiday season driving up onto the grass at McMahons Beach.”
- “There needs to be a pedestrian crossing between the Tweed Mall and the park... and a pedestrian crossing across Boundary Street.”

7.6 Cyclists

38 statements were made related to cyclists. Concerns were raised regarding the conflict between cyclists and other park users. 16 statements objected to cycling within the park whilst 13 statements raised concerns regarding cycling in the park, although not against cycling, requested effective management of the user conflict.

5 statements suggested improvements for cyclists' use of the park and 2 supported cycling in the area.

Example statements include:

- “Keep cyclist out of area.”

- “Tired of bikes speeding past.”
- “Cyclists can ride somewhere else... not on a pedestrian walkway area.”
- “Cyclist need to be speed restricted.”
- “More signage to ask cyclists to slow down in the foreshore area and stay off the timber decking.”
- “A bit narrow for bikes/pedestrians - separate areas needed.”
- “Is it possible to have a separate bike path and a wider walking path?”

7.7 Social issues

184 statements were made related to social issues prevalent within the precinct.

Statements comprised of the following:

- The presence of homeless people, vagrants, itinerants, ‘undesirables’, ‘parkies’ (122 statements);
- Consumption of alcohol in the park any time of day (56 statements);
- Explicit illegal drug use and discarded needles (19 statements);
- Anti-social behaviour including intimidation, swearing, yelling, aggressiveness or fighting (54 statements);
- Security and safety concerns – any time of day (38 statements);
- Illegal camping by homeless or tourists (26 statements);
- Homeless person’s belongings, rubbish, trolleys (12 statements);
- Council management of the issue, signage, lighting, Council action/inaction in relation to regulation, enforcement of the law by Police and Rangers, (62 statements);

It was commonly conveyed that the social issues could be resolved by improved regulation and Council/Police ‘moving them on’, CCTV, signage or improved lighting.

8 statements acknowledged the issue as complex or were sympathetic to the homeless population however many statements simply raised the matter as an issue to be addressed not detailing whether they believed the issue to be complex; as simple as ‘moving them on’ or in support of providing assistance to the subject persons.

Example statements include:

- “Parkies: Everyday there are groups of people drinking alcohol, some days they are within 20m from my business, the swearing and the abuse, the begging for money, and cigarettes from locals, tourists and the elderly. I have had families arrive. They hear the swearing and abuse. They get back in the car never to return. It makes it so hard to open on days when there are a big group. It makes all the swimmers, walkers and myself on edge. The more the drinking goes on the rowdy it gets. Mid afternoon sometimes is full of violence. Regulars will only

set up there beach area for the day near my business so they feel safe. We need more Police Patrols everyday.”

- “Address the homeless users of the park. Address the consumption of alcohol. Drunkenness is a serious problem in the park. Council erects signs re alcohol consumption but does not police it. It is often difficult for families to use the facilities offered by the park because they are taken and used by homeless people at all hours of the day and night. The drunkenness, fighting, arguing is a deterrent to families wanting to use the park.”
- “Seating, tables, shelters, BBQs, shade, toilets, carpark are often frequented by vagrants, the homeless, the intoxicated, and campervaners, home bus owners who basically use the area as a home and toilet. They displace us the intended users and intimidate.”
- “People living in the park on the southern side using BBQs to dry clothes, stopping other users - more BBQs needed under shade.”
- “The homeless issue should be addressed.”
- “Homeless people need a designated area for safety and protection.”
- “Take responsibility for homeless so people are not chased away by them like I have been. Liaise with community groups to build a homeless shelter somewhere.”
- “The derelicts that inhabit the park have to be controlled. I appreciate the homeless have to be accommodated but they intimidate families.”
- “My only criticism of the area is the constant presence of "Parkies". It's a beautiful area my wife, grand children and other family members use it constantly, but the presence of the undesirable, swearing, drinking alcohol and drugs, and fighting puts off locals and tourists alike. They mill around the public toilets and BBQ areas making children feel unsafe and generally portraying our beautiful local amenity area in a bad light. Suggestions would be to light areas around the BBQs but especially around the toilets and shower... and use policy to "move them on" (Parkies preferably out of the Tweed and Coolangatta all together).”
- “Groups of people congregate at the harbour drinking alcohol and using rude and abusive language which makes an unsafe place for children, in particular groups of homeless people this needs to be managed.”
- “Liaise with Police removing vagrants on from area.”

7.8 Commercialisation/Activation

385 statements were made in relation to commercialisation of the precinct and/or activation of the area. These themes have been reported together as many statements incorporated both themes.

Findings related to commercialisation or activation of the old Aquatic Club site are not consistent with those below and have been addressed elsewhere in this report.

Regarding commercialisation, it is considered that the community was divided with regard to the topic of commercial use and activation of the precinct. Further, there are noted inconsistencies between the quantitative and qualitative data which are explored later in this report.

It was reported by Council officers who spoke with members of the public at the community engagement events, that it was common for people to associate the term 'commercialisation' with the act of selling off Crown Land to developers for, for example, large scale, multi-storey shop top housing or tourist development. Some members of the public did not necessarily consider commercial ventures to include small scale businesses like personal trainers utilising the park, the existing watersports hire, events like the circus or the markets. While watersports hire, markets, circus are rarely not for profit, they can be perceived as having a greater community social or cultural benefit rather than purely for financial gain.

As the site is primarily Crown Land under the NSW Department of Industry, Council does not have the jurisdiction to determine whether to sell nor develop the site for large scale multi-storey shop top housing or tourist development. What is considered important as part of the compilation of a Plan of Management is to interpret the public's views on activation of the site and small scale commercial use within the existing parkland.

Notwithstanding, in considering the qualitative data on this topic, the 384 statements featured the following themes. Please note that each statement could be categorised multiple times:

- 11 statements objected to the activation or an increase in people using the area.
- 79 statements conveyed support for activation or an increase in people using the area generally by way of additional activities.
- 155 statements objected to commercialisation of the precinct.
- 44 statements objected to additions to the existing commercial uses at the precinct (generally accepting of the existing commercial uses).
- 146 statements referred to commercial use of the parkland and would support commercial uses and activities generally subject to conditions like for example limiting commercial types (e.g. markets, or temporary structures or food and drinks only), scale (e.g. small events only) or impacts (e.g. only if the environment is preserved). This group included statements that offered suggestions for commercial uses or general activities/events.
- 49 statements conveyed support for events and markets.

- 15 statements objected to residential development at the parkland.
- 116 statements conveyed the importance of the existing parkland in its current state including environmental value or retention of a valued public asset or for passive recreation. These included statements that both supported and objected to commercial uses.
- 23 statements raised concerns related to noise generation or conflict between user groups. For example, a personal trainer or the circus interrupting passive recreation or loud music.
- 15 statements related to Big Trev Watersports, the watercraft operator at McMahon's Beach.
- 5 comments conveyed that QLD tourist operators should be charged licence fees to use the precinct as part of their watercraft hire service.

Example statements include:

- "Do not over commercialise the site. It is a people's place. Keep it that way."
- "Everybody I know thinks that the area should be left as it is and not be affected by commercial interests."
- "There is no logic in taking the only parkland for Tweed Heads residents and creating another Gold Coast type facility. Already there are coffee shops and food outlets in Tweed Heads struggling to stay open and a proposal to create more of the same is totally unfair to the existing Tweed business people. Twin Towns Services Club meets a lot of the needs of visitors in this vicinity and would not be pleased with the proposals being put forward. We have already said NO to a noisy blowup fun park, a restaurant suspended over the water and other disturbing ventures such as a unit developer wanting to take most of the roadway in Bay Street. The award winning Council redevelopment from several years ago has attracted the elderly, families, bike riders and dog walkers. None of whom are interested in the plans put forward by the Chamber of Commerce in the local paper. There is a lazy way to make money at the expense of our community. Please leave this area with its natural features. Undisturbed by commercial interests and there for public enjoyment such as those learning water sports, enjoying a family day out, swimming for exercise, competitions such as Dragon Boat racing, watching New Year's Eve Fireworks, Cooly Rocks entertainment and so much more which local residents appreciate. This is taken from a letter to the Sydney Morning Herald, October, 2014. *Spaces must be free from commercialism where all members of society can gather on equal terms as part of the 'truly civil society'. These neutral spaces that belong to all of us are in decline and the next generation won't know of their importance without taking a stand on public space.*"
- "It is a great space and a shame that the area is not used to its full potential from a passive and commercial activity perspective."

- “Council needs to create a safe space for families to use anytime day & night. Seating, tables and more plants to create interesting environment. More council activities like outdoor cinema pop up.”
- “The area is fantastic for community events and should be maintained for such rather than for commercial ones.”
- “I’d like to see more events that use the space around the harbour to attract some social life. Examples could be night markets (including a food market) in summer, open air cinema, music and other pop-up cultural events that bring some buzz to the area. How about a pop-up bar in January? What about a Festival of Tweed that uses the harbour as the centrepiece for multiple events?”
- “This is enough commercial use opportunities within walking distance. Open space is needed much more than commercial in this area.”
- “I am concerned about how a resort which operates in QLD can operate and facilitate a watersports activity for their business on the beach including driving their vehicles on the park and take away business from the local operator.”
- “Keep commercial use to minimum.”
- “I think the paddleboats have become an eye sore and at the very least need to be upgraded, if not removed.”
- “Jack Evans Boat Harbour is a star in the crown of the Tweed Shire. Under no circumstances should commercial interests be involved in the harbour. It is a wonderful asset for the residents of the Tweed.”
- “Would hate to see it be turned into something commercial. Would hate to see it built out by high rise.”
- “Cafes along the waterway would attract and enhance the use of this community asset. ... more vendors with modern and up to date equipment. Paddle boards etc. look at Currumbin Creek. This community asset could be the jewel in the crown of Tweed Heads and Northern NSW.”
- “This is the most significant and usable public open space in the shire. It could be the focus of the Tweed Heads community but it has not been managed properly by Council. As a 60 year old who lived his entire life in Tweed Heads and walked home from school through the caravan park what was a vibrant space has become second rate. It is not used by people as it should be and there has been an active resistance to promoting commercial usage in areas such as the old Aquatic Club site. This used to bring an enormous number of people to the area and actively used the water for regattas and other club related activities. Now there is not sailing club on a safe waterway where generations of children learned to sail.”
- “I’d like some fun things there especially on weekends. Ice cream wagon, buskers, school concerts, more swimming, lifeguards, poetry in the park, indigenous storytelling and concerts, interesting lighting for night (fairy lights).

Fairies and fairyhouses in the trees (like Brunswick Heads) and kids have to find them. Food trucks on Saturday nights park side of Boundary Street.”

- “Not enough reason to go there. eg entertainment – markets”
- “The revitalisation of the area is excellent. Kingscliff beach front revitalisation is outstanding and I would like JEBH to be equal and attract visitors/tourists/locals.”
- “I retract my score on allowing commercial ventures if they can improve the area without exploitation, then I'm ok for it. I went there this morning before completing this survey and I would have to say that it looks and feels sad and redundant. Give it some spark and life and please please please don't just make it another place for the oldies.”
- “It is a great space and a shame that the area is not used to it's full potential from a passive and commercial activity perspective.”
- “Don't want any commercial shops here at all.”
- “No commercial use and no residential use.”
- “Keep commercial activities to the business district. Cater for refreshments only.”
- “Dedicated place for a variety of minor commercial use.”
- “Very limited commercial activities should be allowed if they cater for leisure activities.”
- “Would be nice to have gazebos to book/rent for a nominal fee.”
- “No commercial activities.”
- “No commercialisation of this area. No business has the ri[ght] to charge people to use a public area. It would be good to have more family orientated things to do but this area should not be used as a money maker to business. It's a public area.”
- “When the development was presented originally, it was sold to the public as being based on another Southbank, as yet only 1 fish and chip shop. The area would be perfect for cafes as well as bbq and play areas. With our climate and love of dining out it would be a beautiful location if done well. Not everyone wants to dine at clubs.”
- “JEBH is unique and no permanent commercial use or development should be allowed.”
- “If there is to be commercial development keep it low rise and low key.”
- “Commercial interests should be kept to an absolute minimum in the open spaces.”

- “This area should be left as it is. Commercial permanent business should be allowed to set up here. This area is for families to enjoy relax etc. Council you need to wake up and smell the roses and it's not all about money.”
- “Have a café.”
- “Pop-up ice-cream, drink/coffee etc. vendors/kiosk would be appropriate for this precinct and to raise some funds towards the maintenance of JEBH.”
- “Jack Evans would be a great place for a regular twilight market along the boardwalk.”

7.9 Water Park

98 statements mentioned a water park, waterslides or water related facility. 48 statements were in support for the provision of a water park either within the precinct or within the Harbour, while an additional 20 statements were made in support of a land based water park. 27 statements objected to a water park. 3 statements suggested an ocean pool.

Statements included:

- “There are missed opportunities for organised activities on JEBH and the idea of floating waterpark a few years ago was a good one and should be supported.”
- “Suggest an inflatable water activity on the boat harbour.”
- “Allow inflatable water park to come to boat harbour.”
- “I also do not have a problem if a water park is put there for 6 months of the year. One of those blow up ones.”
- “A waterpark feature would be amazing “
- “Take a look at 'The Strand' in Townsville. Our area here at Jack Evans isn't as big but we could do a similar version.”
- “Also, consideration of land based water feature playground added to its west with a fee to cover costs and maintenance.”
- “An aqua park would be great to see near the playground, we need something for the kids”
- “Any waterslides would spoil the whole character.”
- “This is definitely no place for a noisy water park - this would be best located away from residential areas.”
- “Please no waterpark!”

7.10 Waterway uses or structures

79 statements discussed other potential uses of the waterway which featured the following:

- 27 statements conveyed support for the primary use for the waterway area to be for non-motorised watersports like kayaking or stand-up paddleboarding;
- 29 statements conveyed support for or the importance of safe swimming within the harbour;
- 20 statements were in support of boats utilising the harbour and/or improving access or facilities for boats;
- 6 statements support the development of a marina precinct;
- 9 statements requested motorised boating is limited or prohibited commonly due to pollution concerns;
- 10 statements supported the construction of a jetty or pontoon for either boat or swimmer use;
- 8 comments conveyed support for snorkelling and/or the creation of an artificial reef.

Example statements included:

- “We are happy to see that the boat harbour is still only used for swimming, kayaking and non-motorised sports and as a boat harbour. We feel that it is important to keep it this way as there are not many places that people can go on the river where jet skis don’t impact the other water users. It is a nice calm and safe location to take children swimming.”
- “I do believe that if Jack Evans Boat Harbour is turned into a Marina it will facilitate the growth to the Tweed Heads CBD, create a tourist attraction for tourists in the Coolangatta accommodation stretch and allow the evolution of the Anchorage area to ease boating pressure in that area. The Anchorage area currently used by emergency services and trawlers could be turned into a shipwright area allowing the development of a whole new type of business in the Tweed. It takes pressure off upper reaches of the Tweed River by larger boats and we already see this starting to happen as the region is invested in by people who own these types of leisure crafts. This would also further enhance marine life, as marina areas often are havens to marine life. It just makes sense that this development would add life to the CBD and provide very real investment opportunities to the Tweed. It should be managed by a task force from the council to assist in the planning, development and investment into this project.”
- “...with a suggestion of the harbour being used as a small scale boutique snorkelling aquatic park. My suggestion was to sink to small boats to create a wreck site that would attract fish and aquatic life and be utilised by the public for a safe and protected snorkelling area. The deeper waters of the harbour in the north east corner near the breakwall would be a wonderful spot for a such a boutique project. The Harbour is pristine and needs to be given a shot in the arm

when it comes to being fully utilised by the community. I foresee my creative as Tweeds equivalent of Sydney's picturesque snorkelling bay Clovelly. Clovelly has an abundance of fish in safe area and is an incredibly family friendly environment. This initiative would also trump the Northern Gold Coast as they struggle to accommodate snorkellers also I think to generate publicity for the project you could issue basic fins, masks and snorkels to local Tweed schools to announce the development. I believe this would be of great commercial potential for the area and motivate locals and tourist to enjoy the Jack Evans Harbour. Thanks."

- "Under the PoM could be an opportunity to progress the reef ball reef to enhance snorkelling opportunities in a semi-closed environment."
- "No marina = restricted public use and polluting."
- "Great spot for a Marina precinct for Tweed Heads and Coolangatta. It would be the catalyst to a CBD development and the evolution of Tweed Heads as a Regional city."
- "Perhaps a timber etc. 'jetty' over the water on northern side (Goorimahbah) for the kids to jump off. A large buoy anchored offshore as a point to swim out to."
- "Very good. I would like to see a boat ramp."
- "Sealing off entry to watercraft/boats and having it an area for swimmers as there is not swimming/sea baths in the Shire."

7.11 Maintenance

87 statements were made relating to the maintenance of the precinct. The statements comprised of the following:

- 65 statements conveyed improvements were required regarding maintenance of the precinct;
- 8 statements conveyed that Council maintained the precinct well;
- 18 statements highlighted the importance of maintenance for the precinct.

Of the statements requesting improvements to maintenance:

- 15 were concerned with cleanliness of the toilets or change rooms;
- 10 were concerned with the gardens and landscaping including green ants or bindis;
- 14 were concerned with the boardwalk;
- 11 were concerned with the bins overflowing;
- 5 were concerned with sand movement;
- 11 were concerned with beach or foreshore debris or the concrete being slippery;
- 9 were concerned with vandalism or litter including shopping trolleys.

Example statements regarding maintenance included the following:

- “The boardwalk surrounding the JEBH requires repairs, maintenance or replacement. The boardwalk needs to be repaired and maintained on a permanent basis.”
- “Timber walkway looks great but needs to be maintained.”
- “When the first redevelopment was done to this area it was really lovely and a pleasure to visit. When my husband and I took a walk along the boardwalk and other areas a few weeks ago we couldn't help but notice how untidy the gardens were and general maintenance was lacking. Rather than adding more development and commercial amenities and activities, keep what we have looking bright and fresh so we can all enjoy it. More toilets, BBQs and shade would be an advantage.”
- “Bindies and green ant management would greatly improve the amenity of the park. We can't walk/play barefoot at JEBH which is a shame.”
- “The gardens are a disgrace. They are poorly maintained, have no quality. Needs a complete overhaul. Especially the ones at the entrance to Goorimahbah Park and along the boardwalk. The garden along the path in Goorimahbah Park was removed: should be replaced as well as the trees that were along the path. The gardens need to be improved with a better selection of plants. The gardens need to be replanted with suitable salt and wind tolerant plants and they need to be nurtured until they can survive on their own. The same can be said for new tree plantings.”
- “BBQs attract extra rubbish from inconsiderate people (and alcohol drinking) and need to be serviced daily (cleanliness).”
- “JEBH is not a "disgrace". Tweed Shire Council keep the park in great condition and tidy.”
- “One thing that really concerns me is the amount of natural debris in the water. I would love to see the beach cleaned on a regular basis.”
- “Toilet facilities are generally clean and well maintained but often it feels unsafe due to the presence of drunk or drug affected people.”

7.12 Facilities

322 statements were made in relation to the facilities within the parkland which comprised of the following:

- 153 statements suggested more seating or picnic tables;
- 128 statements suggested more shelter structures generally with picnic facilities;
- 97 statements suggested more BBQs;
- 8 statements suggested more bins or recycling facilities;
- 59 statements suggested more toilets with 26 of those specifically suggesting facilities on the southern side of the Precinct;
- 11 statements suggested toilet upgrades;

- 68 statements suggested improvements to the gardens and landscaping including suggested for natural shade or specific plant species;
- 33 statements suggested additional lighting generally for safety or to enjoy BBQs at night;
- 10 statements requested drinking fountains or boiling water facilities with the BBQs;
- 16 statements suggested the installation of exercise equipment;
- 16 statements requested footpaths at varying locations particularly within the southern side of the precinct;
- 11 statements conveyed satisfaction towards the existing facilities;
- 11 statements suggested a stage, bandstand or a gazebo;
- 9 statements suggested a youth precinct or commonly associated facilities like volleyball nets, table tennis, basketball half court or skatepark;
- 3 statements suggested embellishments east of Seascape;
- 5 statements suggested diver facilities in line with comments made regarding water accessibility;
- 3 statements suggested art or educational signage.

Given 26 statements conveyed a lack of toilet facilities on the southern side, it is noted that members of the community are not aware of the existing toilet facilities adjoining the Visitor Information Centre. This potentially could be remedied by improved signage.

Examples of statements from this theme include:

- “I think there should be a small stage just like the one at Kingscliff but a bit bigger so you can have live music in the park and a basketball court all on the Goorimahbah place of stories park side next to Boundary street.”
- “Build a permanent stage for medium size concerts, multi-cultural events. Even some nice gardens as a standout area for all to see & enjoy.”
- “The southern end should be for family BBQs etc and the Northern end should be opened up to beach volleyball courts or some other form of fitness and sporting or cultural pursuit.”
- “I think having a[n] exercise equipment area for use like a gym. People use them all the time. More equipment please.”
- “Install exercise equipment (outdoor gym) near the water splash park and playground, so adults can exercise while the kids play. Installation of exercise equipment similar to the Kingscliff foreshore.”
- “More BBQ's, picnic tables and shade trees. A small toilet block at the eastern end. Consider a bandstand for music in the park or that can be used as a gazebo for weddings.”
- “More toilets, more seats, more shelters”
- “More seating and picnic tables required especially on Sundays.”
- “Recycling bins would be good.”

- “Access to hot water for making tea or coffee.”
- “Add more water drinking fountains.”
- “Additional public toilet on southern side of precinct could be considered near the tourism office off Bay Street.”
- “Not enough facilities. Uni-sex toilets are disliked by many. Have you ever done a survey on individuals preferences? Are any surveys ever utilised in decision making? Or are they used to placate the general public before council goes ahead with its own agenda?”
- “Sheltering is minimal, making it cumbersome for families to bring their own shelter for a picnic day in the park, resulting in less families frequenting in warmer weather, ... Lighting at night is essential if we want the area to increase to a more night lifestyle through warmer/high tourist driven times. I have an 8 month old son and would love for my little family to be able to walk in a safe night park in Tweed where I have grown up.”
- “Shelters are always a hard issue aesthetically, but the work council has done with other open space upgrades over the last few years, gives me confidence it will be appropriate. More seating under natural and constructed shelters would be good. The board walks are already excellent, although the pedestrian access to Ebenezer Park section is not as convenient.”
- “There should be more lighting at night so people can actually see where they're going. This place should be relaxing for families.”
- “Lighting could be improved at southern end. Should be more tables and seats.”
- “A few perimeter trees providing shade for the northern open spaces would be an improvement.”
- “Some flowering trees would be good eg Waratah, Wattle, Flame trees, Callistemon and a few bangalow Palms.”
- “Pathway through Cunningham Park.”
- “I wish there was a walkway across the junction between JEBH and River.”
- “I would like to use this opportunity to provide you with my idea for the area. I believe that more important than thinking about the existent facilities we already have is to introduce new ones to our community. Considering the high number of surfers in our community, I would like to suggest that Council creates a pedestrian link across the river from Tweed Heads to Fingal Beach for surfers. Feel free to contact me if you need.”
- “The dust patch at Coral Street could be concreted for diving use as the footpath is often blocked.”

7.13 Playground

90 statements referenced the playground or suggested an upgrade of the playground is required. Of the playground related statements:

- 33 statements provided suggestions regarding the play value of the equipment;
- 16 statements requested the addition of shade either natural or from shelters;
- 11 statements suggested providing a fenced playground;
- 8 statements raised concerns about safety of either the equipment design, park litter (e.g. glass);
- 5 statements conveyed support for either a nature play theme or the Aboriginal Advisory Committee's recommendations for Goorimahbah – Place of Stories to be integrated into an upgraded playground design.

Examples of playground related comments include:

- "Extend the playground and make it more child friendly. i.e. bike track like the one at the broadwater."
- "Playground - we use the playground on a weekly basis and would probably use it more if it was a bit safer for the kids. There are two main structures in the playground, the one with the smaller slide is great; the other structure, comprised mainly of poles and ropes is difficult for most children other than teenagers to use. Even my older child won't really use it properly as there are no firm structures for them to step on to. It would be great to see this structure replaced at some point if possible. It would be a huge improvement."
- "Further enhancing the highly utilised playground in this northern precinct would be beneficial."
- "The Kids playground needs a big re-make for all ages. The current one is very unsafe and boring to most kids."
- "The playground equipment needs to be upgraded to accommodate older children 7-12 years, bigger slides, flying fox, swings etc."
- "Playground could be more suitable for all age groups. Not much for younger age group."
- "More playground - so much space for so much more! Make it better for the kids and safer from the hobos."
- "I would like to see the park extended and extra equipment to make it more like the park at the Broadwater or Palm Beach lots of equipment for kids or lots or shady seating."
- "Not having a fence around the playground. Having water and road not far from the playground is a safety concern."

7.14 Shade

119 statements were made requesting more shade within the park. These statements comprised of the following:

- 53 statements suggested natural shade or tree planting;
- 25 statements suggested additional shade structures (shade cloth or shelters);
- 23 statements suggested more seating or tables in shade;
- 15 statements suggested more shade along the foreshore including over swimming areas or along the boardwalk;
- 12 statements requested shade around the playground.

Examples of statements regarding shade include:

- “The land closest to the water needs more shade trees or shade sails and picnic tables and BBQ’s.”
- “Shade cloth structures that offer shade but less likely to be lived under.”
- “Think this park should be left as is with maybe more shade trees in parts.”
- “MORE Natural shade.”
- “Total lack of shade.”
- “Would like more natural shade at the edge of the water/sand.”
- “Playground equipment should have more protection from sun.”
- “Love it the way it is. Possibly a few more shade trees.”
- “The land closest to the water needs more shade trees or shade sails and picnic tables and BBQ’s.”

7.15 Environmental Matters and Natural Processes

78 statements were made in relation to environmental matters or natural processes. Statements regarding this theme comprised of the following:

- 25 statements conveyed the importance of environmental matters and ecological value of the harbour;
- 15 statements suggested dredging the harbour to either improve boat access, address erosion problems or assist sea grass health;
- 18 statements raised concerns related to erosion around the harbour, generally on the southern side;
- 6 statements supported the protection of sea grass;
- 7 statements raised the importance of the water quality within the harbour;

- 6 statements conveyed the importance for the retention and rehabilitation of the vegetation north of Coral Street;
- 4 statements raised concerns related to litter;
- 11 statements raised concerns related to sharks and/or stingers or suggested making the harbour shark proof.

Examples of comments that relate to environmental matters included the following:

- “Erosion at Chris Cunningham Park and Mc Mahon’s Beach: The hydrological effect of swirling tides in the harbour has seen considerable erosion on the southern foreshore. This erosion has seen the temporary repair by Council with stone, which still allows harbour erosion. Council should make provision for this public asset to be resilient to the threats of climate change and maintenance issues. Without a permanent solution to combat this erosion, valuable picnic foreshore and property will continue to be threatened. A council plan to repair and combat this erosion is urgently required.”
- “The bay needs to be dredged. Erosion and siltation is a serious problem. Much of the seagrass has been covered by silt.”
- “Dredging of harbour for vessel access.”
- “Dredge to get plant life back.”
- “Keep the water clean and healthy. I love to swim there - it is beautiful.”
- “If it was me, I'd place a 'boon' at the mouth of the harbour to ensure that the protection of people using the water are not bothered by future movement of stinging creatures due to global warming and predators like sharks etc. The mesh would need to be reasonably fine to reduce any stingers from entering the harbour.”
- “The area between Ebenezer Park and Coral Street and Eden Street has significant trees and luminous fire flies etc so need to be protected. Weeds need to be eliminated or rubbish trees but the quality trees helped to reproduced.”

7.16 Parkland and Open Space

64 statements were made in relation to parklands, open space or green space. Of these submissions:

- 52 statements conveyed support for the retention of the site as a park, green space or undeveloped;
- 9 statements supported the use of the site for passive recreation;
- 36 statements conveyed support for the retention of open space;
- 15 statements highlighted the public ownership of the park or the importance of the park being available to the general public;
- 13 statements highlighted the public wellbeing benefits of the parkland.

Example statements for this theme include:

- “Please make it family friendly without destroying the park atmosphere - the area is very picturesque and calming so need to keep this ambience while still catering to all generations.”
- “Please keep the open space.”
- “To make sure it is kept for the people to enjoy relaxing open air park. There are high numbers living in high rise needing these parks.”
- “...are to be a green space, owned by public for public use.”
- “Seems sterile, poor shade, seems dated, poor areas that are comfortable, lacks trees and greenery, large area of just grass not terribly useful, great footpaths, better lighting at night, better bbq and undercover dining places.”

7.17 Dogs

34 statements were made in relation to dogs at the precinct. Dog related statements comprise of the following:

- 16 were in support of the precinct remaining or becoming more dog friendly including requests for poo bag stations or an off-leash facility;
- 17 comments raised concerns about dogs within the precinct related to dogs off leash; lack of enforcement or fines; dog poo or banning dogs;

Examples of dog related comments include:

- “A safe leash free area for dogs would be appreciated by the large numbers of dog owners using the area - leash free swimming area for dogs.”
- “Unleashed dogs urinating & spoiling on beach & grassed area & scratching playing children.”
- “Need dog poo bag stations.”
- “No animal management people. No dog control.”

7.18 General Park Design and other commentary

71 statements were considered within this theme. These comments made reference to aspects on the park design, desired demographics, adjacent streetscape or developments outside the scope of the Plan of Management.

10 statements made reference to the recognition of Aboriginal heritage with 7 conveying support for the Goorimahbah – Place of Stories Indigenous garden or an art/educational installation recognising the indigenous history of the area.

Examples of the 12 statements considered to be outside the scope of the plan of management include “renovate the fish n chips shop” or “I would prefer no more high rise buildings within or near to this area e.g. Bay Street, Wharf Street, Coral Street and Eden Street.” These properties are privately owned and therefore not within Council’s Plan of Management jurisdiction.

3 statements conveyed a dislike for the prevalence of concrete and 1 comment mentioned sandflies.

Other suggestions included proposed signage requirements, art installation suggestions or strategic planning approaches.

Examples of statements include:

- “Maintain visual access of harbour from the local area.”
- “Increasing the aesthetics would help.”
- “Keep family and senior friendly.”
- “Make it more like the Kingscliff foreshore. It is so well designed and looks fabulous and has entertainment.”
- “The existing scale and scope of JEBH makes for a unique and attractive alternative to crowded commercial environments readily available elsewhere. Its current human scale is a delight to current residents and visitors any changes will only be of interest to others.”
- “Previous concrete etc foreshore works are mighty ugly.”
- “Goorimabah is very important and needs to be given priority in terms of how the space is used and the facilities that are provided - need to respect the traditional owners of this space.”
- “The space along Coral Street is awful. Cunningham Park side is ok. Memorial Park is lovely.”
- “While I understand Bay St got a face lift a few years back, recent apartment development in the area has done this precinct no favours when it comes to enhancing the Jack Evans surrounds. I’ve also noted a valiant attempt was made with the Whale Sculpture to lift the tone of the intersection but what appears to be a good idea it has floundered given the scale of the project was probably too tiny and this piece of street art has been over run by nearby neglect. I hope this helps as I’m concerned all the best attempts in the world to rebrand and revitalise the park might all amount to a waste of rate payers and counsels money if other issues affecting the overall area aren’t addressed.”

Site Specific comments

7.19 Ebenezer Park

8 statements were made in relation to Ebenezer Park which conveyed the following:

- The park remain a low key picnic and open space area and fishing location with the provision of BBQ areas with shaded picnic tables;
- The park remain as a park with additional car park area;
- Suggested some more playground equipment;
- Suggested an exercise park;
- Suggested events that include a fundraising event each year, e.g. Northern rivers orchestra to play at dusk, a fishing comp, a snorkelling tour, markets and demos, tai chi, community group food stalls, a harbour swim/board/ski paddle event;
- The use of the existing walking trail by residents and visitors;
- Suggested the construction of a separate criterion cycle track;
- The diving community actively use this part accessing the Tweed River at this location (see accessibility and water access comments);
- The site could be landscaped to form a small amphitheatre suitable for open air theatre or concerts upgrading the nearby facilities and providing additional car-parking for these events.
- The public questioned what happened to the previous plan to provide an all abilities playground at the site.

7.20 Old Aquatic Club Site

48 statements were made related specifically to the Old Aquatic Club site.

17 statements were in support for commercial development at the site; 2 statements supporting residential developments and 3 statements objecting to development of the site. 9 statements supported the use of the site for car parking. 3 statements supported the use of the site for an Aboriginal Heritage centre or like project. 10 statements suggested the site be embellished or landscaped as a park and an additional 7 statements requested it be cleaned up with no specific use suggested.

Statements related to the old Aquatic Club site include:

- “I would like to see at the old aquatic club site grass are in Coral Street exercising equipment installed and made into an exercising park. As there are a lot of people walking on a daily basis and also exercise class being held in the area that I believe would use such a park.”
- “Minimal light development of Old Aquatic Site with shady trees and some seating - no toilets, no car parking.”
- “Making the old rowing and aquatic club (I went there when I was young) into a multi-level car park would make a bit of controversy but ultimately would supply the area with much needed parking and access to both the boat harbour and Duranbah beach.”
- “Car parking availability is poor in summer and access to previous boat club land for overflow parking is important when many big events are on in the area.”

- “Although I would actively support commercial redevelopment of those parts of the harbour foreshore which have stagnated somewhat, such as the old Fisherman’s Cove / Aquatic Club site in Coral Street...”
- “I would like to see at the old aquatic club site grass area in Coral Street exercising equipment installed and made into an exercising park. As there are a lot of people walking on a daily basis and also exercise class being held in the area that I believe would use such a park.”

7.21 Memorial Park

12 statements were made in relation to Memorial Park. Suggestions or comments include:

- Review the design of the area used for Anzac Day Commemorations giving more regard for the attendees. The dais is too low and an amphitheatre concept could be created;
- Provision of an open area stage could be considered in this area for RSL memorial occasions and minor special occasion entertainment events;
- “The war memorials gardens could be a lot more appealing.” The palms should be replaced with native shade trees;
- Provision of an open area stage could be considered in this area for RSL memorial occasions and minor special occasion entertainment events;
- “Congratulations on the memorial in Jack Evans Park. It is delightful and unique.” “I love th[e] statues of the children around the flag.”
- “The flags needs to be replaced often and lowered at night.”
- “ANZAC day is excellent there!”
- A lack of maintenance of the memorial fountain is noted. “Fix it or replace with a garden.”

It is noted that during the community consultation period, works to fix the memorial fountain were undertaken.

8 Summary and Discussion

After receiving independent advice regarding the design of the community consultation, the intent of the randomised postal survey was to get a sample size in each age cohort large enough to extrapolate the results across the entire Tweed adult population. However upon assessing the responses, it was found that the sample size of the youngest age cohort was too small. It may be that the opt in postal survey was completed by those with strong views or a higher level of interest. As such, the results could not be extrapolated across the whole Tweed adult population. Nonetheless, the volume of community participation in the consultation process resulted in a healthy sample size for each survey and number of written submissions. Given this and the similarity of results between postal and non-postal surveys, it is considered that the findings provide a useful and meaningful snapshot of community opinion.

The following messages were noted to be consistent between both quantitative and qualitative sets of data:

- The topics of importance include commercialisation/activation of the precinct, facility additions and maintenance, social issues, natural shade and environmental protection and management (including water quality, erosion, seagrass and vegetation);
- The precinct is a valued, enjoyed, public asset and should be retained in its current state or with only minor upgrades required or improved maintenance;
- The respondents conveyed that almost all facilities except commercial use opportunities are considered important however the level of satisfaction with the facilities varied.
- Requests were made for improved gardens and more natural shade, BBQs, picnic tables, shelters, bins, lighting and toilets. Suggestions were made for exercise equipment, boiling water facilities, footpaths on the southern side and a youth precinct;
- An upgrade of the playground is required and support was conveyed for the retention of the site as a park or green space, remaining undeveloped;
- There is support for Goorimahbah – Place of Stories Indigenous garden or an art/educational installation recognising the indigenous history of the area;
- Maintenance requests were made with regard to the timber boardwalk and the eroding revetment walls;
- Some members of the community are not aware of the existing wheelchair/all-abilities water access located on the northern beach. While others were not aware that public toilet facilities exist adjoining the Visitor Information Centre in the southern area. This potentially could be remedied by improved signage and community education;
- Social issues prevalent at the park were raised as an issue to be addressed and included homelessness, alcohol consumption, explicit drug use, illegal camping and anti-social behaviour like fighting and swearing. Very few statements acknowledged the issue as complex and very few were sympathetic to the homeless population. Most statements simply raised the matter or conveyed that the social issues could be resolved by improved regulation and Council/Police 'moving them on', CCTV, signage or improved lighting;
- Support was conveyed for the primary use for the waterway area to be swimming, snorkelling and non-motorised watersports like kayaking or stand-up paddleboarding and the value of the harbour as a safe swimming location was expressed. Mixed views were held with regard to boating in the harbour however suggestions were

- made for the construction of a jetty or pontoon to the north for both boat and swimmer use;
- Improved water access is requested for swimmers, snorkelers or scuba divers east of the Seascope building and from Coral Street;
- Requests were made for facilities for divers and the creation of an artificial reef in the harbour;
- There is support from some in the community for a water park, waterslides or water related facility at the precinct however further clarification as to the preferred design is required from the community. Many responses (but not all) nominated specific locations either in the harbour waterway or land based;
- Additional car parking was requested commonly associated with large events however concerns were raised regarding the loss of parkland for car parking. Further concerns were raised regarding the unauthorised parking of cars on the parkland by the public and personal trainers with bollards suggested to prevent this. Using the old Aquatic Club site for car parking was also suggested.
- There are concerns with conflict between cyclists and other park users.
- Suggestions for Ebenezer Park include retaining the area as parkland with BBQ picnic facilities, playground or exercise equipment;
- Suggestions for the old Aquatic Club site include developing the site commercially or for an Aboriginal Heritage centre, use of the site for car parking or embellished and landscaped parkland;
- The community has mixed views with regards to dog related matters in the park.

As mentioned in Parts 6 & 7, the community have very strong yet divergent views with regard to the topic of commercial use and activation of the precinct and inconsistencies between the quantitative and qualitative data were noted within the results. Given the language used within the statements, and that not all respondents were asked their view on the variables of this specific topic, further research incorporating specific questions would be needed to obtain a clearer and detailed community opinion in this regard.

Within the quantitative data from the Vision Survey results, inconsistencies included how the provision of '*areas for special events e.g. ANZAC day, festivals or markets*' was ranked highly important whilst Graphs 2.2 and 3.2 highlight that additional commercialisation is objected to and is raised as a concern for now and into the future.

This could indicate a misrepresentation as to what the community meant by commercialisation.

From discussions with members of the community it was apparent some of the community associated the term 'commercialisation' with the act of selling off Crown Land to developers for, for example, large scale, multi-storey shop top housing or tourist development. As the site is primarily Crown Land under the NSW Department of Industry, Council does not have the jurisdiction to determine whether to sell nor develop the site for large scale multi-storey shop top housing or tourist development. Therefore, what is considered important as part of the compilation of a Plan of Management is to interpret the public's views on activation of the site and small scale ancillary commercial use within the existing parkland.

Further, it was also found that some of the community did not necessarily consider the term 'commercialisation' to encompass small scale businesses like personal trainers, the existing watersports hire, events like the circus or the markets. There appears to be a perception that watersports hire, markets, circus have a greater community, social or cultural benefit rather than purely for financial gain.

The qualitative data assessment from Part 7 incorporated the same data that informed Graphs 2.2 and 3.2. The quantitative data highlighted that additional commercialisation would not be supported. However, after integrating the responses from other submission sources and undertaking a more detailed range of coding and categorisation, the results were much less definitive displaying more support for commercialisation within boundaries and conditions. This indicates that the topic is complex and requires further research incorporating specific questions to obtain a more thorough and detailed community opinion in this regard.

The quantitative survey results conclude that the topic of commercial activities within the precinct is of importance to the community however solid conclusions cannot be made with regard to the community's opinion on what type, intensity, scale and degree of permanency given the conflicting data outlined above.

Aa balanced, considered approach to any commercial use of the precinct will be taken in the compilation of the Draft Plan of Management. Further community consultation will be undertaken prior to the adoption of any Plan as required under legislation.

9 Where to from here?

Based on the feedback collected during this consultation process, Council Officers are currently preparing a draft Plan of Management which will explore the issues raised and options in addressing the matters. A Draft Plan of Management will be exhibited in accordance with legislative requirements and Council's Community Engagement Strategy.

10 Appendix

- Appendix A: Survey – “What’s your vision for Jack Evans Boat Harbour?”
- Appendix B: “Survey for Visitors – Jack Evans Boat Harbour.”
- Appendix C: “Share what you value most about Jack Evans Boat Harbour” postcard.
- Appendix D: Report - ‘A survey to measure satisfaction and priorities with regard to the Jack Evans Boat Harbour Preinct’ prepared by Jetty Research dated 15 February 2019.

Appendix A

Survey – “What’s your vision for Jack Evans Boat Harbour?”

Tweed Shire Council is developing a new Plan of Management to guide its future planning and management of Jack Evans Boat Harbour and is welcoming public input towards the plan.

Council is committed to consulting with the community regarding plans for the future of the Jack Evans Boat Harbour precinct. The survey should only take around 5 minutes to complete and all of the information you provide will remain confidential and anonymous.

This survey provides you with an opportunity to be involved and tell us what you think is important about the area, the facilities you use, and how you would like to see the precinct managed in the future. The information you provide will help Council develop a plan of management for the precinct to better meet the needs of our growing community and ensure the precinct is managed effectively.

The precinct includes (see map):

- Jack Evans Boat Harbour Parklands which includes Chris Cunningham Park, the boardwalk and McMahon's Beach, the ANZAC Memorial, Goorimahbah – Place of Stories and the area to the east of the Seascope building
- Jack Evans Boat Harbour waterway
- Ebenezer Park
- Old Aquatic Site and the area north of Coral Street



**Thank you for your time.
Your feedback
is appreciated.**

At the end of the survey there's a few questions about you – which do not identify you but are needed to make sure that we get a good cross section of the community responding to the survey.

The survey needs to be completed and posted to Council using the enclosed reply paid envelope by 30 November 2018. If you have any questions regarding the survey please contact Council's Recreation Planner Kelly Edwards on (02) 6670 2515.

Q1. How often do you visit the Jack Evans Boat Harbour precinct?

1	Daily
2	2 or 3 times a week
3	Once a week
4	Once every 2 to 3 weeks
5	Once a month
6	Less than once a month
7	Have only visited once
8	Have never visited

Q2. If you have never visited the Jack Evans Boat Harbour precinct, what is the reason for not visiting?

1	Too far away
2	Too busy
3	There is nothing of interest
4	Poor accessibility
5	Poor car parking
6	I didn't know about it
7	Other: Please specify.

If you have never visited the Jack Evans Boat Harbour precinct, please proceed and complete Questions D1-4.

If you have visited the Jack Evans Boat Harbour precinct continue to Q3.

PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018

Q3. What types of activities do you (or your family) participate in whilst at the precinct? (Please indicate as many as apply)

1	Using the playground equipment
	Walking or running
3	Use of the open spaces for unstructured play and informal sport (e.g. kicking a football etc)
5	Sitting and relaxing on the grass
7	Informal picnics and BBQs with family/friends
9	Attending markets
11	Attending large community events (e.g. ANZAC day services, New Years Eve etc)
13	Swimming/wading in the water
15	Launching own small craft (e.g. canoes, kayaks, paddleboards etc)
	Other: Please specify

Q4. Regarding the existing facilities in the precinct, can you please indicate **how IMPORTANT** they are and currently **how SATISFIED** you are with each. Please rate using a scale from 0 to 10 where 0 is not important at all/ not satisfied at all and 10 is extremely important/ extremely satisfied. If you do not use the facility listed please tick the do not use box.

	Importance 0 to 10	Satisfaction 0 to 10	Do not use
2			
4			
6			
8			
10			
12			
14			
16			
18			
20			
22			

PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018

Issue	Ranking (1-3)
1	
2 Maintenance and/or replacement of key pieces of infrastructure (e.g. boardwalk, playground equipment)	
3	
4 Managing conflict between different types of park users (e.g. cyclists and pedestrians, large vs smaller groups, commercial uses, active recreation vs passive recreation etc)	
5	
6 Adding new activities to keep the area fresh and exciting, giving people reasons to visit.	
7	
8 Adding more facilities like BBQs, picnic shelters, seating, shade etc	
9	
10 Improving accessibility (i.e. making it easier for people of all abilities to use the precinct)	
11 Other – please specify	
12 Other – please specify	
13 Other – please specify	

PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018

Survey What's your vision for Jack Evans Boat Harbour?

Q7. Do you have any comments regarding the issues identified in Q6 or anything else you think is important when planning for the future of the precinct?

And now, just a little bit about you to make sure we get good representation of the community from across the Shire:

D1. In what suburb/town do you live?

D2. Do you live or work within walking distance of the Jack Evans Boat Harbour precinct?

1	Yes
2	No

D3. Your gender

1	Male
2	Female
3	Prefer not to say

D4. Your age group

1	Under 18 years
2	18-24 years
3	25-34 years
4	35-44 years
5	45-54 years
6	55-64 years
7	65 + years

Thanks for your participation. Your feedback is appreciated.
The results of the survey and further information regarding the development of the Plan of Management will be available at
www.yoursaytweed.com.au/JEBH

Would you like Tweed Shire Council to keep you updated about further consultation opportunities during the development of the Jack Evans Boat Harbour Plan of Management?

1	Yes
2	No

If yes:

Name:

Email:

PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018



Appendix B

“Survey for Visitors – Jack Evans Boat Harbour.”

Tweed Shire Council is developing a new Plan of Management to guide its future planning and management of Jack Evans Boat Harbour and is welcoming public input towards the plan.

Q1. Is this your first time visiting Jack Evans Boat Harbour? If not, how often do you visit?

Q2. What brings you to Jack Evans Boat Harbour? What activities are you participating in?

Q3. On a scale of 0 to 10, how satisfied are you with the facilities and activities at Jack Evans Boat Harbour and why? (0 is not satisfied at all, 10 is extremely satisfied)

Q4. Do you have any new ideas or improvements for Jack Evans Boat Harbour that you would like to see in the future?

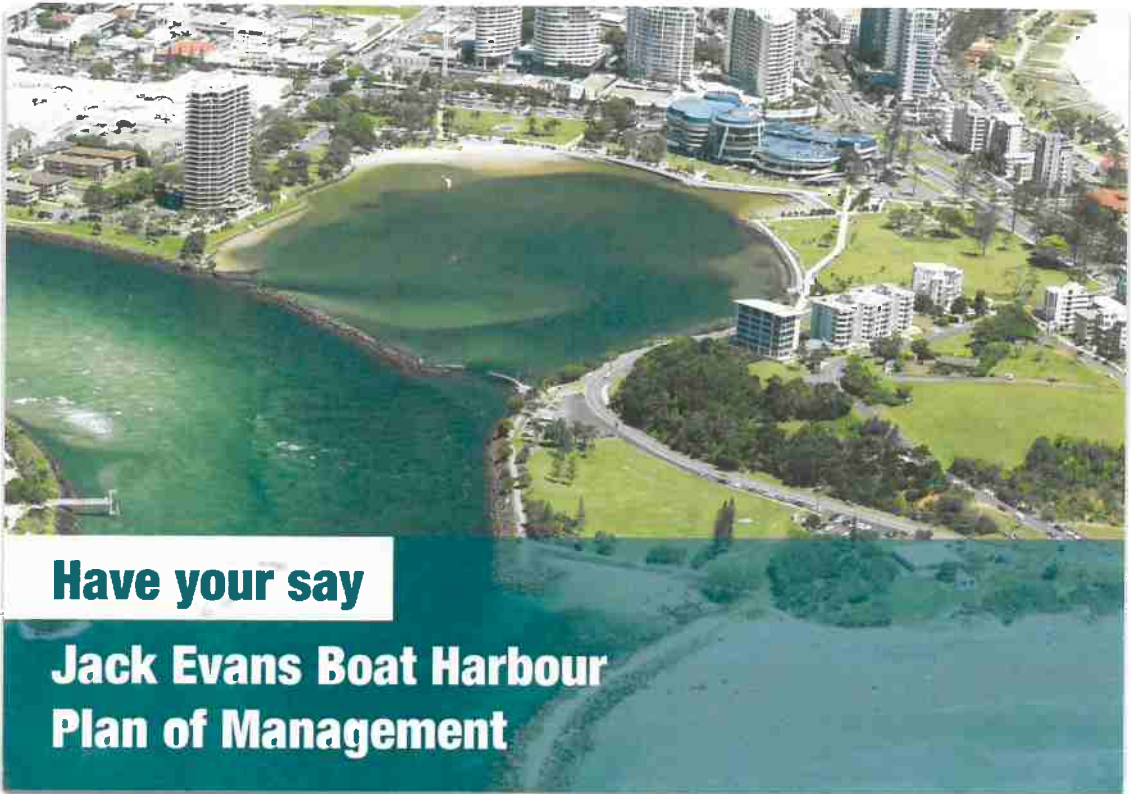
Thank you for your participation. Your feedback is appreciated.



PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018

Appendix C

“Share what you value most about Jack Evans Boat Harbour” postcard.



Have your say

Jack Evans Boat Harbour Plan of Management

**Share what you value most
about Jack Evans Boat Harbour**



Have your say at www.yoursaytweed.com.au/JEBH

Appendix D

Report - 'A survey to measure satisfaction and priorities with regard to the Jack Evans Boat Harbour Preinct' prepared by Jetty Research dated 15 February 2019.

A survey to measure satisfaction and priorities with regard to the Jack Evans Boat Harbour Precinct



Results from an online survey of 1,028 residents in the Tweed Shire LGA

Client:
Tweed Shire Council

FINAL REPORT Dated:
February 15^h 2019



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Prepared by	Christine Dening
Reviewed by	James Parker
Date	February 15 th 2019
Document Name	Jack Evans Boat Harbour Survey
Version	FINAL

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Disclaimer

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Executive summary

Tweed Shire Council is developing a new Plan of Management to guide its future planning and management of Jack Evans Boat Harbour (JEBH). From October 2018 it has been engaging with the local community via two separate but identical surveys:

1. A paper-based survey posted at random to residents living within (approx.) an 8 km radius of the Jack Evans Boat Harbour precinct (the "postal survey") within the suburbs of Tweed Heads, Tweed Heads South, Tweed Heads West, Banora Point and Fingal Head; and
2. A paper-based and online survey available to all Tweed Shire residents (the "non-postal survey").

Both surveys sought to understand current use of the precinct, the importance placed on having a number of facilities available at the public space, satisfaction with the current facilities, and future priorities.

Council commissioned Jetty Research to analyse and report the findings from the 1,028 surveys received (being 378 for the postal survey, and 650 for the non-postal).

For more information on survey methodology, sampling error and sample characteristics, see pages 7-8. For more detailed information on the demographic breakdown of survey respondents, see pages 9-10.

Among the survey's major findings:

1. Non-postal respondents were more frequent visitors to JEBH, with 58% claiming to visit weekly or more – against 47% of those in the postal survey. As one would expect, the proportion visiting weekly or more was higher among Tweed Heads residents (at 73%, vs. 35% of those residing outside of Tweed Heads).
2. Respondents undertook an average of 5.1 activities at the precinct. Walking or running was the most frequently mentioned activity undertaken at the precinct (78% of all respondents) followed by swimming/wading (54%), sitting and relaxing on the grass (53%), attending community events (48%), sitting, relaxing, playing at the beach (46%) and undertaking informal picnics and BBQs (46%). Around a third used the playground equipment (36%), 31% attended community events and 30% attended markets.
3. When asked to rate their satisfaction with 21 different aspects of the precinct, respondents were happiest with pedestrian access (mean score 8.59 out of a possible 10 across both surveys), open space for unstructured play/games (8.37), areas for special events (8.31), access for people of all abilities (8.16), access to water for swimming/wading (8.12), and quiet spaces to sit and relax (8.03). They were least happy with commercial use opportunities (5.57 across both surveys), shelters (5.71), picnic tables (6.28), natural shade (6.52), playground equipment (6.71), seating (also 6.71) and BBQs (6.88) and lighting (6.93).

4. In terms of importance for the same 21 aspects, highest importance was placed (across both surveys) on pedestrian access around the precinct (9.31 out of a possible 10), access for people of all abilities (9.23), access to water for swimming/wading (9.08), toilets, change facilities and showers (9.07), natural shade (9.02), quiet spaces to sit and relax (9.00) and areas for special events (also 9.00). Of lowest perceived importance were commercial use opportunities (4.39), areas for private events (6.71), areas for exercise groups (7.17), and access for cyclists (7.41).
5. When placed into a matrix of importance vs. satisfaction, the following picture emerged¹:

Table i: Summary of satisfaction and importance quadrants (alphabetically within quadrant)

Higher importance/lower satisfaction	Higher importance/higher satisfaction
<p>Accessible car parking Car parking availability Lighting Natural shade Picnic tables Seating Shelters Toilets, change facilities and showers</p>	<p>Access for people of all abilities Access to water for swimming/wading Areas for special events Open spaces for unstructured play/games Quiet spaces to sit and relax</p>
Lower importance/lower satisfaction	Lower importance/higher satisfaction
<p>Areas for private events BBQs Commercial use opportunities Playground equipment</p>	<p>Access around precinct for pedestrians Access for cyclists Access to water for water-based activities Areas for exercise groups</p>

This suggests that key priorities for Council in relation to Council are those found within the top-left (higher importance/lower satisfaction) quadrant.

6. In terms of future priorities, Environmental management (e.g. water quality, erosion, protection of marine habitat, protection of vegetation) was considered the most critical issue with 45% (across both surveys) considering it a priority. This was followed by infrastructure maintenance or replacement (36%), additional facilities such as BBQs and picnic shelters (32%), and managing increasing number of people using the precinct (22%).



James Parker, QPMR, B. Ec, Grad. Cert. Applied Science (Statistics), AMSRS
Managing Director
February 15th 2019

¹ Note that within each quadrant, facilities are listed alphabetically – i.e. not by priority.

Introduction

Background and Objectives

Tweed Shire Council is developing a new Plan of Management to guide its future planning and management of Jack Evans Boat Harbour. From October 2018 it has been engaging with the local community via two separate but identical paper and online surveys:

1. A paper-based survey posted at random to residents living within a 6-8 km radius of the Jack Evans Boat Harbour precinct (the "postal survey") within the suburbs of Tweed Heads, Tweed Heads South, Tweed Heads West, Banora Point and Fingal Head; and
2. A paper-based and online survey available to all Tweed shire residents.

Both surveys sought to understand current use of the precinct, the importance placed on having a number of facilities available at the public space and satisfaction with the current facilities.

Methodology

The postal survey was randomly distributed to 4000 homes within 6-8 km radius of the Jack Evans Boat Harbour precinct (the "postal survey") within the suburbs of Tweed Heads, Tweed Heads South, Tweed Heads West, Banora Point and Fingal Head. Of these, 378 valid surveys were returned.

The self-selecting online survey (designated hereafter as "non-postal survey") was promoted via letters to stakeholders, community engagement events, Tweed Link articles, Council's website and social media. In all, 650 valid non-postal surveys were returned by survey completion deadline.

The introduction to both surveys contained introductory information designed to focus the respondents' attention on the geographic location in question:

(Continued next page...)



Survey - What's your vision for Jack Evans Boat Harbour?

Tweed Shire Council is developing a new Plan of Management to guide its future planning and management of Jack Evans Boat Harbour and is welcoming public input towards the plan.

Council is committed to consulting with the community regarding plans for the future of the Jack Evans Boat Harbour precinct. The survey should only take around 5 minutes to complete and all of the information you provide will remain confidential and anonymous.

This survey provides you with an opportunity to be involved and tell us what you think is important about the area, the facilities you use, and how you would like to see the precinct managed in the future. The information you provide will help Council develop a plan of management for the precinct to better meet the needs of our growing community and ensure the precinct is managed effectively.

The precinct includes (see map):

- Jack Evans Boat Harbour Parklands which includes Chris Cunningham Park, the boardwalk and McMahon's Beach, the ANZAC Memorial, Goorimahbah – Place of Stories and the area to the east of the Seascope building
- Jack Evans Boat Harbour waterway
- Ebenezer Park
- Old Aquatic Site and the area north of Coral Street



**Thank you for your time.
Your feedback
is appreciated.**

At the end of the survey there's a few questions about you – which do not identify you but are needed to make sure that we get a good cross section of the community responding to the survey.

The survey needs to be completed and posted to Council using the enclosed reply paid envelope by 30 November 2018. If you have any questions regarding the survey please contact Council's Recreation Planner Kelly Edwards on (02) 6670 2515.

The postal survey was sent on the week of 22 October 2018, while the non-postal survey was open from 9 October 2018. The post marked return/completion deadline for both surveys was 30 November 2018.

Please note that due to the nature of the survey, not all respondents answered every question. The number of respondents answering each question is marked as "n = XXX" in the graph accompanying that question. Caution should be taken in analysing some questions due to the small sample size.

Where differences in this report are classed as significant, this implies they are statistically significant based on independent sample t-scores or other analysis of variation (or ANOVA) calculations. In statistical terms, significant differences are unlikely to have been caused by chance alone. Cross analysis was undertaken by a number of demographic and attitudinal characteristics. Only where differences by groups were statistically significant they are mentioned in the report commentary.

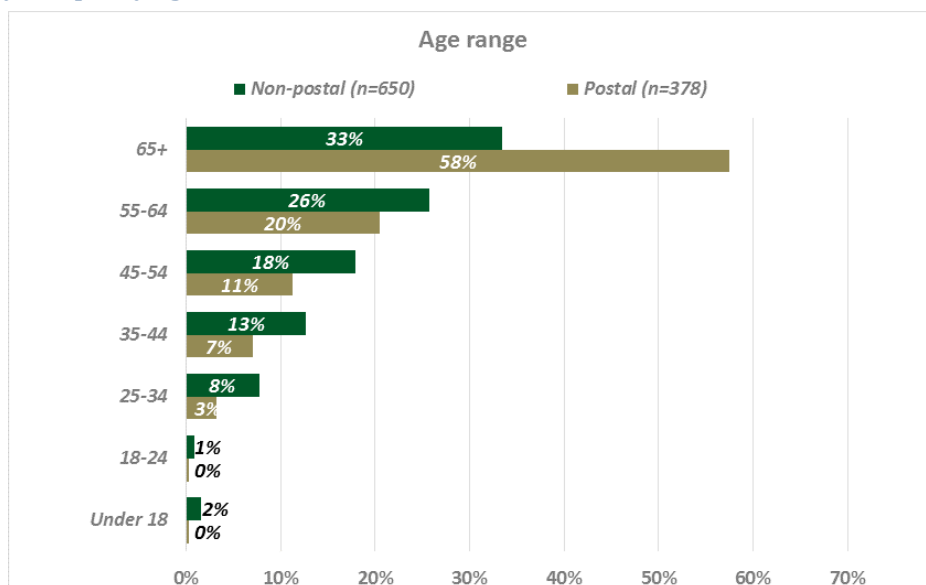
Due to the self-selecting (i.e. "opt-in") nature of the surveys, the age skew to older residents, and the fact that they were more likely to be completed by those with strong views and/or a high level of interest in the subject matter, random sampling error cannot be applied to the results.

However the healthy sample size for each survey, and similarity of attitudinal results between postal and non-postal surveys, suggests that the findings do - at the very least - provide a useful and meaningful snapshot of community opinion.

Sample characteristics

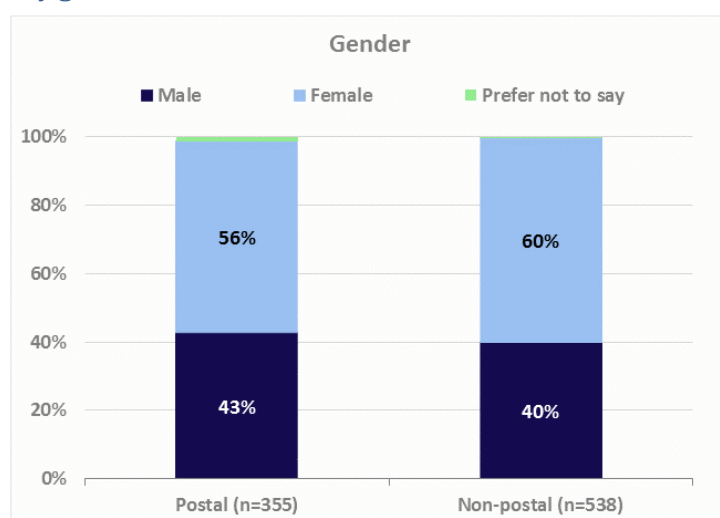
The following breaks down the survey sample by age, gender, place of residence and suburb/town:

Graph i: Survey sample by age



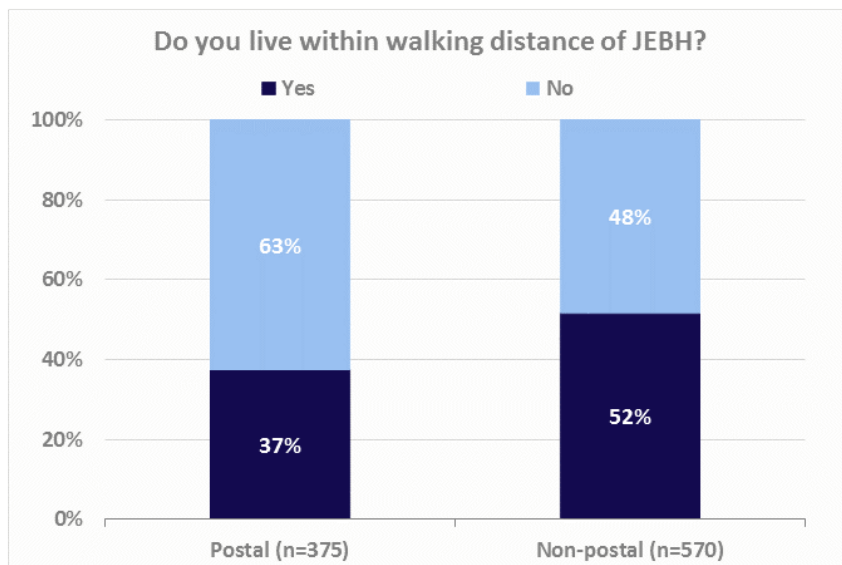
The postal survey skewed considerably older than the non-postal, with almost three in five of the postal survey respondents aged over 65 (against just one-third of those in the non-postal survey). Conversely, 39% of non-postal respondents were aged 25-54, against just 21% of those in the postal survey.

Graph ii: Survey sample by gender



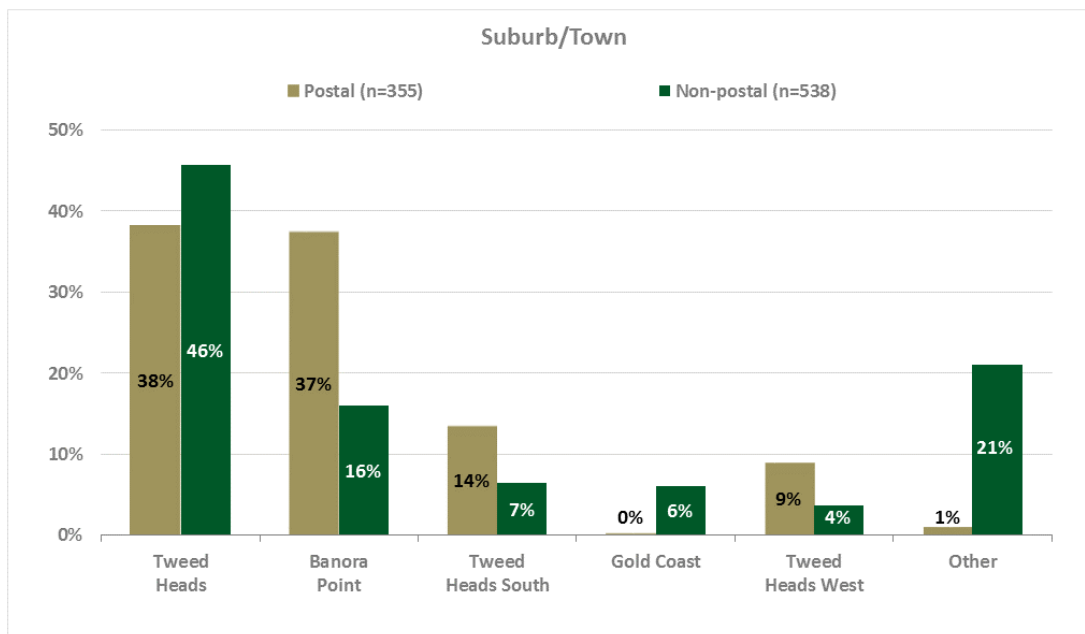
There were more female respondents in both postal and non-postal surveys (at 56 and 60% respectively.)

Graph iii: Survey sample by residence location



Just over half of non-postal respondents claimed to live within walking distance of JEBH. This compares with only 37% of those in the postal survey.

Graph iv: Survey sample by Suburb/town

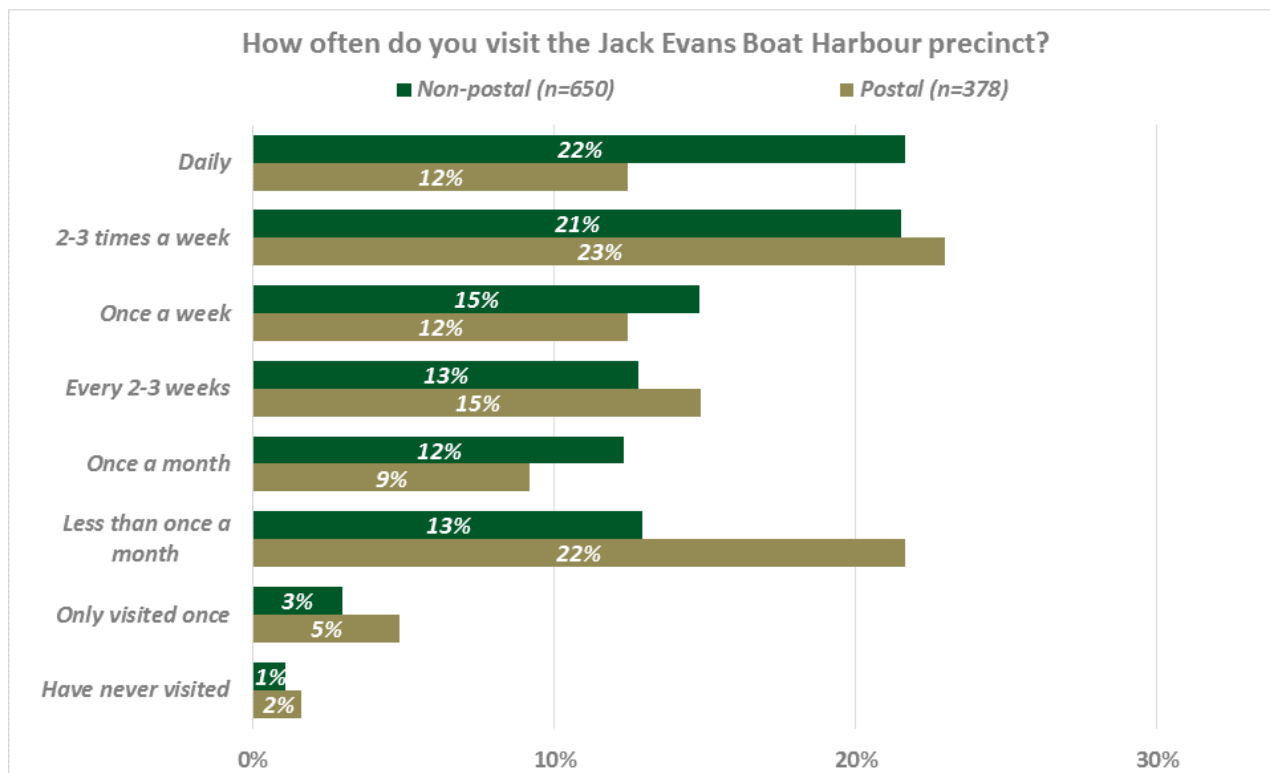


For the postal survey, over a third resided in Tweed Heads (38%) and a similar proportion in Banora Point (37%). Over half of the non-postal respondents resided in Tweed Heads (including South and West).

Part 1: Use of Jack Evans Boat Harbour

The first series of questions asked residents to consider their current use of JEBH including the frequency with which they visit and types of activities undertaken there. First, residents were asked how often they visit the JEBH precinct:

Graph 1.1: How often do you visit the Jack Evans Boat Harbour precinct?

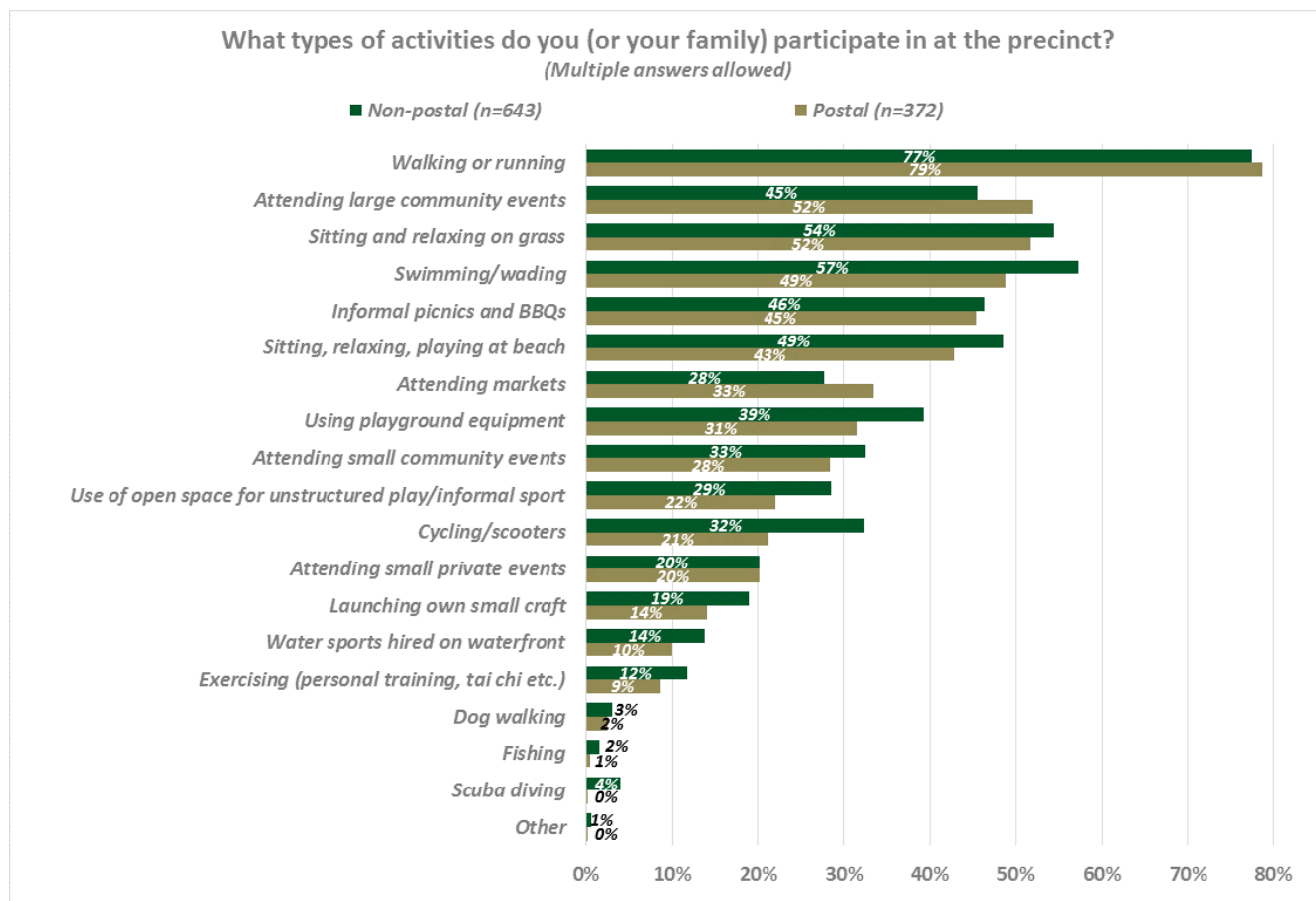


Non-postal respondents were more frequent visitors to JEBH, with 58% claiming to visit weekly or more – against 47% of those in the postal survey. As one would expect, the proportion visiting weekly or more was higher among Tweed Heads residents (at 73%, vs. 35% of those residing outside of Tweed Heads).

Only 14 respondents across both surveys had never visited JEBH: of these, half were unfamiliar with the site.

Those who had visited the harbour were next asked what activities they undertook while visiting:

Graph 1.3: What types of activities do you (or your family) participate in whilst at the precinct?



On average, respondents undertook 5.1 activities at the precinct. Walking or running was the most frequently mentioned activity undertaken at the precinct (78% of all respondents) followed by swimming/wading (54%), sitting and relaxing on the grass (53%), attending community events (48%), sitting, relaxing, playing at the beach (46%) and undertaking informal picnics and BBQs (46%). Around a third used the playground equipment (36%), 31% attended community events and 30% attended markets.

Across both surveys, those aged under 55 years were more likely than their older counterparts to use the playground equipment (51% vs. 28%) and/or use the open space for unstructured play or informal sport (40% vs. 19%). Females were more likely than males to sit and relax on the grass (53% vs. 38%) or undertake informal picnics and BBQs (51% vs. 38%).

Part 2: Satisfaction with, and importance of key facilities

The survey continued with a series of scale-based questions designed to understand the satisfaction and importance attributed by respondents to 21 facilities available at the JEBH precinct.

Looking first at satisfaction, using a 1 to 10 scale (where 1 means not satisfied and 10 means extremely satisfied):

Table 2.1: Summary of mean satisfaction scores (ranked highest to lowest)

Satisfaction mean (1-10)	Postal	Non-postal	Overall
Access around precinct for pedestrians	8.83	8.45	8.59
Open spaces for unstructured play/games	8.63	8.24	8.37
Areas for special events	8.55	8.17	8.31
Access for people of all abilities	8.20	8.14	8.16
Access to water for swimming/wading	8.35	7.99	8.12
Quiet spaces to sit and relax	8.30	7.86	8.03
Access to water for water-based activities	8.08	7.87	7.94
Areas for exercise groups	7.72	7.80	7.77
Access for cyclists	7.79	7.64	7.69
Accessible car parking	7.28	7.18	7.22
Areas for private events	7.46	7.04	7.19
Car parking availability	7.37	7.00	7.14
Toilets, change facilities and showers	7.37	6.82	7.02
Lighting	7.11	6.82	6.93
BBQs	7.08	6.76	6.88
Seating	6.89	6.60	6.71
Playground equipment	7.02	6.56	6.71
Natural shade	6.84	6.33	6.52
Picnic tables	6.55	6.12	6.28
Shelters	6.00	5.54	5.71
Commercial use opportunities	5.30	5.68	5.57

Statistically significant differences are marked in blue (above mean) and pink (below mean). This suggests that 6 of the 21 facilities scored at or above the 8.0 high satisfaction rating. These were led by access for pedestrians, which scored 8.59 out of a possible 10, and open spaces for unstructured play/games (at 8.37). Areas for special events, access for people of all abilities, access to water for swimming/wading and quiet spaces to sit and relax also scored well.

Just two facilities scored below 6.0 out of 10. These included commercial use opportunities (5.57) and shelters (5.71).

Scores were, for the most part, fairly consistent between the two surveys. However those in the postal survey were significantly more satisfied with pedestrian access, open space, areas for special events and quiet spaces to sit and relax. Respondents in the non-postal survey were significantly more satisfied with access to the water for water-based activities.

Table 2.2, below, shows the above satisfaction mean scores (across both surveys) divided by age, gender, frequency of visitation, residential location and whether the respondent lives within walking distance of the precinct. Statistically significant differences are marked in blue (above mean) and pink (below mean).

Table 2.2: Satisfaction mean scores by age, gender, frequency of visitation, location and walking distance

Aspect	Gender		Age		Frequency		Location		Walking distance		Total
	Male	Female	Under 55	55+	Weekly or more	Less than weekly	Tweed Heads	Other	Yes	No	
Playground equipment	6.48	6.89	6.87	6.62	6.60	6.86	6.52	7.04	6.64	6.84	6.71
Access to water for swimming/wading	8.01	8.25	8.15	8.15	8.27	7.84	8.23	8.15	8.22	8.09	8.12
Access to water for water-based activities	7.79	8.07	7.97	7.94	8.13	7.60	8.00	7.89	8.01	7.90	7.94
Open spaces for unstructured play/games	8.16	8.54	8.62	8.19	8.41	8.31	8.32	8.44	8.34	8.46	8.37
Quiet spaces to sit and relax	7.82	8.20	8.15	7.98	8.11	7.89	8.07	8.00	7.94	8.16	8.03
BBQs	6.72	7.00	6.90	6.88	6.93	6.83	6.74	7.10	6.74	7.06	6.88
Picnic tables	6.07	6.42	6.23	6.31	6.33	6.20	6.21	6.44	6.14	6.44	6.28
Toilets, change facilities and showers	7.00	7.11	6.92	7.13	7.19	6.74	7.10	7.04	7.09	7.03	7.02
Shelters	5.53	5.85	5.66	5.75	5.66	5.78	5.60	5.90	5.64	5.79	5.71
Natural shade	6.31	6.70	6.55	6.53	6.49	6.52	6.45	6.76	6.42	6.64	6.52
Seating	6.50	6.87	6.72	6.73	6.76	6.63	6.63	6.87	6.64	6.82	6.71
Lighting	6.64	7.18	6.75	7.05	7.05	6.68	6.93	7.04	6.84	7.11	6.93
Car parking availability	6.86	7.36	7.35	7.02	7.30	6.95	7.14	7.21	7.28	7.05	7.14
Accessible car parking	7.01	7.39	7.60	7.02	7.43	6.94	7.12	7.37	7.25	7.18	7.22
Access around precinct for pedestrians	8.43	8.72	8.48	8.66	8.65	8.47	8.61	8.55	8.61	8.57	8.59
Access for people of all abilities	7.99	8.31	8.10	8.21	8.33	7.87	8.19	8.15	8.25	8.10	8.16
Access for cyclists	7.39	7.94	7.78	7.62	7.83	7.46	7.63	7.75	7.60	7.81	7.69
Areas for exercise groups	7.56	7.99	7.85	7.73	7.95	7.48	7.78	7.72	7.90	7.70	7.77
Areas for private events	6.79	7.51	7.37	7.10	7.29	7.02	7.07	7.32	7.07	7.41	7.19
Areas for special events	8.22	8.43	8.40	8.30	8.33	8.28	8.26	8.46	8.22	8.49	8.31
Commercial use opportunities	5.51	5.70	5.76	5.44	5.61	5.46	5.66	5.42	5.47	5.72	5.57

This suggests males were generally more critical of Council-provided facilities than were females as were less frequent visitors over frequent visitors.

Table 2.3, next page, shows how respondents ranked the relative importance of the same 21 facilities and services, using a 1 to 10 scale (where 1 meant not at all importance and 10 meant extremely important):

(Continued over page...)

Table 2.3: Summary of mean importance scores (ranked highest to lowest)

Importance mean (1-10)	Postal	Non-postal	Overall
Access around precinct for pedestrians	9.30	9.31	9.31
Access for people of all abilities	9.27	9.22	9.23
Access to water for swimming/wading	8.96	9.13	9.08
Toilets, change facilities and showers	9.08	9.07	9.07
Natural shade	8.99	9.03	9.02
Quiet spaces to sit and relax	9.08	8.96	9.00
Areas for special events	9.16	8.91	9.00
Car parking availability	8.93	8.71	8.79
Accessible car parking	8.80	8.68	8.72
Seating	8.79	8.65	8.70
Open spaces for unstructured play/games	8.60	8.67	8.65
Lighting	8.64	8.65	8.64
Picnic tables	8.68	8.53	8.59
Shelters	8.49	8.59	8.56
Access to water for water-based activities	8.31	8.51	8.45
Playground equipment	8.49	8.42	8.44
BBQs	8.58	8.36	8.44
Access for cyclists	7.32	7.45	7.41
Areas for exercise groups	7.32	7.09	7.17
Areas for private events	7.10	6.52	6.71
Commercial use opportunities	4.22	4.47	4.39

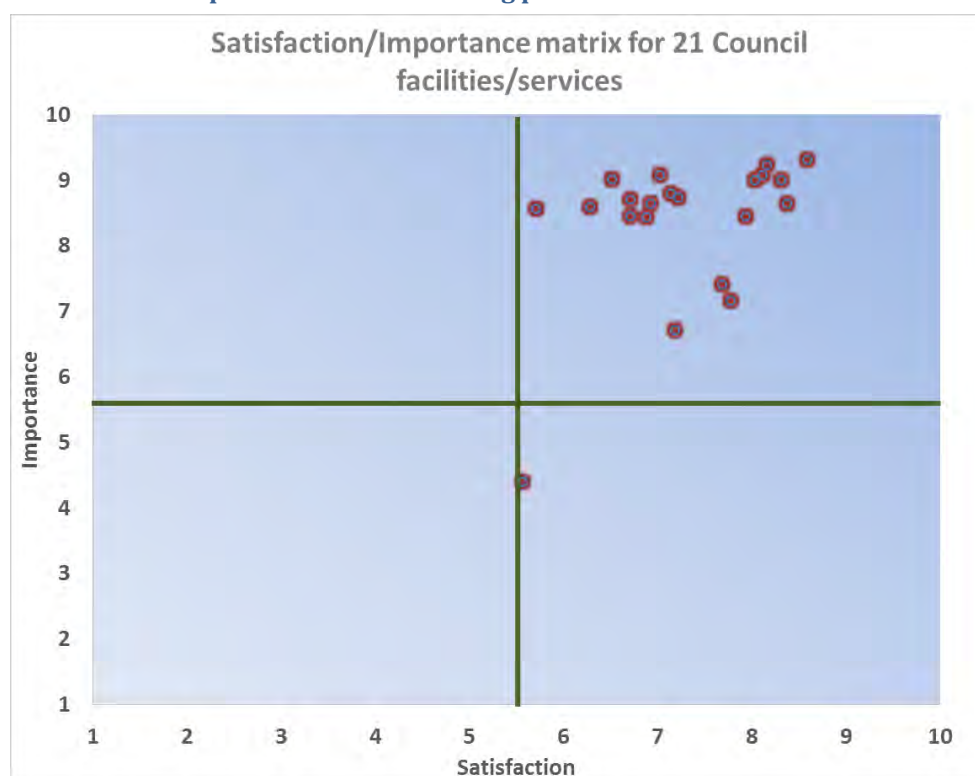
What is most notable about this graph is that almost *everything* except commercial use opportunities is considered important and that the range of importance ranking was not large - with 17 of the 21 facilities sitting between 8.4 and 9.3 out of 10. In almost all cases, results were consistent between the two surveys.

Table 2.4: Importance mean scores by age, gender, frequency of visitation, location and walking distance

Aspect	Gender		Age		Frequency		Location		Walking distance		Total
	Male	Female	Under 55	55+	Weekly or more	Less than weekly	Tweed Heads	Other	Yes	No	
Playground equipment	8.31	8.62	8.26	8.65	8.12	8.76	7.97	8.73	8.65	8.22	8.44
Access to water for swimming/wading	9.19	8.89	9.15	8.92	9.19	8.98	8.83	9.25	9.17	9.02	9.08
Access to water for water-based activities	8.69	8.05	8.68	8.05	8.69	8.21	8.20	8.60	8.57	8.33	8.45
Open spaces for unstructured play/games	8.77	8.44	8.63	8.58	8.69	8.57	8.28	8.85	8.64	8.60	8.65
Quiet spaces to sit and relax	9.10	8.84	9.01	9.01	8.95	9.05	8.72	9.18	8.83	9.09	9.00
BBQs	8.48	8.35	8.43	8.36	8.40	8.46	8.23	8.53	8.57	8.31	8.44
Picnic tables	8.54	8.63	8.61	8.51	8.53	8.62	8.39	8.68	8.48	8.62	8.59
Toilets, change facilities and showers	9.11	9.00	9.05	9.13	8.98	9.16	8.93	9.17	9.13	9.03	9.07
Shelters	8.50	8.63	8.50	8.62	8.47	8.63	8.22	8.76	8.66	8.47	8.56
Natural shade	8.97	9.08	9.01	9.09	9.01	9.04	8.70	9.24	9.19	8.91	9.02
Seating	8.59	8.85	8.73	8.69	8.68	8.72	8.47	8.86	8.50	8.81	8.70
Lighting	8.68	8.58	8.67	8.63	8.73	8.57	8.30	8.89	8.51	8.74	8.64
Car parking availability	8.67	8.95	8.56	9.08	8.46	9.03	8.46	9.00	8.88	8.70	8.79
Accessible car parking	8.58	8.92	8.58	8.96	8.46	8.95	8.42	8.93	8.77	8.67	8.72
Access around precinct for pedestrians	9.35	9.24	9.38	9.24	9.39	9.24	9.07	9.49	9.13	9.41	9.31
Access for people of all abilities	9.29	9.13	9.35	9.10	9.31	9.17	9.05	9.37	9.01	9.35	9.23
Access for cyclists	7.59	7.07	7.47	7.30	7.47	7.32	7.04	7.68	7.58	7.27	7.41
Areas for exercise groups	7.23	7.01	7.34	6.89	7.21	7.14	6.82	7.40	6.87	7.32	7.17
Areas for private events	6.78	6.55	6.76	6.56	6.65	6.79	6.40	6.89	6.60	6.74	6.71
Areas for special events	8.99	8.99	9.01	8.98	9.01	9.00	8.84	9.12	8.83	9.09	9.00
Commercial use opportunities	4.03	4.97	3.96	4.85	4.02	4.77	4.25	4.47	5.20	3.79	4.39

Combining results from both surveys, we can plot the mean importance and satisfaction scores on a matrix to see how they rank in relative terms. Looking at this firstly in “big picture” terms, Graph 2.1 shows how the 21 services relate to each other on the 1-10 scales of importance and satisfaction:

Graph 2.1: Satisfaction vs. importance matrix: the “big picture”



This concentration in the top half of the graphs highlights the notion that to respondents, *everything* is important. Satisfaction mean scores, however, (shown on the x-axis) are more widely distributed.

Graph 2.2 below outlines the satisfaction/importance matrix in more detail:

Graph 2.2: Satisfaction vs. importance matrix

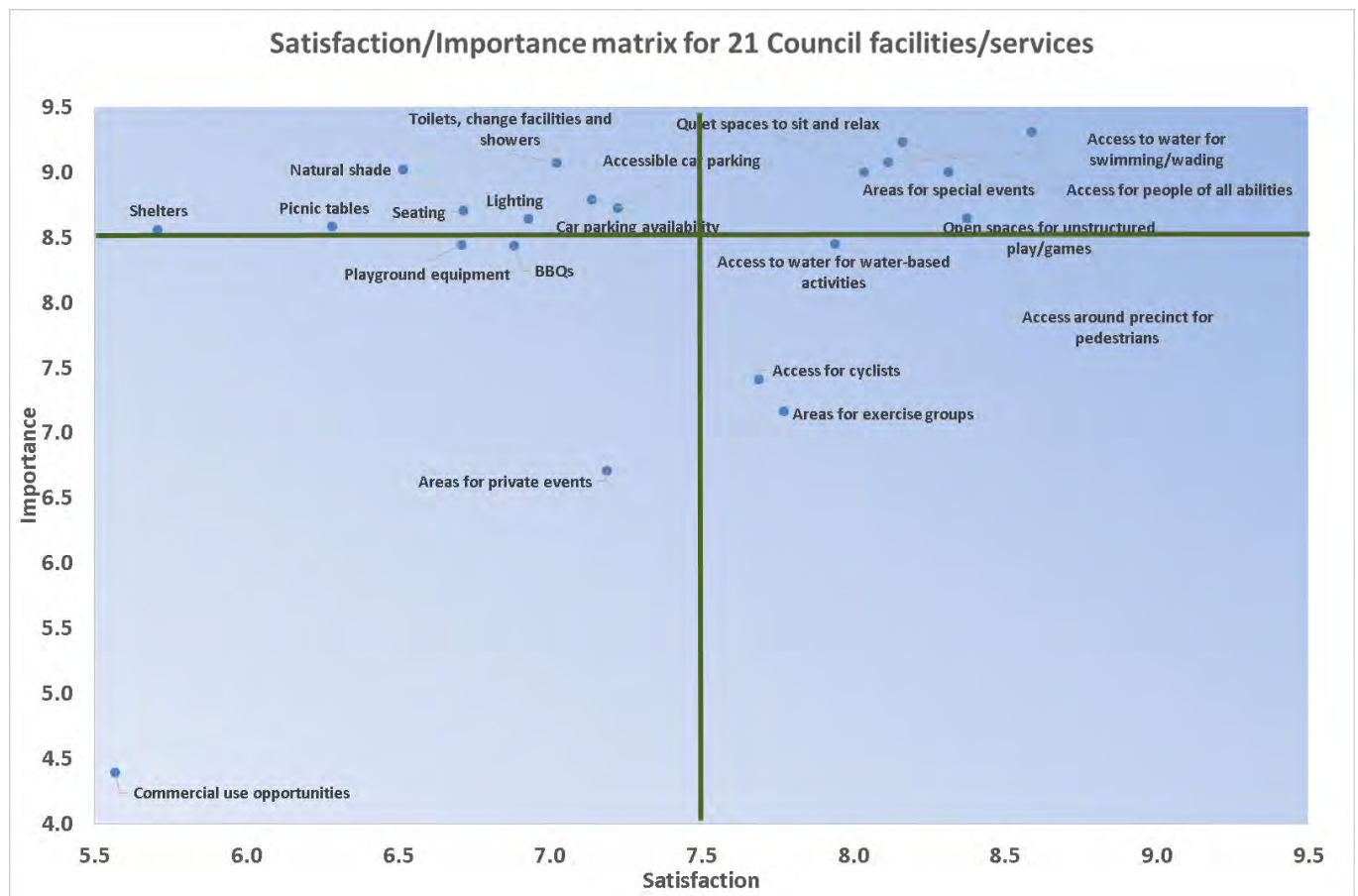


Table 2.5 divides results into one of four relative quadrants based on importance and satisfaction scores. (Note these are listed alphabetically by quadrant.)

Table 2.5: Summary of satisfaction and importance quadrants (alphabetically within quadrant)

Higher importance/lower satisfaction	Higher importance/higher satisfaction
<p>Accessible car parking</p> <p>Car parking availability</p> <p>Lighting</p> <p>Natural shade</p> <p>Picnic tables</p> <p>Seating</p> <p>Shelters</p> <p>Toilets, change facilities and showers</p>	<p>Access for people of all abilities</p> <p>Access to water for swimming/wading</p> <p>Areas for special events</p> <p>Open spaces for unstructured play/games</p> <p>Quiet spaces to sit and relax</p>
Lower importance/lower satisfaction	Lower importance/higher satisfaction
<p>Areas for private events</p> <p>BBQs</p> <p>Commercial use opportunities</p> <p>Playground equipment</p>	<p>Access around precinct for pedestrians</p> <p>Access for cyclists</p> <p>Access to water for water-based activities</p> <p>Areas for exercise groups</p>

Another way of looking at this is to measure the “expectation gap” – i.e., the difference between perceived importance and satisfaction for each of the 21 facilities and services measured. This is shown in Table 2.6, next page (ranked from highest positive difference to highest negative difference):

Table 2.4: Expectation Gap for 21 facilities

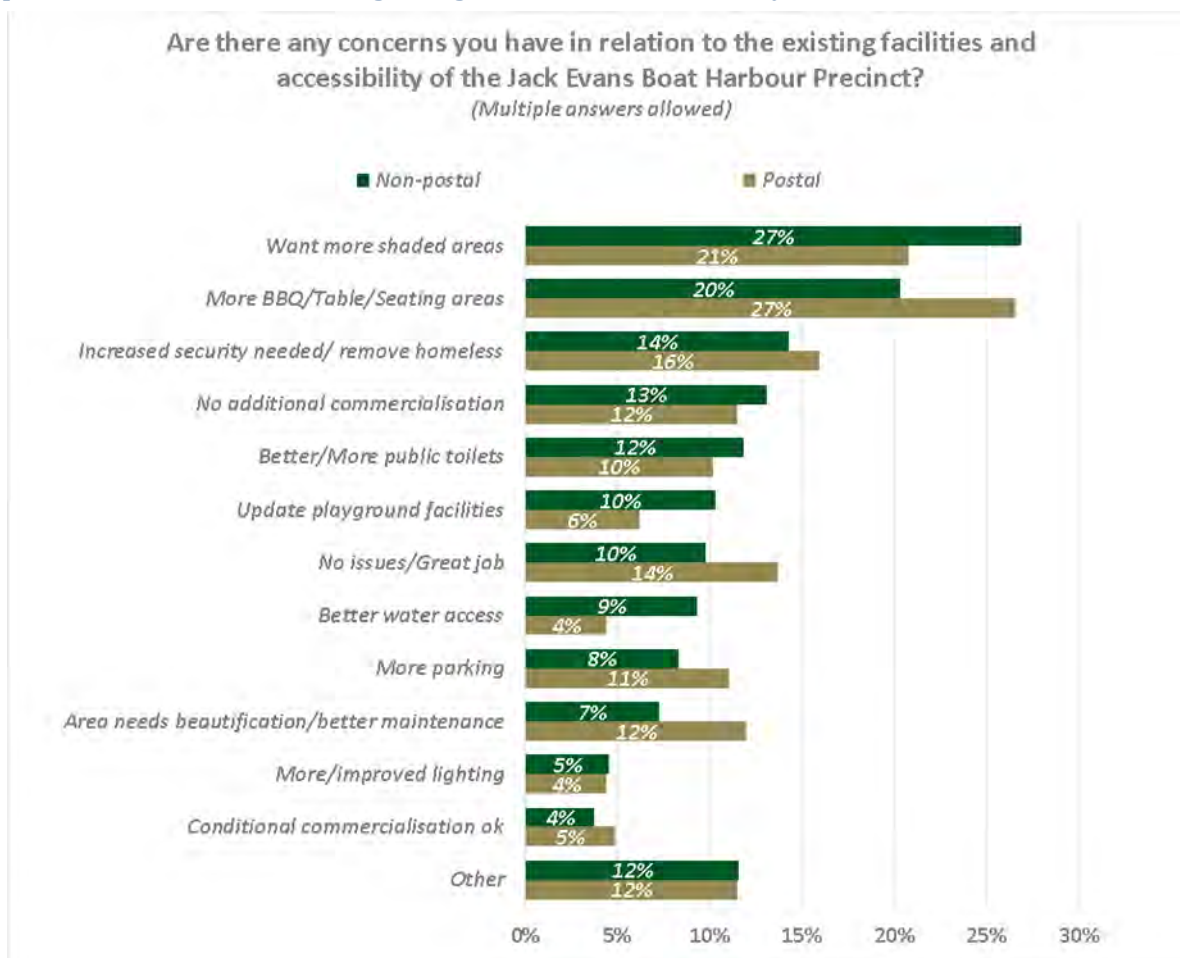
Aspect	Satisfaction mean (1-10)	Importance mean (1-10)	% gap
Commercial use opportunities	5.57	4.39	27%
Areas for exercise groups	7.77	7.17	8%
Areas for private events	7.19	6.71	7%
Access for cyclists	7.69	7.41	4%
Open spaces for unstructured play/games	8.37	8.65	-3%
Access to water for water-based activities	7.94	8.45	-6%
Areas for special events	8.31	9.00	-8%
Access around precinct for pedestrians	8.59	9.31	-8%
Access to water for swimming/wading	8.12	9.08	-11%
Quiet spaces to sit and relax	8.03	9.00	-11%
Access for people of all abilities	8.16	9.23	-12%
Accessible car parking	7.22	8.72	-17%
BBQs	6.88	8.44	-18%
Car parking availability	7.14	8.79	-19%
Lighting	6.93	8.64	-20%
Playground equipment	6.71	8.44	-21%
Toilets, change facilities and showers	7.02	9.07	-23%
Seating	6.71	8.70	-23%
Picnic tables	6.28	8.59	-27%
Natural shade	6.52	9.02	-28%
Shelters	5.71	8.56	-33%

This shows that JEBH is currently exceeding expectations in commercial use opportunities (satisfaction outweighing expectations by 27%), areas for exercise groups (8%), areas for private events (7%) and access for cyclists (4%).

However, it is perceived to be underperforming (i.e. relative to expectation) across the remaining facilities with the lowest performers being shelters (importance outweighs satisfaction by 33%), natural shade (28%), picnic tables (27%), seating (23%), toilets, change facilities and showers (23%), playgrounds equipment (21%) and lighting (20%).

Finally, in this section, respondents were asked, in an open-ended question, whether there were any concerns relating to the existing facilities and accessibility of the JEBH precinct. Specifically they were asked to explain any satisfaction scores of 5 or less reported in the previous question (Graph 2.1 and 2.2). The open-ended comments have been themed and are outlined in Graph 2.2, below:

Graph 2.2: Reasons for concern regarding facilities and accessibility of JEBH



Responses were relatively consistent between the two surveys, and respondents largely took the opportunity to further reiterate the need for *more* in this question. Specifically, more shade and lighting was felt to be required, more BBQs/tables/seating areas, more (and improved) public toilets and more parking. A small proportion also reported a desire to limit commercialisation to what currently exists and some wished to increase security.

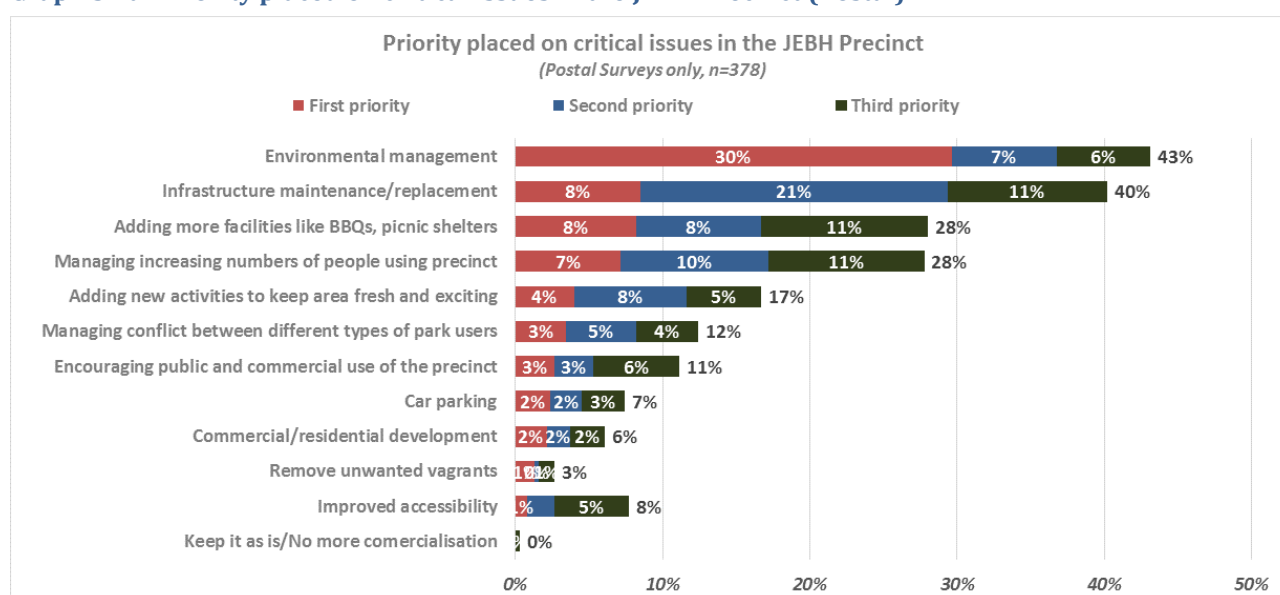
The full list of *others* is available in Appendix 2.

Part 3: Future of Jack Evans Boat Harbour

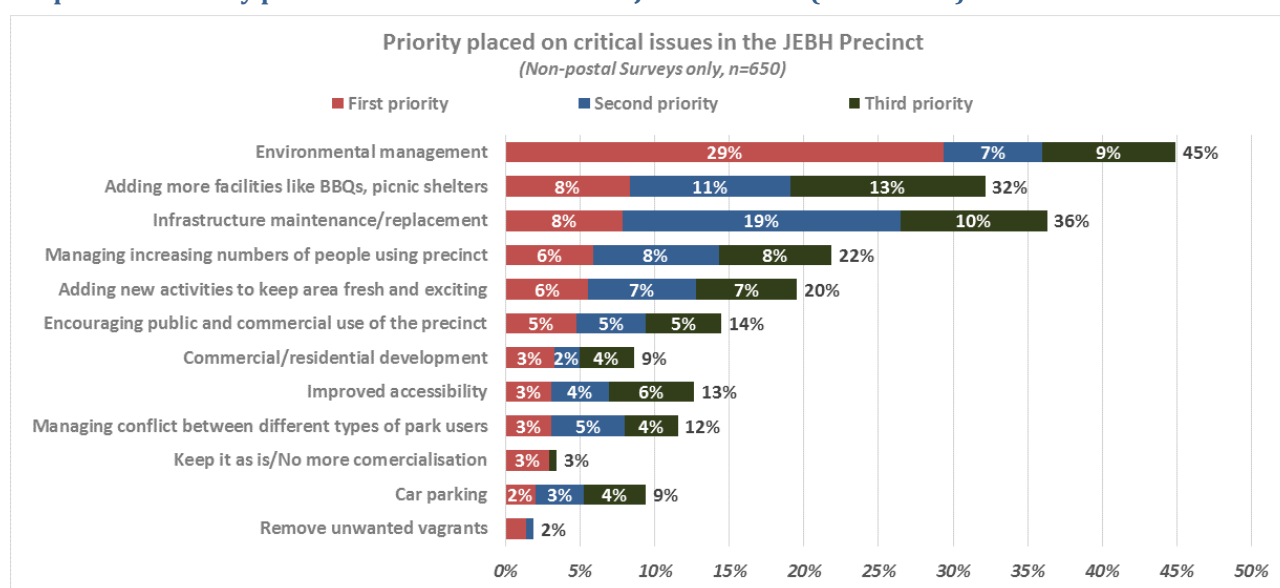
Questioning then moved towards the future of JEBH. Respondents were first asked to consider the three most critical issues that Council needs to consider over the next five years. Then were then asked to rank these three critical issues by allocating a 1, 2 or 3 ranking to each.

Graphs 3.1a and 3.1b, below, outline the most frequently mentioned critical issues (firstly for postal, then for non-postal) including the priority placed on each. These are ranked by the proportion of priority 1's and outlining the total proportion considering each a critical issue:

Graph 3.1a: Priority placed on critical issues in the JEBH Precinct (Postal)



Graph 3.1b: Priority placed on critical issues in the JEBH Precinct (Non-Postal)



In fact the two surveys provided remarkably similar results.

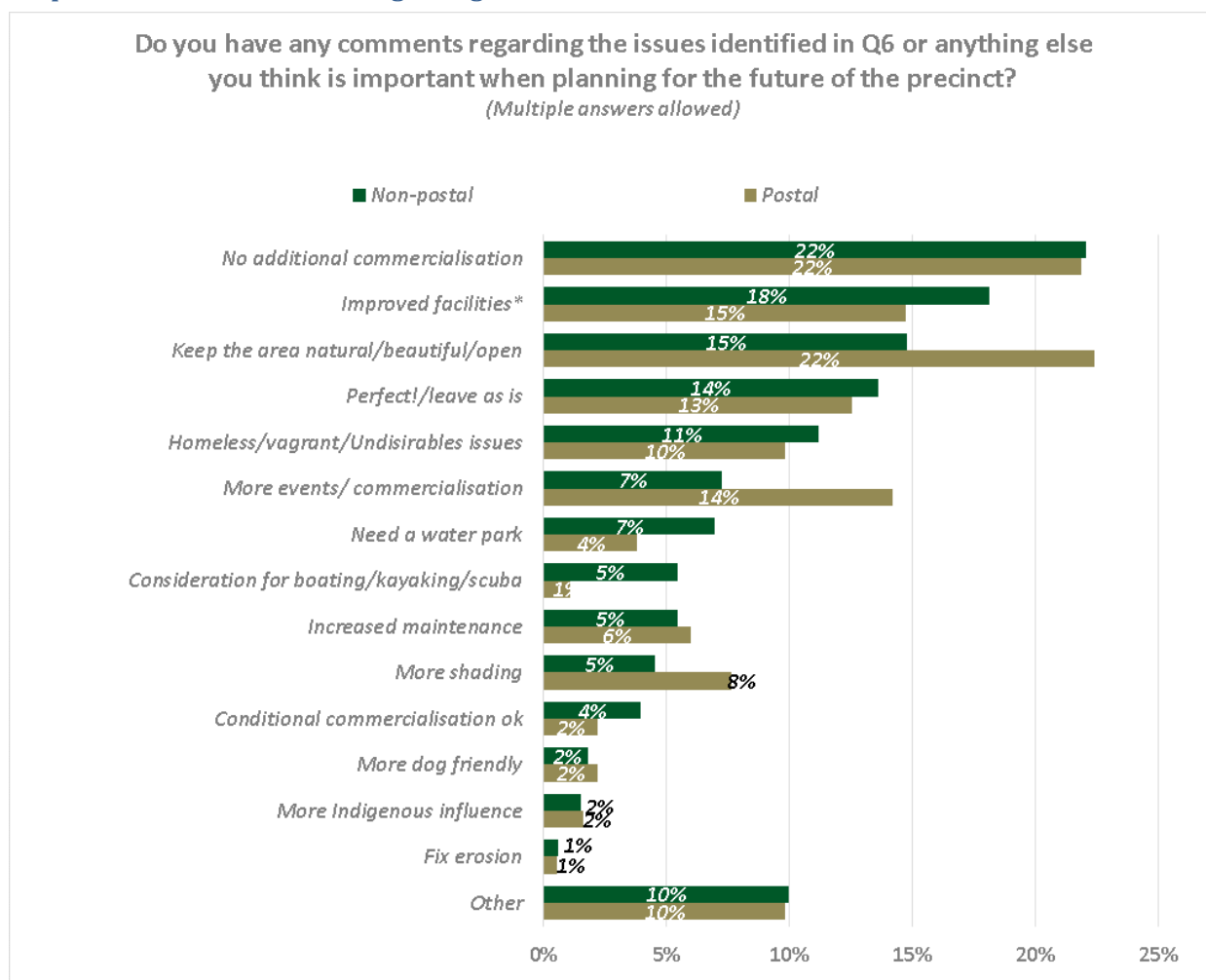
In each case environmental management (e.g. water quality, erosion, protection of marine habitat, protection of vegetation) was considered the most critical issue, with more than 40% giving it a 1, 2 or 3 ranking (including +/- 30% who gave it a top priority).

This was followed by infrastructure maintenance or replacement, additional facilities such as BBQs and picnic shelters, and managing increasing number of people using the precinct.

A number of other critical issues were mentioned and these are outlined in Appendix 3.

The survey concluded by asking respondents, in an open-ended question, whether they had any further comments to make regarding the issues identified in the previous question (Graph 3.1). Open ended comments have been themed and are outlined in Graph 3.2, below:

Graph 3.2: Further comments regarding critical issues



*Improved facilities includes: toilets, bbqs, seating, lighting, playground etc.

Key themes focussed on the requirement for additional and improved facilities, and a desire to keep the area natural/beautiful/open. Slightly more than one in five reported the desire for no additional commercialisation aside from what was currently existing.

Other comments are outlined in Appendix 4.

Appendix 1: Survey questionnaire



Survey - What's your vision for Jack Evans Boat Harbour?

Tweed Shire Council is developing a new Plan of Management to guide its future planning and management of Jack Evans Boat Harbour and is welcoming public input towards the plan.

Council is committed to consulting with the community regarding plans for the future of the Jack Evans Boat Harbour precinct. The survey should only take around 5 minutes to complete and all of the information you provide will remain confidential and anonymous.

This survey provides you with an opportunity to be involved and tell us what you think is important about the area, the facilities you use, and how you would like to see the precinct managed in the future. The information you provide will help Council develop a plan of management for the precinct to better meet the needs of our growing community and ensure the precinct is managed effectively.

The precinct includes (see map):

- Jack Evans Boat Harbour Parklands which includes Chris Cunningham Park, the boardwalk and McMahon's Beach, the ANZAC Memorial, Goorimahbah – Place of Stories and the area to the east of the Seascope building
- Jack Evans Boat Harbour waterway
- Ebenezer Park
- Old Aquatic Site and the area north of Coral Street



**Thank you for your time.
Your feedback
is appreciated.**

At the end of the survey there's a few questions about you – which do not identify you but are needed to make sure that we get a good cross section of the community responding to the survey.

The survey needs to be completed and posted to Council using the enclosed reply paid envelope by 30 November 2018. If you have any questions regarding the survey please contact Council's Recreation Planner Kelly Edwards on (02) 6670 2515.

Q1. How often do you visit the Jack Evans Boat Harbour precinct?

- | | |
|---|--|
| 1 | <input type="checkbox"/> Daily |
| 2 | <input type="checkbox"/> 2 or 3 times a week |
| 3 | <input type="checkbox"/> Once a week |
| 4 | <input type="checkbox"/> Once every 2 to 3 weeks |
| 5 | <input type="checkbox"/> Once a month |
| 6 | <input type="checkbox"/> Less than once a month |
| 7 | <input type="checkbox"/> Have only visited once |
| 8 | <input type="checkbox"/> Have never visited |

Q2. If you have never visited the Jack Evans Boat Harbour precinct, what is the reason for not visiting?

- | | |
|---|---|
| 1 | <input type="checkbox"/> Too far away |
| 2 | <input type="checkbox"/> Too busy |
| 3 | <input type="checkbox"/> There is nothing of interest |
| 4 | <input type="checkbox"/> Poor accessibility |
| 5 | <input type="checkbox"/> Poor car parking |
| 6 | <input type="checkbox"/> I didn't know about it |
| 7 | <input type="checkbox"/> Other: Please specify. |

If you have never visited the Jack Evans Boat Harbour precinct, please proceed and complete Questions D1-4.

If you have visited the Jack Evans Boat Harbour precinct continue to Q3.

PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018



Survey - What's your vision for Jack Evans Boat Harbour?

Q3. What types of activities do you (or your family) participate in whilst at the precinct? (Please indicate as many as apply)

- 1 ☐ Using the playground equipment
- 2 ☐ Walking or running
- 3 ☐ Use of the open spaces for unstructured play and informal sport (e.g. kicking a football etc)
- 4 ☐ Cycling or on scooters
- 5 ☐ Sitting and relaxing on the grass
- 6 ☐ Sitting and relaxing/ playing at the beach
- 7 ☐ Informal picnics and BBQs with family/friends
- 8 ☐ Attending small private events (e.g. weddings, birthday parties etc)
- 9 ☐ Attending markets
- 10 ☐ Attending small community events
- 11 ☐ Attending large community events (e.g. ANZAC day services, New Years Eve etc)
- 12 ☐ Exercising (e.g. personal training, tai chi, pilates, yoga etc)
- 13 ☐ Swimming/wading in the water
- 14 ☐ Water sports hired on the waterfront (e.g. paddle boats, paddleboarding etc)
- 15 ☐ Launching own small craft (e.g. canoes, kayaks, paddleboards etc)
- 16 ☐ Other: Please specify

Q4. Regarding the existing facilities in the precinct, can you please indicate **how IMPORTANT** they are and currently **how SATISFIED** you are with each. Please rate using a scale from 0 to 10 where 0 is not important at all/ not satisfied at all and 10 is extremely important/ extremely satisfied. If you do not use the facility listed please tick the do not use box.

	Importance 0 to 10	Satisfaction 0 to 10	Do not use
1 Playground equipment			<input type="checkbox"/>
2 Access to the water for swimming/wading activities			<input type="checkbox"/>
3 Access to the water for water based activities (kayaking, paddle boarding etc)			<input type="checkbox"/>
4 Open spaces for unstructured play and informal games			<input type="checkbox"/>
5 Quiet spaces to sit and relax			<input type="checkbox"/>
6 BBQs			<input type="checkbox"/>
7 Picnic tables			<input type="checkbox"/>
8 Toilets, change facilities and showers			<input type="checkbox"/>
9 Shelters			<input type="checkbox"/>
10 Natural shade			<input type="checkbox"/>
11 Seating			<input type="checkbox"/>
12 Lighting			<input type="checkbox"/>
13 Car parking availability			<input type="checkbox"/>
14 Accessible car parking			<input type="checkbox"/>
15 Access around the precinct for pedestrians			<input type="checkbox"/>
16 Access around the precinct for people of all abilities (e.g. in a wheelchair, carrying a cane, pushing a pram etc)			<input type="checkbox"/>
17 Access around the precinct for cyclists			<input type="checkbox"/>
18 Areas for exercise groups (e.g. personal training, tai chi)			<input type="checkbox"/>
19 Areas for private events (e.g. weddings or private parties)			<input type="checkbox"/>
20 Areas for special events (e.g. ANZAC day, festivals or markets)			<input type="checkbox"/>
21 Commercial use opportunities			<input type="checkbox"/>
22 Other: Please specify			<input type="checkbox"/>

PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018



Survey - What's your vision for Jack Evans Boat Harbour?

- Q5.** Are there any concerns you have in relation to the existing facilities and accessibility of the Jack Evans Boat Harbour Precinct? If you gave a satisfaction score of 5 or less for any of Q4, can you please tell us why you feel this way?

- Q6.** Now thinking about the future of the precinct, in your opinion **what are the 3 most CRITICAL issues** that the Council needs to consider over the next five years?
Please indicate from the list below, by allocating a 1, 2 & 3 ranking **your top three priorities** (where 1 is your top priority). If your nominated critical issues are not listed, please add them in the spaces provided.

Issue	Ranking (1-3)
¹ Environmental management (e.g. water quality, erosion, protection of marine habitat, protection of vegetation)	
² Maintenance and/or replacement of key pieces of infrastructure (e.g. boardwalk, playground equipment)	
³ Commercial/residential development in areas surrounding / overlooking the precinct	
⁴ Managing conflict between different types of park users (e.g. cyclists and pedestrians, large vs smaller groups, commercial uses, active recreation vs passive recreation etc)	
⁵ Managing increasing numbers of people using the precinct (e.g. lack of availability of seating, BBQs, car parking and amenity impacts)	
⁶ Adding new activities to keep the area fresh and exciting, giving people reasons to visit.	
⁷ Encouraging both public and commercial use of the precinct to contribute to the revitalisation and activation of Tweed Heads City Centre	
⁸ Adding more facilities like BBQs, picnic shelters, seating, shade etc	
⁹ Car parking	
¹⁰ Improving accessibility (i.e. making it easier for people of all abilities to use the precinct)	
¹¹ Other – please specify	
¹² Other – please specify	
¹³ Other – please specify	

PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018





Survey - What's your vision for Jack Evans Boat Harbour?

Q7. Do you have any comments regarding the issues identified in Q6 or anything else you think is important when planning for the future of the precinct?

And now, just a little bit about you to make sure we get good representation of the community from across the Shire:

D1. In what suburb/town do you live?

D2. Do you live or work within walking distance of the Jack Evans Boat Harbour precinct?

¹ ☐ Yes
² ☐ No

D3. Your gender

¹ ☐ Male
² ☐ Female
³ ☐ Prefer not to say

D4. Your age group

¹ ☐ Under 18 years
² ☐ 18-24 years
³ ☐ 25-34 years
⁴ ☐ 35-44 years
⁵ ☐ 45-54 years
⁶ ☐ 55-64 years
⁷ ☐ 65+ years

Thanks for your participation. Your feedback is appreciated.
The results of the survey and further information regarding the development of the Plan of Management will be available at
www.yoursaytweed.com.au/JEBH

Would you like Tweed Shire Council to keep you updated about further consultation opportunities during the development of the Jack Evans Boat Harbour Plan of Management?

¹ ☐ Yes
² ☐ No

If yes:

Name:

Email:

PLEASE COMPLETE AND RETURN THIS SURVEY BY 30th NOVEMBER 2018.



Appendix 2: Other reasons for concern

- Nobody polices dogs off the lead. Every time I go there, there are numerous dogs not on a lead. There are a lot of reasons why some people can't enjoy an area if there are free-roaming dogs. Fines need to be issued so that people take the 'dogs on lead' rule seriously
- This area along Coral Street could be suitable for motor home angle parking with bollard protecting the remaining lawn area fitted with exercise equipment.
- Think that the area is under-utilised. think it would be good to have a water slide or some other aquatic activities
- Concern about larger boats in harbour and pollution.
- I would not like to see any facilities removed.
- JEBH is a large area suitable for all purposes. It has natural surroundings and does not require any commercial additions. Maybe the entrance to the Tweed River could be modified to allow a seawater rock pool swimming bath to be constructed.
- A boardwalk is required along the old aquatic club side for use by fishers and pedestrians. Also jetty needs to be re-opened across the rock wall for fishing like it was before. That jetty was used by many people for fishing until it was closed off due to not being repaired.
- Too far away
- There is a lack of commercial opportunity around the harbour which could be better utilised as an appeal for Tweed Heads.
- Love Tweed Heads. It is my home and the best place to live. Over the years I have travelled extensively overseas and when you compare our boat harbours to others you got a feeling that our counterparts are driving tourism, their local economy, sending visitors home raving about how good the facilities are. My concern is that park goes and swimmers out number small boat owners and water craft users. Our community doesn't need another park or another place to swim. There are plenty of parks.
- no off leash dog park or off leash dog beach there aren't enough garbage bins and no dog poo bags
- Must remain dog friendly.
- Tweed Shire staff are conspicuous by their absence. I have not seen a ranger at the boat harbour this year. The 'no camping' sign is a farce. One mobile home spent at least three weeks at the car park, another the same time in the street (2 hours parking). Earlier this year strong northern winds blew copious amounts of sand on to the grass, the car park and cars that were in the carpark. There was approximately one utility's worth of sand piled up in the car park for at least two months. Remarkably it disappeared approximately two days before this survey. All regular users are appalled by the Council's neglect.
- Don't use up valuable space on car park. People should walk.
- Great spot for a Marina precinct for Tweed Heads and Coolangatta. It would be the catalyst to a CBD development and the evolution of Tweed Heads as a Regional city.
- There is an abundance of area that is accessible but stimulation has been stunted due to the minority having issues with families of all ages enjoying this environment.
- The only one I scored less than 5 was No 21 - Commercial Use Opportunities. The ultra conservatives and 'greenies' have too much power and influence on the Council. Everyone tells me that open the area up for commercial opportunities! Inflatable slides playground on the water (previously mooted) for children's use would have been great, more fire out water equipment, greater use of the hole waterway! Cafe on the northern end on original plans - Not happened?! Markets, entertainment. A beautiful resource NOT being fully utilised (simple as that) due to the minority strong voice!
- The area needs more commercial properties attracting tourists.

- ” The space along Coral Street is awful. Cunningham Park side is ok. Memorial Park is lovely.
- ” The operator of the paddle equipment is extremely rude and should not monopolise the water space.
- ” We did not get to experience the old aquatic club site and not sure if it had a public swimming pool, however I think this would be a great use of a very unused space. Jack Evans Boat Harbour is not appealing to swim in particularly after bad weather.
- ” Is the water shark proof
- ” I am not a cyclist so access for cyclists is a low priority for me.
- ” They are unnecessary
- ” Everything can always be improved, upgraded etc.
- ” a low score indicates my disapproval of the activity
- ” Better the way it was Remove beak wall Provide bush area
- ” Make it shark proof water feed through small pipes in Rockwell with cycling walking path on top
- ” More facilities for day trippers.
- ” I have nominated open spaces and quiet space as low importance. This is because they are currently about right. The proportion of open space to people in the area is important. To increase the activities and people density within the space would greatly detract from the ease of comfort that all of the users would have whilst using those facilities. Other low scoring items are an importance relative to the current proportion of the total usage of the area that is absorbed by these activities. This proportion should first be changed.
- ” This is a beautiful area with lots of potential and could really be enhanced and built on what is already in place
- ” Like plenty of open space. Don't want it filled with too much of anything.
- ” Fish and chip kiosk. Leave it where it is.
- ” Currently there are some areas near Bay Street that need to be more open to feel safe on that side.
- ” Need recycle (yellow bins)
- ” See previous comment
- ” I'd like to see more recognition of Aboriginal people at this spot. It is, and always will be, a place of spiritual and other significance to these people and I think we all need to learn from that.
- ” I believe the old Fisherman's Cove / Aquatic Club site in Coral Street is underutilised and is currently an eyesore which could be put to much better commercial use, such as another restaurant, coffee shop etc.
- ” Cyclists are rude (by and large). They do not indicate when they are behind and about to overtake and they don't dismount in areas where notices advise them to dismount. I often feel scared and jumpy as a result.
- ” Re: Cyclists - some paths covered by sand making access for scooters/cyclists a little harder to ride. Also for wheelchair bound commuters. Pedestrians can be in danger from cyclists. For exercise groups, sand-flies can be a problem and finding an area a little away from general public viewing.
- ” I haven't seen any weddings there but I would have thought something nice in a gazebo or something.
- ” Exercise groups should not block pathways and should be quieter.
- ” not important to me or my family
- ” With the play equipment between both the road and water then the play equipment should be a fenced area. People observation and power is not enough.
- ” We have a great area around a beautiful water way why is there not more cafes restaurants near the area. surely there could be room for a cafe or evening restaurant overlooking the harbour
- ” Want to keep it family friendly.
- ” Unleashed dogs. Itinerants taking over seating and shade. More bins required.

- This is the most significant and usable public open space in the shire. It could be the focus of the Tweed Heads community but it has not been managed properly by Council. As a 60 year old who lived his entire life in Tweed Heads and walked home from school through the caravan park what was a vibrant space has become second rate. It is not used by people as it should be and there has been an active resistance to promoting commercial usage in areas such as the old Aquatic Club site. This used to bring an enormous number of people to the area and actively used the water for regattas and other club related activities. Now there is not sailing club on a safe waterway where generations of children learned to sail.
- This area is cold, nothing is happening. I believe when you make small shops with restaurants (like you have in Spain, Portugal, and France) around the water and a jetty for boats. This will be attractive for the tourist and locals.
- There really aren't any. It's such a boring place. So we don't visit. As a kid with the caravan park there were always people in and around the water. My father would swim across daily. Now nobody really goes there. Bring back the caravan park and bring back the people
- So long as it stays in the hands of the community and not controlled by indigenous persons
- Permanent coffee van
- One of the most protected water areas in the greater SE Qld / NNSW area....needs to be better utilised.
- Needs to be more activation - more to do to attract people to come
- Need to get music festivals there
- Keep cyclist out of area.
- It is a windy open place that doesn't have a warm safe feel to it. This is especially during the evenings. It is a place I wouldn't let my wife walk through alone.
- I would like to see JEBH used more by families and groups and more water activities. Kids, animals and coffee - like Palm Beach / Currumbin pirate park! Let's make the most of JEBH!!!
- I don't think the area should be used by fitness-personal training groups.
- Boat Access should be limited to small boats. Should be limited to size and quantity. At times harbour has more than 5 vessels anchored in harbour for several days. My concerns are the pollution aspect i.e. human waste, diesel/ oil spill. Also weed, seagrass beds being damaged due to vessels anchoring. Possible installation of a few fixed moorings in a designated area would reduce seagrass damage and limit the amount of boats.
- Anzac Memorial needs higher dais as per separate submission. Speakers can't be seen from the crowd.
- No concerns in general except for managing any overcrowding problems like what occurs with the public parkland and cafe at palm beach/Currumbin near the bridge that occurs most weekends.
- More activities for children in the water supervised.
- I do not think that cyclists should be using the pathways and the access to the parks. Very limited commercial activities should be allowed if they cater for leisure activities.
- I wish there was a walkway across the junction between JEBH and River
- As it is open to the ocean, are there bull sharks etc. in there?
- Need more facilities
- I haven't visited more as there is nothing of interest.
- Not enough. Same as any part, if you are not there early enough you miss out. It is good though because there is enough space to bring your own shelter up there for the day. I also do not have a problem if a water park is put there for 6 months of the year. One of those blow up ones.
- There is nothing of interest.
- Keeping parkland in CB. It's part of Tweed River.
- There is nothing of interest

Appendix 3: Other Critical Issues

- ♪ Allow dogs on leads in all areas.
- ♪ Desperate need for off leash dog/dog owner meeting area.
- ♪ Increase ranger patrols.
- ♪ Jetty construction
 - ♪ 1. Need another toilet facility on norther side (Goorimahbah). DOGS PROHIBITED
 - ♪ 2. COMMERCIAL: Paddle Board Hire presentation area needs to be tidied-up. Maybe expand the commercial 'coffee deck' (along Wharf Street) i.e. a lower coffee 'garden' deck to enjoy the peace quiet and water view
 - ♪ 3. WATER FUN: Perhaps a timber etc. 'jetty' over the water on northern side (Goorimahbah) for the kids to jump off. A large buoy anchored offshore as a point to swim out to.
- ♪ Shelter for the playground
- ♪ Swimming and children's activities.
- ♪ 2 plant more trees. 3 provide a bush area
- ♪ Alcohol Free Zone. 3.3 Security Day and Night
- ♪ Boat moorings. 3. split area for boats and swimmers.
- ♪ Leash Free Dog area
- ♪ Light up toilet/shower areas and BBQs
- ♪ No additional coffee shops nor commercialisation of area
- ♪ Scuba diving facilities (better step and toilets)
- ♪ Stricter enforcement of overnight campers, the homeless and dogs off leash.
- ♪ [Enforce] dogs on lease, pick up droppings, dogs not to jump on children and elderly people.
- ♪ A few more shady trees closer to walkway further around the harbour
- ♪ Dog friendly.
- ♪ Lighting improvements - consider solar power lighting
- ♪ Plant more trees.
- ♪ Retention of the area for swimming
- ♪ Use of water area due to depth.
- ♪ Add a floating/netted swimming enclosure for safe swimming.eg Tallebudgera Ck behind Van Park. Add floating pontoon near swimming ramp/beach on north edge.
- ♪ Adding stair access to the river at the coral street carpark 1
- ♪ An example of the Yeppoon Lagoon would be feasible with infinity pools and cafe
- ♪ Build an exercise park (8)
- ♪ Dog exercise area of leash no mention here in priorities do you not think it important?
- ♪ Dog park
- ♪ Engage an organised watercraft hirer who will attend regularly with a variety of updated items for hire.
- ♪ focus on security and safety of those using the park especially the elderly, infirm or women on their own
- ♪ Get rid of the homeless and dead beats near Trev's Water sports during the week as it is wrecking his business
- ♪ Great spot for carnivals, Coolly Rocks overflow etc... but only short term
- ♪ Need off leash dog park and off leash dog beach more bins and dog poo bags
- ♪ Please don't add more shelters and bbqs to the open space areas. Natural shade or a wild play space would be better
- ♪ Please keep open space and open water.

- ” Rank 1. Adding an ocean bath complex similar to Merewether Ocean Baths at Newcastle. Not sure if this is the correct spot for this suggestion?
- ” recreational boating parking facilities need to be formalised in the harbour on the river end to keep away from passive water users
- ” Reviewed landscaping and planting trees
- ” Shark proofing the bay
- ” Small boat marina
- ” The only improvement I think it could use is maybe more seating and natural shade. Too much more would ruin the beautiful open spaces used by many,

Appendix 4: Other comments

- Use gas for more BBQs and solar for more lighting.
- The water precinct, no motorised water craft.
- The old Aquatic club should never have been removed, was a great family facility.
- The new Kingscliff Caravan Park and mobile Home Park placed in part of JEB Precinct would generate tourism and revenue for TSC and retailers.
- The area is fantastic for community events and should be maintained for such rather than for commercial ones.
- Take a look around Currumbin and other popular area's north of the boarder and see what they have done and how people use the area's
- Some info about the dolphins and their importance
- Skate parks in the area would enhance the amenities for the youth of the Tweed
- See other no mention of companion animals.
- Safety and availability are important
- Reinstate a protected swimming area (similar to the now defunct off Froggy's beach and in Sydney Harbour / beaches) where swimmers can enjoy an allocated area free from risk of boating / kayaks / marine life etc. that is possibly netted.
- Please control dogs off leashes in on-leash areas.
- Not for residential!!!
- No really
- No animal management people. No dog control.
- Making the area more family friendly after all the area is the most important phase for locals and tourists. Eg Look at Kingscliff beach upgrade. Jack Evans Boat Harbour enhances the claim that Tweed Heads is a more relaxed and family area away from the high rise of the Gold Coast.
- Maintain visual access of harbour from the local area.
- if there is to be commercial development keep it low rise and low key
- If it was me, I'd place a 'boon' at the mouth of the harbour to ensure that the protection of people using the water are not bothered by future movement of stinging creatures due to global warming and predators like sharks etc. The mesh would need to be reasonably fine to reduce any stingers from entering the harbour.
- I would prefer no more residential development in the precinct as that limits public use. I would like to see more aquatic features that families would use
- I appreciate that this area needs constructive planning for the good of all. This is a quiet area and should remain so. Suggest that Ebenezer Park remain as a park with additional car park area. The small parcel of land in Coral Street be allocated for low level apartments (no taller than 3 storeys) so that this does not impact on view and value of apartments above. In relation to activities on JEBH, activities as they are - are fine. My only concern is if the harbour is used for additional water activities over and above what already is there, there would be a raise in noise level to surrounding apartments. We regularly utilise our back balconies which back onto JEBH and indigenous park and when there are events (such as the circus) and harbour events, we are lock in our apartments as the noise travels up and is quite annoying (and limited) - noise levels in these areas are of a great concern to us.
- Getting busier now the whole of the gold coast is limited/metered parking, just like our boat ramps & coastal beach areas. Tweed rate payers should have priority in our shire, maybe introduce fees with locals able to obtain exemption or a yearly pass for small fee. Needs a safe water area for small kids to play year round- see Gladstone east shore redevelopment as an example

- ♪ Ebenezer Park [Aquatic Club site?] is a waste spot - could be used! At least now the fence has been taken down and the squatters relocated.
- ♪ Don't attract people who just hang around doing nothing
- ♪ Dog Control
- ♪ Do something with the old aquatic club site. It's an eyesore.
- ♪ Consider markets for LOCAL crafts people, food producers... Handcrafted/homemade not factory produced..... Weekly/fortnightly or utilise Bay Street footpaths to encourage more visitors to local businesses in Bay Street.
- ♪ Commercial Development
- ♪ Can old Aquatic site be developed for parking?
- ♪ As above, suggest an ocean bath for the harbour.
- ♪ area should be free of cyclists, they would/do pose a danger to others at the pace they travel
- ♪ All of the above are important. It's difficult to choose.
- ♪ Add steps for easier access to water in oyster regions.
- ♪ The last time I was there I was run over by a drunk bicycle rider who blamed me and my dog for being in his way. I was harassed too, the most in front of other people. I can't ever go back there for what has happened to me in daylight hours.
- ♪ It will need to be managed in order to stop overcrowding of the total area.
- ♪ I would prefer no higher rise buildings within or near to this area eg Bay Street, Wharf Street, Coral Street and Eden Street. If over development increases in this area, the parks and harbour will be hemmed in and shaded over most of the day.
- ♪ Seawater rock pool for swimming
- ♪ Any change overall should be well thought out and well-designed beforehand.
- ♪ Make it more like the Kingscliff foreshore. It is so well designed and looks fabulous and has entertainment.
- ♪ Keep motorised craft out of the harbour.
- ♪ Would love to see a town clock to EST time indicating Tweed is NSW. Also safer pedestrian crossings between Bay Street and Boyds Bay Bridge, traffic lights are too quick for most people. Congratulations on the memorial in Jack Evans Park. It is delightful and unique.
- ♪ Appointment of a park ranger
- ♪ It is a symptom of bad town planning to have allowed Seascope to have been built.
- ♪ I would like to use this opportunity to provide you with my idea for the area. I believe that more important than thinking about the existent facilities we already have is to introduce new ones to our community. Considering the high number of surfers in our community, I would like to suggest that Council creates a pedestrian link across the river from Tweed Heads to Fingal Beach for surfers. Feel free to contact me if you need.
- ♪ Stop high rise overload spoiling all the views of a great little spot we are all lucky to say we live in.
- ♪ I think it is important when planning for the future of the precinct.
- ♪ Making the Old rowing and aquatic club (I went there when I was young) into a multi-level car park would make a bit of controversy but ultimately would supply the area with much needed parking and access to both the boat harbour and Duranbah beach.
- ♪ Install bollards to stop cars during High Holiday season driving up onto the grass at McMahons Beach.
- ♪ Night lighting in the precinct would look great and make it look inviting.
- ♪ I have been wondering whether more people are going to cure the people caused problems.
- ♪ I'm too old to take advantage of it. But it is a lovely spot to see every time I drive past.



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