



Community consultation report

Community and stakeholder engagement
to inform the Parks and Open Space Strategy

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Community consultation report

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1. Executive Summary

During June to August 2018, a broad community consultation process was undertaken (Appendix 1) as part of the development of the Bundaberg Regional Council Parks and Open Space Strategy 2019 – 2026. The purpose of community engagement was to gain an understanding of what people value about open space, existing patterns of use, recreation activities and preferences, and key issues that the community would like addressed in open space (or opportunities for future) to inform the development of the Strategy.

A number of community engagement activities were undertaken including:

- An online and hardcopy Community survey (670 completed surveys received)
- Engagement with families and children at the Flourish Family Fun Day and with young people (students) at Gin Gin State High School
- Facilitated workshops with key stakeholder and community groups
- Interviews and discussions with internal staff and various teams
- Consultation days with Divisional Councillors

Parks are highly valued as places to socialise with family or friends, and places for all ages to play, be physically active or relax/unwind. Overall, the majority of respondents rated the quality of all parks across the region as 'good'. The overarching message resonating through the data was "It's not about more parks, it's about better quality parks".

Parks and open spaces that are clean and well maintained as well as safe and welcoming are fundamentally important to user participation and their experience and are highly valued by community. Cleanliness and maintenance was also identified as the second highest priority for improving parks and open spaces.

A desire for quality facilities and infrastructure facilities in existing parks was also evident, with shade (both natural and structured) and seating and picnic facilities emerging as some of the key ones community would like to see more of. It is also clear that provision of facilities goes hand in hand with maintaining high standard of cleanliness and maintenance of these facilities, which in turn impacts maintenance expenditure and burden.

Provision of a diverse range and quality of recreation activities and opportunities for all ages and abilities is of high importance to community. Key aspects included providing playgrounds/play spaces that enhance quality of children's play; facilitating youth relevant opportunities; providing a diverse range of interactive and engaging activities/games for all; provision of more fitness equipment; and improving the quality of dog parks.

Ensuring access to and connectivity of park network to greater network is also important. Opportunities to collaborate between Council departments to improve and enhance connectivity exist, and efforts to improve accessibility should also be a priority. There are also opportunities to do things better around planning and to ensure input and communication during the planning and design phases is undertaken.

Ongoing communication and engagement with stakeholders and community continues to be important. Improving community's overall awareness of parks and open spaces will be a key strategy, along with improved communication and collaboration within Council and with Community to ensure positive outcomes are achieved.

2. Survey

2.2 Survey methodology

2.2.1 Survey purpose and design

The survey was prepared as a key method of seeking community input during the background research phase of the Bundaberg Region Parks & Open Space strategy.

The intent of survey was to understand:

- What's important to people about parks and open space
- Patterns of use
- Priority areas for improving parks and open space
- Perceptions of safety, usability across all abilities and incorporating culture in parks
- Ideas and preferences for future developments

The survey questions were designed in-house and piloted with administration staff not involved in the project for content and usability. Questions that were unclear in meaning were modified to address any issues or feedback identified in the piloting process. The survey included a combination of multiple choice and open-ended questions that could be completed within 10 to 15 minutes.

The surveys were distributed and available as both hard copy and an online survey through Survey Monkey. A copy of the hardcopy version of the survey is attached to this report as Appendix 2a.

2.2.2 Survey distribution

The community survey was distributed and promoted by Council between 2 July 2018 and 23 July 2018.

The methods for the dissemination and promotion of the Parks and Open Space survey included:

- The survey online links and invitations to partake were promoted via email through schools, organisations, networks and local community groups across the region (for comprehensive stakeholder engagement list, refer to Appendix 1). Some of these groups also promoted through their own social media and newsletters.
- Hard copies of the survey were available and displayed at Customer Service Centres (Bundaberg, Bargara, Gin Gin and Childers) and Libraries (Bundaberg, Gin Gin and Childers)
- Manual distribution and promotion – A full colour poster promoting the survey was prepared (Appendix 2b) and printed. Posters and flyers distributed to organisations and community groups including child care centres, community centres, maternal and child health centres, libraries.

- Hard copies of survey were promoted and displayed in various community services, including child care centres (Acorn East, Acorn West), Margaret Rose Drop-In Centre, and as requested by some community groups such as the Baldwin Swamp Artist Group.
- The community survey was promoted on the council website and to internal staff via the intranet and all staff email memos.
- A formal Media release
- Facebook post and advertisement campaign
- Gin Gin Radio station
- The survey was promoted by Council Officers and made available at the Family Flourish Fun Day Council event and the Youth Skills Workshop that were held during the consultation period. Students from a year 6 class at Bundaberg East State School also completed the survey.

Feedback was also received via phone and email, and seven community members contributed their ideas and opinions through this means. The data from these members has also been included in the overall analysis to ensure all voices have been considered.

2.3 Survey outcomes

2.3.1 Completed surveys by locality

A total of 674 surveys were completed and returned, 593 online and 81 hardcopy. Completed surveys were received from all major activity centres and townships across the Region and the sample achieved was fairly reflective of the overall population of the Region, although there was higher representation from Bargara – Burnett Region. The target aim for this survey was a total of 500 surveys with a wide reach and representation across the region and reflective of the total population.

Table 1. Completed surveys (number and %) by area/locality

Area	Total number	%
Bundaberg		
Bargara - Burnett Heads	214	31.8%
Bundaberg Suburbs	340	50.4%
Bundaberg region North SA2		
Moore Park Beach	16	2.4%
Balance of Bundaberg Region North SA2	17	2.5%
<i>Total</i>		4.9%
Bundaberg Region South SA2		
Childers & Isis	26	3.9%
Woodgate	3	0.4%
Balance of Bundaberg Region South	25	3.7%
<i>Total</i>		8.0%

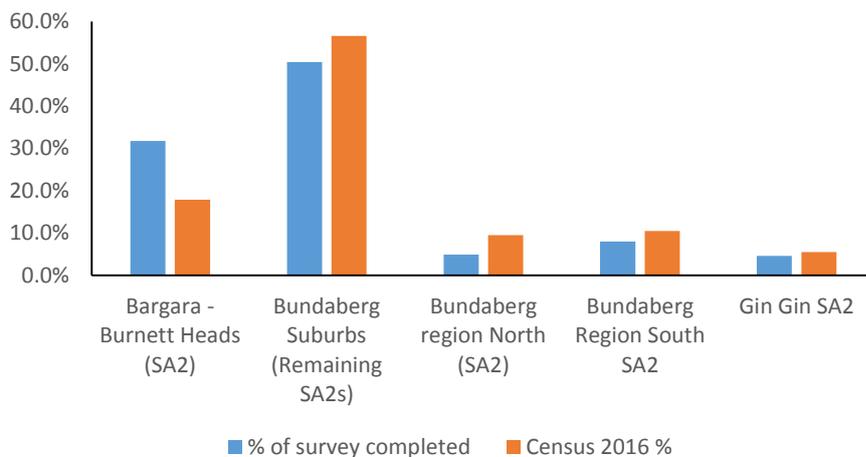
Gin Gin SA2

Gin Gin	14	2.1%
Balance of Gin Gin Region	17	2.5%
<i>Total</i>		4.6%

Visitor to the Region

TOTAL	674	100%
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Figure. 1 Comparison of sample against population % (Census data 2016)



The majority of respondents were female (75%) with 25% males and 3 respondents (<1%) not identifying their gender. Of the sample, 7% identified as having a disability (which is comparable to the Bundaberg LGA region which is 8.3%), and 3% of respondents identified as being of Aboriginal and/or Torres Strait Islander origin (comparable to the Bundaberg LGA which is 4.0%). A summary of the sociodemographic characteristics of survey respondents is provided in Table 2.

Table 2. Sociodemographic characteristics of respondents (n = 674)

Characteristics	Respondents (no.)	%
Gender		
Male	505	75%
Female	166	25%
Other	3	0.4%
<i>Total</i>	674	100%
Age		
Up to 11 years	15	2%
12 – 17 years	23	3%
18 – 24 year	27	4%
25 – 34 years	138	20%
35 – 49 years	259	38%

50 – 59 years	123	18%
60 – 69 years	68	10%
70 – 84 years	21	3%
85 years and older	0	0%
<i>Total</i>	674	100%
Identify as person with disability		
Yes	50	7%
No	501	74%
Prefer not to say	123	18%
<i>Total</i>	674	100%
Indigenous Status		
Indigenous	18	3%
Non-Indigenous	530	79%
Prefer not to say	126	19%
<i>Total</i>	674	100%
Household type		
Couple with children	365	54%
Couple without children	158	23%
One-parent family	41	6%
Single person household	59	9%
Group household	33	5%
Other	18	3%
<i>Total</i>	674	100%

All age groups are represented in the survey. As is expected for these surveys, a lower number of children and young adults completed them. The comparison of age groups between the household survey and the 2016 Census data shows some variation (Figure 2). There is an under representation of the 0 to 24 age group, as expected, and an over representation of the 35 to 49 age group. Respondents do answer on behalf of their children so some responses will reflect this age group.

Family households were highly represented, with 60% of respondents indicating they were a couple with children or one-parent household (similar to 2016 census data which was 51%).

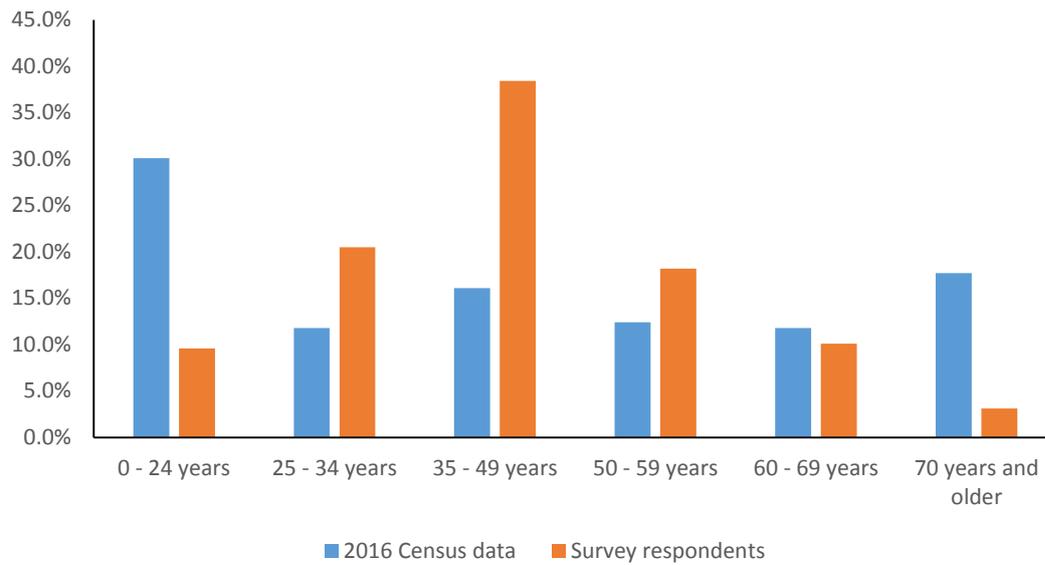


Figure 2. Completed surveys by age groups compared to the 2016 Census data. There was higher representation by 35 – 49 year olds and under representation by people aged 0 – 24 years and people aged over 70 years.

2.3.2 Values/what's important

Respondents were asked to indicate what was important about parks and open space on scale 1-5.

Overall, parks and open spaces that are clean and well maintained along with safe and welcoming was most valued, closely followed by providing a place for outdoor activities and place to spend time with friends and family. Least valued was incorporating our region's cultural and heritage assets in parks.

Table 3. Values (Percentages based on completed surveys (n = 674)).

IT'S IMPORTANT TO ME THAT PARKS & OPEN SPACES...	Extremely important	Somewhat important	Neutral	Somewhat unimportant	Not important at all	TOTAL
Are clean and well maintained	85%	12%	2%	0%	0%	100%
Are safe and welcoming	85%	12%	1%	1%	0%	100%
Provide a place for outdoor activities	72%	23%	4%	1%	0%	100%
Provide places where I can spend time with friends and family	71%	24%	4%	1%	0%	100%
Provide facilities and spaces for kids and teenagers to play	68%	22%	8%	1%	1%	100%
Offer spaces to relax and unwind	66%	28%	5%	1%	0%	100%
Encourage and support physical activity and wellbeing	63%	29%	7%	1%	0%	100%
Provide an escape from roads and buildings	59%	31%	8%	1%	1%	100%
Are pleasing to look at	58%	35%	7%	1%	0%	100%
Connect me to nature and the outdoors	57%	35%	7%	1%	0%	100%
Are accessible and easy to get to	56%	34%	7%	2%	1%	100%
Contribute positively to biodiversity and the environment	53%	33%	12%	1%	0%	100%
Meet the requirements of users of all abilities	53%	32%	12%	2%	1%	100%
Are diverse and provide a range of different recreation opportunities	53%	35%	11%	1%	0%	100%
Provide spaces for celebration and special occasions	46%	36%	14%	3%	1%	100%
Incorporate our region's cultural and heritage assets	27%	31%	32%	6%	3%	100%

2.3.3 Popular parks to visit

Participants were asked to tell us about a park or open space they visit, the reasons they visit, how often they go there and any suggested improvements they had. In total, 107 individual parks were identified with some participants also identifying the coastal esplanades and foreshores of Bargara, Burnett Heads and Elliott Heads as spaces they visit. The suggested improvements for each individual park were collated and will be used to inform specific capital works or upgrades work (See Appendix 6 for summary of comments for Regional and Neighbourhood Parks).

The majority of participants identified a Regional or Neighbourhood Recreation park as a park they like to visit, the most frequently mentioned being Boreham Park, Alexandra Park, Lake Ellen, Botanical Gardens and Christsen Park. Boreham Park was highly mentioned, which may be reflective of the sample (6.8% of respondents live in Avenell Heights suburb). Similarly the parks in Burnett Heads and Bargara were also highly mentioned, and there was also high representation of respondents from the Burnett Heads area (44 people, 6.5%) and Bargara (73 people, 10.8%).

Over 40 Local Recreation parks were also identified (some non-trunk), but only 18 of these were mentioned by more than one respondent per park. Of the participants who identified a local park in their response, 81% indicated that they usually walk or cycle to that park, which may reflect that the local park is in close proximity to where they live. The Local Parks with 3 or more mentions have been included in the table below.

Of all the Local Recreation parks, Millennium Park in Childers was mentioned the most. While it is classified as a Local Park, this park functions more like a neighbourhood or regional level park due its central location along with the limited availability and supply of regional and neighbourhood parklands in Childers.

Table 4. Most popular parks visited by respondents

Popular Parks visited	Number of respondents
Regional Recreation Parks	
Alexandra Park	46
Lake Ellen	43
Botanical Gardens	41
Christsen Park	41
Neilson Park	33
Innes Park Reserve	26
Mary Kinross Park	20
South Head Park (Burnett Heads)	17
Elliott Heads River and Beach Park (Lihs St)	16
Bargara Esplanade, foreshore and coastal parks	29
Bargara Turtle Park	13
Bundaberg North Lions Park	12

Elliott Heads esplanade and foreshore	10
Pacific Boulevard Park (Moore Park Beach)	8
Queens Park	8
Burnett Heads esplanade and foreshore	6

Neighbourhood Recreation parks	
Boreham Park	67
Gin Gin Youth Precinct Park	9
Norville Park	8
Houston Drive Park (Avoca Pump Track)	5
Local Recreation Parks	
Millenium Park (Childers)	14
Parkland - Parklands Estate	6
Dear Street Park	5
Loeskow Park	5
C J Neilsen Park	4
Stebhens Park	4
Telegraph Road Park	4
Charlotte Moorehead Park	3
Heathwood Park	3

Main reasons people visit parks

Of the total 674 respondents, 653 respondents provided reason/s why they visit their nominated park/parks (some participants provided multiple reasons). 140 participants (14%) stated that it was because it was close to home. A high number of respondents (n = 63) also stated that they go to certain parks because it has a diversity of spaces and facilities, and there is lots to do for a range of age groups and enjoyed by children.

The main activities or recreation that people go to parks for are to play (take children or grandchildren to park to play), walk, use playground, exercise, or walk dog. The activities and reasons where there were 10 or more people are included in the Table 5.

Table 5. Main reasons why people visit parks (n=653)

SUMMARY/COUNT	Number	%
Close to home	140	21%
Play - take children or grandchildren to park (playground not specifically nominated)	79	12%
<i>Take children = 62</i>		
<i>Take grandchildren = 20</i>		
Walk	66	10%
Visit this park because there is diversity of spaces and facilities - lots to do, suitable across ages, fun/enjoyable for children	63	10%
Playground	53	8%

Other	49	8%
Exercise (exercise in general, jogging, running, fitness group)	44	7%
Dog walking	41	6%
BBQs	33	5%
<i>Beachfront & BBQs = 3</i>		
<i>BBQs in general = 30</i>		
Peaceful, relaxation, take time-out/personal relaxation	29	4%
To participate in organised activity that occurs there (e.g. Parkrun; Art group)	28	4%
Views and vistas	28	4%
<i>(number who specified beach/ocean or river = 19)</i>		
Meet friends, socialise, hangout	25	4%
Close to beach	22	3%
Family time	22	3%
Natural character, nature appreciation, enjoy or connected to nature, birdlife/bird watching, wildlife	22	3%
Large open space	21	3%
To visit Zoo	18	3%
Good, clean facilities available; well-maintained park	18	3%
<i>(accessible clean toilets specifically mentioned by 6 people)</i>		
Lots of trees / lots of shade	16	2%
Picnics / have lunch or food	16	2%
Place or facilities to ride bikes, BMX, scooter etc.	16	2%
Good/beautiful pathways for walking or cycling	13	2%
Ambience, beauty, beautiful location	12	2%
Cycling	10	2%
Dog off-lead area or dog friendly	10	2%
Celebrations (e.g. Birthdays; Weddings)	9	1%

2.3.4 Overall rating of all parks

Respondents were asked to rate the overall quality of ALL parks across our region on a scale of Excellent to Poor. Overall, 62% of respondents indicated that our parks are 'good', while 19% only rated all parks as Fair (Table 6).

Table 6. Overall rating of all parks (n = 674)

RATING	No.	%
Excellent	113	17%
Good	417	62%
Fair	127	19%
Poor	17	3%
TOTAL	674	100%

2.3.5 Barriers to Visits Parks

The community was asked to identify barriers if there were any barriers which prevented them from visiting parks as well as identify what the barriers were and indicate the specific parks where these barriers have occurred.

47% (n = 319) of survey respondents indicated they experienced barriers preventing them from visiting parks. The main barriers indicated were a lack of facilities, lack of maintenance and uninviting. A variety of other barriers were also identified from this survey (Table 7).

Table 7. Barriers to using or visiting parks

Type of Barrier	Number	%
Lack of facilities	144	45%
Lack of maintenance	90	28%
Uninviting	80	25%
Antisocial behaviour occurs there	66	21%
Feel unsafe	65	20%
Poor lighting	62	19%
Too far to travel	53	17%
Lack of time	52	16%
Lack of car parking	43	13%
Access into or through park is difficult	42	13%
Isolated location	15	5%
Busy roads/railway make it difficult to access	14	4%
Other	130	41%

Investigation into opportunities to minimise the presence of some barriers will assist in the development and upgrade into the future. These response will also link to other survey question responses as well as community consultation to developed long term strategies.

A significant number of respondents identified other barriers that were not listed within the survey. The barriers that were identified included;

- Lack of playground fencing,
- Lack of shaded areas,
- Lack of toilet facilities,
- Safety of children on equipment (needles in softfall) and
- Cleanliness of other park users.

A number of the barriers which were specified in other will be incorporated into discussion relating to other questions of the survey.

2.3.6 Services and facilities

Respondents were asked to tick the facilities and services they used (and how regularly), and to indicate whether more of these were required.

The facilities most used on a daily or weekly basis were pathways and bins, followed closely by seats, car parking and natural shaded areas (Figure 3). When looking at the overall usage of facilities across the year (i.e. if at least once in the year), the most used facilities/structures were: Pathways; Picnic shelters/tables; Bins; Seats; and Natural shade (Figure 4).

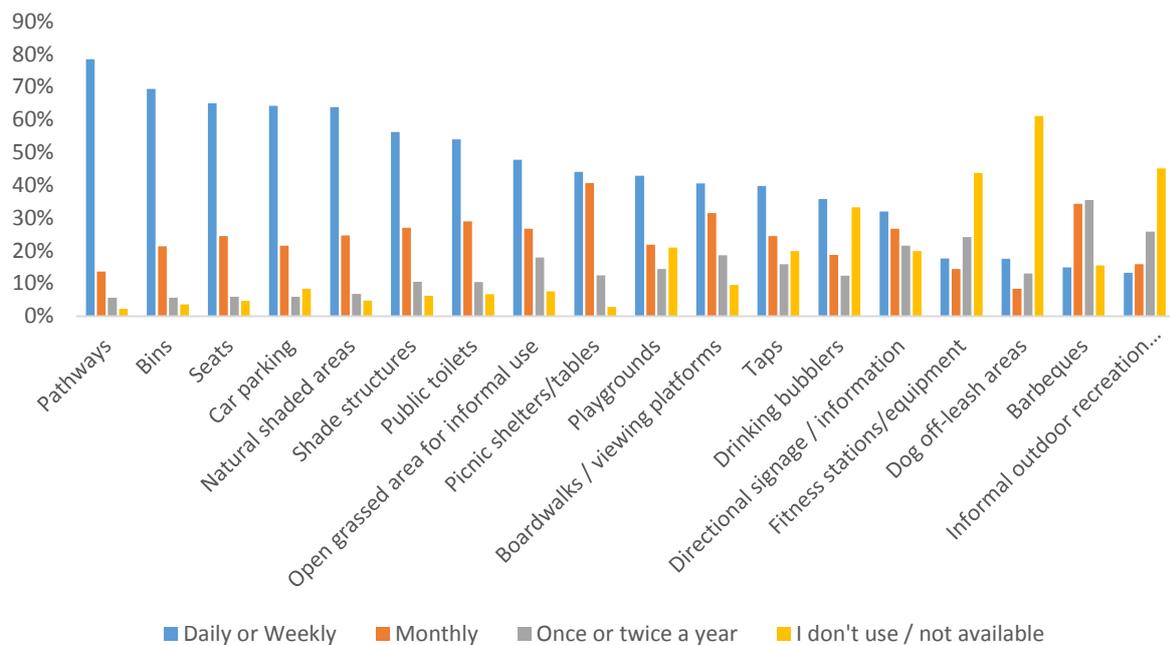


Figure 3. Facilities used daily/weekly, monthly or yearly (n = 674)

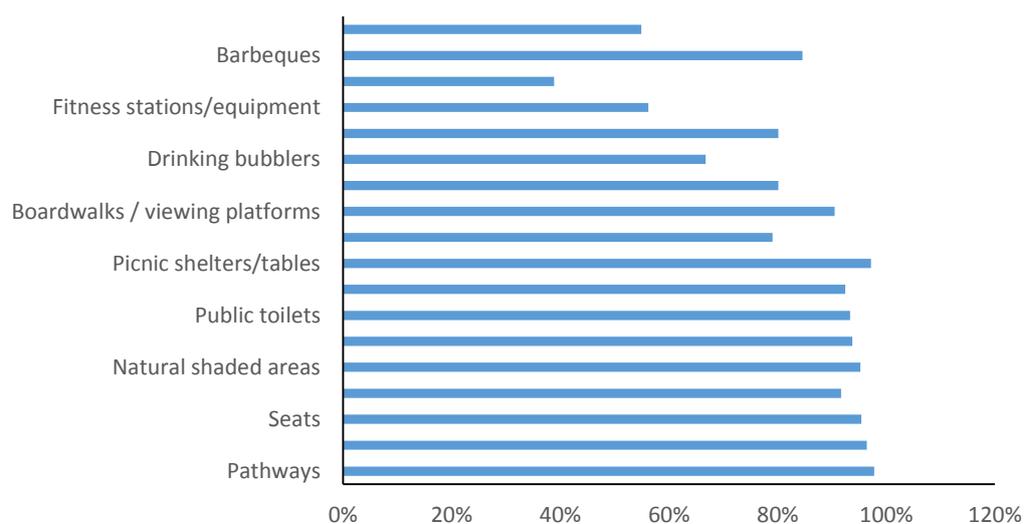


Figure 4. Facilities used at least once across the year (ie. daily, weekly, monthly or yearly)

Participants were also asked to indicate which facilities and services they believed required more of in parks (Figure 5).

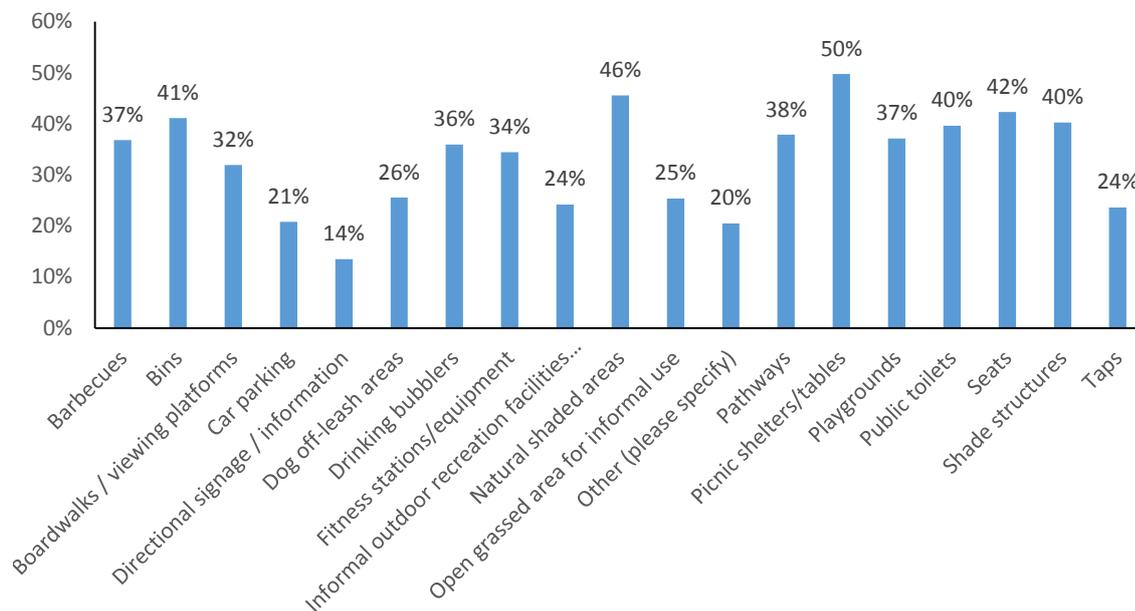


Figure 5. Facilities required more of in parks

Comparing 'usage' and 'require more of':

- 98% of respondents use **pathways**, with 38% confirming more are required. In the open comments, dog waste bags and bike pathways were also mentioned.
- 97% of respondents use **picnic shelters/tables** with 50% confirming more are required
- 96% of respondents use **bins** with 41% confirming more are required
- 95% of respondents use **seats** with 42% confirming more are required
- 95% of respondents use **natural shade** with 46% confirming more are required
- While car parking was identified as a regularly used structure, only 21% of respondents felt that more were required.

Other Considerations:

Drinking Bubblers and Fitness Equipment

While drinking bubblers and fitness equipment were a less used facility, it is unclear if this is because there is inadequate supply and distribution of these across the parks. Over a third of respondents indicated that more drinking bubblers and fitness stations/equipment were required (36% and 34% respectively).

Dog off leash areas

Dog parks/off leash areas are used daily or weekly by 18% of respondents, monthly by 8% and once or twice a year by 13% of respondents. While only 26% of respondents indicated that more

are needed, when looking at the open comments a need for more interesting dog parks with shade, vegetation, mounds, obstacles etc. was expressed. (This is also a theme that emerged out of data from the future/new ideas question)

Playgrounds

79% of respondents indicated they used playgrounds either daily, weekly, monthly or yearly and 37% indicated they would like to see more. Some respondents also expressed comments around playgrounds and play equipment in the 'other' open comments. Key points include:

- Speciality activities or equipment for children and youth (11 -17 years) and adults was consistently mentioned (n= 16). Specific ideas included:
 - Skate park
 - Pump tracks
 - BMX tracks
 - Teen or adult size play equipment e.g Flying Fox, Mono rail, Red/green push button game
 - Soccer goals
 - Cricket pitches
 - Rock climbing walls
 - Handball courts
 - Facilities for off road BMX bike, balance bike, mountain bike, electric off road bike
- Play equipment for younger children especially toddlers and under 2yrs was also raised.
- Fenced playgrounds was raised by several people (n = 9)
- Nature based play was identified, as well as playgrounds that are more inclusive and appropriate for all abilities and catering for those with a disability

Public Toilets

A large majority of respondents (93%) indicated they used public toilets either daily, weekly, monthly or yearly and 40% indicated they would like to see more. Other considerations expressed by respondents relating to provision of public toilets were:

- A desire for change tables / parents rooms
- Ensuring disabled toilets are provided and accessible

2.3.7 Priorities for improving facilities and services in Parks and Open Space

Survey respondents were asked to identify their top three (3) priorities for improving facilities and services in parks and open spaces. An assessment of the responses identified a variety of themes which can be considered community priorities for the regions parks and open spaces. These themes will also be utilised in the formation and development of the Parks and Open Space Strategy and priorities throughout the term of the strategy. An assessment of the responses identified the top 10 priorities which are outlined in Table 8.

Table 8. Priorities for improving facilities and services in parks and spaces as identified by survey participants

Rank	Priority	Description
1	Increase Shade Levels	<ul style="list-style-type: none"> • Installation of Shade Structures in recreational areas. • Planting of Shade Trees within Park.
2	Cleaning and Maintenance	<ul style="list-style-type: none"> • Mowing and Ground Maintenance. • Cleaning of Park Facilities.
3	Playgrounds	<ul style="list-style-type: none"> • Upgraded Playgrounds. • Additional Playgrounds • Clean and Maintained Playgrounds. • Playground Safety • Play equipment for all ages.
4	Toilets	<ul style="list-style-type: none"> • Additional Facilities. • Clean and Sanitised.
5	Picnic Shelters and Barbeques	<ul style="list-style-type: none"> • Additional Picnic Shelters and Barbeques.
6	Safe and Welcoming	<ul style="list-style-type: none"> • Additional Lighting. • Improve CPTED. • Vehicle Restriction • CCTV Cameras • Fencing
7	Bins (Additional)	<ul style="list-style-type: none"> • Additional Bins in Parks
8	Fitness Areas	<ul style="list-style-type: none"> • Additional Fitness Equipment • Area from fitness activities
9	Dog off-Leash Areas	<ul style="list-style-type: none"> • Additional Dog Off-leash Areas • Activities in fenced area. • Supply of water and shade.
10	Drinking Water	<ul style="list-style-type: none"> • Water Bubblers. • Water Bottle filling stations

The priorities which have been overviewed above can be easily related to themes that have been identified in responses to other questions throughout the survey, in particular:

- What the community values as important for parks and open spaces;
- Why the community visits parks and open spaces;
- Facilities used in parks and open spaces and facilities that require more of; and
- Safety within Park and
- Barriers preventing people using parks and open spaces.

The consistency of this information clearly identifies the community's priorities are for parks and open spaces throughout the region and their expectation of the Parks and Open Space Strategy.

2.3.8 Safety of parks

The majority of respondents indicated they felt safe or very safe in our parks (61% and 13% respectively) (Table 9).

Table 9. Overall rating of safety in parks (n = 674)

RATING	No. of respondents	%
Very Safe	88	13%
Safe	414	61%
Neutral	127	19%
Unsafe	34	5%
Very unsafe	11	2%
TOTAL	674	100%

To better understand the reasons people don't feel safe, the responses to 'why' for those who indicated unsafe or very unsafe were analysed. The main reasons that people indicated why they feel unsafe or very unsafe were related to antisocial behaviour of others occurring there along with lack of lighting and lack of fences barriers. Lack of fences or barriers were regarding a desire for secure fencing around playgrounds to keep children safe, or specific mention of cars driving in Mary Kinross Park.

Table 10. Main reasons for not feeling safe (comments from 45 respondents)

Main Reasons for not feeling safe	No. of responses
Antisocial behaviour occurs there	18
- Park has reputation of drugs, vandalism, antisocial behaviour (n=4)	
- Evidence of vandalism, graffiti (n=2)	
- Other users behaving in antisocial or threatening manner (n=5)	
- Evidence of or concern relating to drug use (needles, cigarettes) (n=7)	
Lack of lighting (n = 12)	12
Lack of fences and barriers	9
- Lack of fences and barriers to keep children safe (n = 4)	
- Cars driving through open grass spaces/parks (n = 5)*	
Issues with facilities, services and equipment	7
- Maintenance and cleanliness of park or equipment (n=2)	
- Suitability and safety of play equipment (n=5)	
Lack of security, patrols, regulations/prohibitions to deter unwelcome behaviours and activities	5
- Lack of security and patrol services (n = 4)	
- Lack of prohibition/directional signage	
Poor design of park	5
- Lack of clear visual lines, passive surveillance) (n=3)	
- Isolated location or unused (n = 2)	
Wildlife management (n =3)	3

* These comments were specifically related to Mary Kinross Park

Respondents were asked how Council could improve their perception of safety. Suggestions were provided by 486 respondents (72% of the total sample). These comments have been grouped into the following categories in Table 11.

Table 11. The main ways identified that would improve people’s perception of safety in parks

Category	No. responses	%	Brief summary of comments
Lighting	210	43%	Install lighting, repair lighting, upgrade lighting. Light paths, BBQ shelters and other higher use areas
Security	135	28%	CCTV, more patrols, emergency buttons/phones, signage to deter behaviour
Fences/Barriers	66	14%	Safety fencing for playgrounds, unsafe areas, busy roads
Maintenance	62	13%	General ongoing maintenance, regular inspections and checks (inc. regular inspection of softfall for needles and regular checks of other safety hazards), removing broken glass & discarded syringes, sharps disposal facilities, regular cleaning, better hygiene in toilets, grass maintenance, more bins/less litter, better pathways
Visual Security	44	9%	Clear site lines, removal of shrubs that visually block areas
Facilities/services	31	6%	Wide variety of suggestions including using permanent softfall, removing sharp bark softfall, better facilities to encourage more people to use park, better toilets, maintain pathways and separating pedestrians from cyclists, provide bins, better access, safer playground equipment
User Management	18	4%	Control unruly behaviour, encourage more people to use park, activation programs, dog management, more directional/prohibition signage
Wildlife Management	4	1%	Kangaroos, feral dogs, snakes
Shade	3	1%	Sun safety, provision of shade or trees
Other	22	5%	Provide suitable spaces/facilities for youth (Positive youth engagement in parks), Design of play spaces that separates older and younger children, Prohibition of vehicles in parks, Improve safety for accessing parks (Footpaths, traffic control e.g. signs/speedbumps), Wi-Fi/smart technology

2.3.9 Accessibility and useability of parks

Respondents were asked to rate satisfaction with accessibility and usability of our parks for people of all ages and abilities. Majority of respondents were satisfied or very satisfied (54% and 11% respectively) with 24% neutral. Seventy-five respondents (11%) were dissatisfied or very dissatisfied.

Table 12. Participants (n = 674) satisfaction with accessibility and usability of our parks

Satisfaction rating	No. of respondents	%
Very Satisfied	71	11%
Satisfied	364	54%
Neutral	164	24%
Dissatisfied	56	8%
Very Dissatisfied	19	3%
TOTAL	674	100%

2.3.10 Arts, Culture & History in parks

Survey respondents were asked to classify the importance of the incorporation of arts, heritage and culture within our regions parks and open spaces. More than half of survey respondents (60%) identified the incorporation of arts, heritage and culture as extremely important or somewhat important.

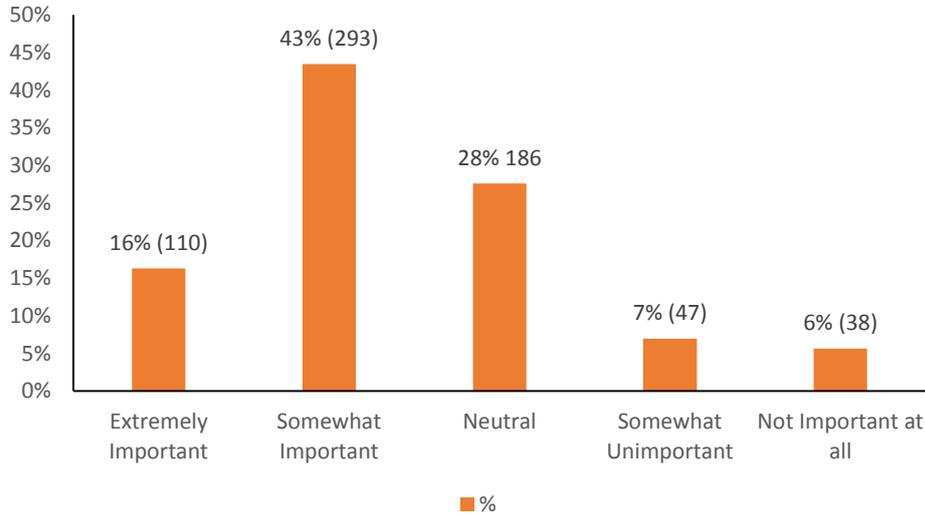


Figure 6. Importance of inclusion of culture, heritage and art in parks

Following on from this questions respondents were then asked to identify what types of art, heritage and culture they would like to see more of within or parks and open spaces. Respondents identified Public / community art and Environment and Nature Interpretive signage as the type they would like to see more of within our parks and open spaces.

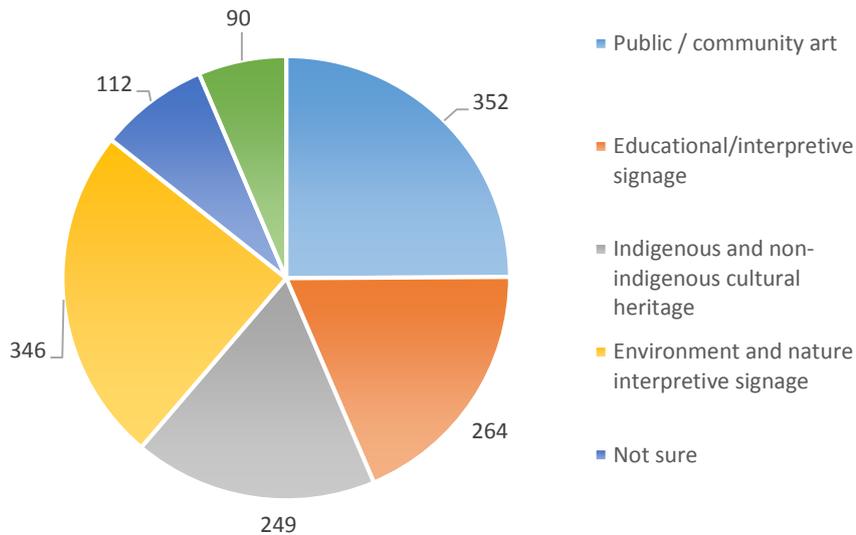


Figure 7. Type of art, history or culture community would like to see more of in parks

However all suggested types of art and culture were supported from greater than 35% of respondents who completed the survey. This data was supported at the community consultation workshops where themes regarding incorporating art, heritage and culture into our parks and open spaces were identified. A number of additional ideas were expressed by the community including the incorporation of music and cultural activities into parks and open spaces.

2.3.11 Future ideas for parks and open spaces

Respondents were asked to provide responses to the question **“Are there any facilities or experiences you would like to see in our parks and open spaces in the region in the future?”**.

Respondents provided a range of ideas around facilities and recreation experiences they would like to see in our parks in the future, as well as ideas for how parks and their experiences in parks could be improved/better. These have been organised into 8 main themes. The strongest theme that emerged were activities and recreation experiences they would like to see in the future (Theme 1) as well as the provision of key services and facilities in parks (Theme 2). Activation of parks and open space through community-based activities and arts and culture was another strong theme that emerged from the data (Theme 3).

Environmental values and design (Theme 4), accessibility (Theme 5) and safety (Theme 6) were also themes that emerged that would improve the user experience and usability of parks. Less prominent themes were promotion and awareness (Theme 7) and general maintenance and appearance of parks (Theme 8).

i. Theme 1: Activities & Recreation

The strongest theme that emerged from this question were activities and recreation experiences community would like to see in the future. The key aspects raised were:

- 1) Improving quality of play (Children and young people)
 - a. Quality of children’s play
 - b. Youth engagement in parks
- 2) Attraction based recreation opportunities
 - a. Water Park
 - b. River parklands recreation opportunities
- 3) Provision of facilities & structures to support physical activity (all ages)
 - a. Exercise equipment / fitness stations
 - b. Bikes, scooter, BMX, skating etc. facilities and areas
 - c. Other activities
- 4) Dog parks and areas

Key points from each of these four aspects are outlined in more detail below:

1) Improving quality of play (Children and young people)

Overall, there were 75 comments relating to improving the quality of play for children and young people. The overarching themes across this was to provide diverse range of play experiences for all ages; ensuring age appropriate opportunities and equipment (<2 years and teens mentioned most), and providing interesting/risk/challenge play.

Quality of children's play

- Physical play and equipment that provides challenge, risk, interest (10 comments)
- Integrating water play (17 comments)
- Nature-based play (8 comments)
- Sensory garden (7 comments)

Youth engagement in parks

- Provision of youth based or relevant activities and facilities (13 comments)

2) Attraction based recreation opportunities

By far, most consistently mentioned was Water Park. People also mentioned desire for more opportunities and development in the riverside parklands (like Southbank)

Water Park or similar

- Water Park most mentioned (74 comments). 4 people mentioned Zoo (upgrading existing) and 4 comments around other novelty attractions (e.g. Tree top adventure, outdoor putt putt course, themed playgrounds, adventure park)
- Interesting to note that in Children's play "integrating water play" was talked about n = 17 (as opposed to full on Water Park).

Riverside parklands recreation opportunities

River Recreation opportunities was mentioned (n = 9) with reference to being able to utilise our river side parklands more (walking, cafes, recreation activities like Southbank) and also a pier was mentioned (for Bargara).

3) Provision of facilities & structures to support physical activity (all ages)

People also wrote about desire for interactive recreation activities that would support their physical activity and recreation in parks. The main things people talked about were:

- 1) Exercise equipment / fitness stations (n = 23 people)
- 2) Bike, BMX, Scooter, skating facilities and designated areas (n = 16)
- 3) Other activities / Permanent play & recreation structures, features and equipment (n = 24)

Exercise equipment / fitness stations

- People generally mentioned they would like to see **more** exercise equipment across the region (Esplanades and coastal parks; and in town areas e.g Avoca pathway, Botanical Gardens)

Bike, BMX, Scooter, skating facilities and designated areas

- Specific areas mentioned included Elliott Heads, Bargara and North Bundaberg
- Dedicated dirt tracks for BMX or balance bikes or mountain bikes or electric off road/ mountain bikes; and formalised skateparks, pump tracks, skatebowls
- Bikeways and pathways

Other activities / Permanent play & recreation structures, games and equipment

- Rock climbing wall
- Suspension course / high ropes course
- Basketball or netball rings/court
- Tennis court (Innes Park)
- Orienteering course
- Tree top play area
- Cricket pitch, soccer goals
- Flying fox (Elliott Heads)
- Flying foxes
- Chess or draughts stations
- Little libraries
- Activity centre (including computer games, free Wi-Fi pool tables etc)
- Frisbee golf
- Maze
- Bocce facilities
- Hand ball courts
- Beach volley ball
- Digital interactions (signage, apps)
- Wi-Fi access

4) Dog Parks and areas

Two overarching themes emerged across this: 1) to have dog parks that are more interesting and better integrated into existing park (n = 20) and 2) the provision of dog parks and areas (n = 12)

Dog parks that are more interesting and better integrated

- This was referring to making dog parks more interesting for dogs with obstacles, agility equipment, vegetation, shade etc.

- Also consider the needs of the owners (shade, seating). And also better integrating into popular parks and areas that people use

Provision of dog parks and areas

- Specific areas mentioned (Childers, Innes Park and Coral Cove) or just more in general.
- People also mentioned a desire for timed off leash beaches (e.g. 4pm to 7am, seasonal)

ii. Theme 2: Provision of Services & Facilities

Respondents identified several services and facilities that they would like to see provided in parks in the future. The most frequently mentioned services were:

- **Access to water (n = 13)**
 - Drinking bubblers
 - Taps
 - Shower at Woodgate
- **Public Toilets** (especially near activity areas or picnic/BBQ areas) (n = 13)
- **BBQs and BBQ/Picnic areas** (sheltered, close to other facilities e.g. taps, toilets, seating) (n = 22)
- **More seating** in general (some mentioned of sheltered or shade) (n = 11)

These type of services and facilities are ancillary and support people to use parks more, spend more time there and have a more enjoyable experience. The findings from the survey question around what facilities community would like to see “more of” also support these findings.

iii. Theme 3: Place activation: Community-based activities and Arts & culture
Activation of parks and open space through community-based activities and arts and culture was another concept that emerged from the data.

A number of respondents (n = 33) described a range **community activities, programs or events in parks** that they would like to see in parks in the future, recognising the potential role of parks as a space and site for civic/community gathering and activity. (Space/Place activation)

These included organised activities and programs (n = 9) or events and entertainment in parks (n = 24). Organised activities and programs described included fitness programs (such as yoga, tai chi, exercise classes, dance), school holiday programs, or community food gardens. Events or entertainment included family events/activities (such as open-air movie nights; family fun days; car shows), community markets, and music and cultural activities (such as concerts and live music; opera in the park; theatre/plays or performing arts). A few people (n=10) also identified a desire for music or entertainment area such as amphitheatre that would enable the aforementioned activities.

Ideas around **incorporating arts and culture in parks** was also expressed (13 comments), as a way to create or rejuvenate parks and open spaces and inspire community pride. (This concept is referred to in the literature as 'Creative Placemaking'). Respondents described ideas around incorporating and showcasing history and culture within parks (e.g. Indigenous history and culture, rural history, history of parks) and displaying community and public art (e.g. Sculptures, street art, murals on walls etc (public art spaces)).

At the core of all these ideas is the concept of placing community participation at the forefront of creating vibrant public spaces, and facilitating provision of activities that create social connections within and between communities.

"What attracts people most, it would appear, is other people" William H Wyte

iv. Theme 4: Environmental values & design

Community's value of the environment and nature emerged as an important part of parks and open spaces in the region in the future. A number of respondents provided responses that expressed a desire to see design in parks that preserves, protects and positively contributes to the environment. Others described ideas that would support people to experience nature and be more connected to the natural environment.

Design that preserves, protects and positively contributes to environment (n = 13)

- More natural areas for biodiversity
- More trees / natural shade
- Sustainability and reducing environmental impact
- Other initiatives (recycling, drought tolerant species, solar lighting)

Connecting people to nature (n = 20)

- Environmental / educational signage
- More natural areas in parks to connect people to nature
- Nature-based play for children

v. Theme 5: Accessibility

Two overarching themes around accessibility emerged from the data. These were:

1) Access & connectivity to parks (n = 14)

- Connectivity to broader network (Footpaths and bike paths)
 - Walkability in Gin Gin and Childers
 - Coastal linkages (Burnett Heads to Elliott Heads; Bundaberg to Bargara)

2) Equity (n = 25)

- Equitable distribution & provision of parks (n = 13)

- Playground facilities for specified areas within BB (Thebeban, South side, Avoca, Coral Cove)
- More parks / development of parks in rural towns (Childers, Moore Park,
- General perception that Bargara or Bundaberg gets more
- Supporting inclusivity (n = 12)
 - Inclusive play equipment (all ages and abilities)
 - Mobility impaired access into and within park (pathways, easy access to toilets)
 - Provision of better toilet facilities (disabled, elderly)

vi. Theme 6: Safety

Safety of parks and playgrounds was mentioned in 30 responses. The main concern was **secure fencing around playgrounds** (n = 12) as well as **shade over play areas** (n = 6). Lighting, CCTV and security/surveillance were also discussed but only by a small number (6 mentions in total).

vii. Theme 7: Promotion & awareness

Comments relating to increasing community awareness of parks were also provided. These included communicating to community around new upgrades or park developments, advertising parks and what is available in our region, and clarity around names of parks as well as using street names to promote location. Use of signage within parks such as information signs and directional signage were also mentioned, examples included indicating facilities (toilets) and prohibition signs for cars, keeping left on walking paths and dog control.

viii. Theme 8: Maintenance and appearance

The overall appearance and maintenance of parks was also a theme in the data. Maintenance of grass (mowing, weed/prickle free, green grass), clean toilets, pathways and drainage were specifically mentioned along with general comments around keeping parks tidy, clean and safe.

3. Community Consultation – Workshops and engagement activities

3.1 Methodology of workshops and engagement activities

3.1.1 Sources of data & methodology

Key community groups were identified through the stakeholder analysis process in developing the overarching community engagement plan. The *Family & Baby Network* (FAB), the *Child Youth & Family Alliance* (CYF Alliance) and the *Bundaberg Region Inclusive Communities Committee* (BRICC) were identified as important stakeholders who would represent key user groups of parks (families, children) and hard to reach/marginalised groups (vulnerable families, people with a disability). Dates for workshops to be held during regular meeting times were arranged with each of the groups during the month of July.

Workshops were conducted between 2 July 2018 and 26 July 2018. The calling question for each of the workshops was “What would it take to create vibrant, enjoyable and safe parks and open spaces to play and meet?”. Workshop questions were designed to 1) understand barriers and challenges that people face in accessing and using parks and 2) capture ideas and perspectives on parks and their future development (Table 13). Additional questions were asked during the workshop sessions to further explore perspectives and experiences. All participants’ ideas and opinions that were discussed were written down and captured on ‘harvest sheets’ for later analysis to identify key themes (Appendix 3 and 4).

Table 13. The main questions and prompt questions used in the workshops

Main Workshop Question	Additional prompt Qs
<p>What are the greatest challenges faced by families and children in using these spaces?</p> <p>What are the greatest challenges faced by people of all ages and abilities in using these spaces?</p>	<ul style="list-style-type: none"> • What has stopped or prevented (or might stop/prevent) families and children from using parks? • What would it take to make our parks more inviting, usable and enjoyable for you, your family, clients and all of community?
<p>What new ideas and possibilities do you see for our parks into the future?</p>	<ul style="list-style-type: none"> • What opportunities exist? • What’s currently missing? • What possibilities exist that haven’t we thought of yet? • What does a good park look like? • What exactly needs to change here? • What are changes you’ve seen or read about that you would like to see here? • What concerns you?

	<ul style="list-style-type: none"> • How could we make your experience of our parks and open spaces more accessible, enjoyable and satisfying? • How can we make our parks even better? • What services or experiences would you like to see provided or improved?
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Family Flourish Day event held on 5 July 2018 was also identified as a key opportunity to engage with families, parents and grandparents in a neutral and open space. A range of interactive activities were developed in order to meaningfully engage with parents, families and children around parks and the improvements or developments they would like to see (Appendix 5). Key questions were displayed on large corflute signs and community members were encouraged to write their responses on post it notes and add to the signs (Appendix 5).

The questions were:

- 1) What do you love most about our parks?
- 2) How can we make our parks even better?
- 3) What new ideas and possibilities do you see for our parks into the future?



Figure 8. The corflute signs used at the Flourish Family Fun Day

Park staff also attended a lunch time break at Gin Gin State High School on 26 July 2018 to engage with young people around their ideas and preferences regarding parks and open spaces. A display was set up in the outdoor lunch area (Appendix 5), and students were invited and encouraged to approach and chat with council staff. Two parks staff spoke to students either individually or in small groups. Questions were designed to understand user patterns and

preferences, as well as understand aspects that make a park or space great for young people and to capture ideas and perspectives on parks and their future development.

3.1.2 Data Analysis

At the end of the data collection period, all qualitative data was analysed. Descriptive thematic analysis was used to initially code and categorise key themes by three members of the parks project team. Triangulation and peer debriefing was used during analysis confirm findings and reduce subjective biases. Analysis was compared and minor differences were resolved through discussion.

3.2 Workshop & park day results

3.2.1 Participants

In total, 42 adults participated across the three workshops, with the FAB (n = 16), BRICC (n = 9) and the CYF Alliance (n = 17). Each workshop session lasted between 30 - 40 minutes. The participants in the workshops represented a wide range of agencies and organisations as listed below:

- Child and Family support services (Impact, Edon Place, From Seedling to Tree, Church of Christ IFS, Uniting Care)
- Early Childhood educators (Bonney Tots, Hippy, Acorn Childcare)
- Department of Education, Training & Employment (EQ, ED linQ)
- Tertiary Education (CQ University)
- Community services (Toy Library, Neighbourhood Centre, U3A)
- Health services (Bushkids, Bridges, Phoenix House, Headspace)
- Youth services and agencies (Youth Justice, YMCA)
- University
- Bundaberg Regional Council

In addition, approximately 30 people (both adults and children) contributed ideas and opinions to the corflute question boards at Flourish Family Fun Day, and 20 students (aged between 12 and 17) from Gin Gin State High engaged with parks staff during the lunch time presentation.

Results are described below and related to the two main areas explored: 1) barriers and challenges to using parks and 2) improvements to and future developments of parks.

3.2.2 Barriers

A number of barriers to using or accessing parks were identified. Safety, and in particular concerns around ensuring child safety, emerged as the strongest barrier to using parks. A lack of cleanliness or maintenance issues were also identified as key barriers, followed by barriers relating to inclusivity and accessibility. Lack of facilities and services was also identified, with particular reference to toilets, water and seating facilities.

i. Safety concerns

Issues around safety was strongest theme that emerged when discussing the barriers to using parks. A lack of secure fences around playgrounds or play areas was repeatedly emphasised. Participants expressed a desire to see secure fencing or barriers to protect children (especially children who 'run') from busy roads or other hazards such as cliff at Alexandra Park and open water at Lake Ellen or the beachside parks.

There were also barriers to using parks that was related to lack of shade provision, particularly over play areas. Bundaberg's climate is generally hot, and as well as sun safety concerns, lack of shade over play equipment especially steel or metal also means that the equipment is unusable or can burn. There were a couple of comments regarding the bark softfall used, with concerns relating to needles or glass not visible in this as well as the bark being too hard and sharp.

A number of general safety concerns were also discussed that would prevent people from using parks including lack of adequate lighting, poor reputation of the park, lack of clear lines and visibility through park and a lack of security or deterrents to prevent undesirable behaviours.

ii. Lack of cleanliness & maintenance

When issues with cleanliness or maintenance were present in parks, this was perceived as a key barrier to using parks. Comments primarily centred on access to clean toilets as well as reference to the cleanliness of play equipment. Bird poop on bird equipment was highlighted as a key factor that can prevent usability or use.

Access to rubbish bins and the presence of rubbish was also a major deterrent for park users and impacted on their experience. Participants also discussed the impact of dog poo on their desire to use parks, making reference to a lack of dog poo bag dispensers and disposal bins. Some participants also discussed whether strategies to increase people's awareness and consideration around this issue is also needed.

iii. Barriers to inclusivity and all abilities/age

Participants discussed challenges and experiences relating to inclusivity and accessibility of parks for people of all abilities which acted as a barrier to using parks. In particular, a lack of access into park and through park for people with impaired mobility was raised. Easier access from the carpark/road into the park, as well as to facilities within the park for wheelchairs, walkers and prams was desired. This included smooth pathways and no kerbing between parking and park. It was also important to participants that there was not too much distance from the carpark to the park facilities. Participants also discussed

a need for furniture (e.g. seats, tables) and facilities (e.g. toilets) that accommodates prams and wheelchairs.

The provision of play equipment that caters for all ages and all abilities was also a key theme that emerged. Participants described how segregation of disability play equipment within playgrounds does not promote inclusion and can cause barriers and negative experiences for those with a disability using these spaces. Students from Gin Gin also described a need for areas within the skatepark that are appropriate for young children (which is currently lacking).

It was also discussed how many of the current parks and playgrounds don't cater for all age groups, making it difficult when managing children of different ages. Further, it was highlighted that a lot of play spaces and equipment not suitable for all stages of development. A majority of play spaces and playgrounds are developed for children of typical development and are therefore not appropriate for those children who are not of typical development.

iv. Lack of facilities and services

A lack of facilities and services was also identified as a barrier. A lack of toilets and access to toilets was one of the main facilities that presented a barrier when these were not available. This was discussed as a barrier for both senior people and for families with children. Baby change facilities was also raised, as there is currently a lack of these facilities in parks. Participants discussed a desire for specific baby change facilities along with (not inside) toilets.

A lack of access to drinking water (taps or drinking bubblers) and seating were also raised. Seating was particularly highlighted for senior or physically impaired users, as they are unable to sit on the ground. One participant expressed that seating didn't have to be fancy, it could just even be a stump. A lack of seating for parents watching their children play was also identified.

v. Lack of awareness of our parks and what's in them

A lack of awareness of what parks we have and what services or facilities are available in each parks was also discussed as a potential barrier by participants in the BRICC and the Child, Family & Youth Alliance workshops. One participant described how they didn't even know that Boreham Park had exercise equipment in it until they went there for another reason.

Participants felt it would be beneficial to community members to know what parks have disability friendly or family friend services and facilities so that families, services and

individuals can access parks that better support their needs. Ideas for promoting or advertising parks included promotional material to business for their employees or information to include in rates notices.

3.2.3 How can we make parks better?

Participants were asked to provide responses to the questions **“What new ideas and possibilities do you see for our parks into the future?”** and **“What would make our parks even better?”**.

Respondents provided a range of ideas around facilities and recreation experiences they would like to see in our parks in the future, as well as ideas for how parks and their experiences in parks could be improved/better.

The main themes that emerged were activities and recreation experiences they would like to see in the future particularly around the quality of children’s play. Other recreation activities and opportunities to support people to be active and engaged in parks were also raised, including the provision of attraction-based activities or opportunities; more facilities/structures in parks that are interactive; and ways or activities to support positive youth engagement.

A number of other themes emerged for improving our parks in the future. Improving safety was a prominent theme across all groups, especially in relation to secure fencing/barriers. Design of parks and playgrounds that better supported and promoted inclusivity emerged as a theme in the workshop groups. Other themes that emerged for making our parks better in the future were incorporating culture and art; ensuring provision of key services and facilities; realising values around the environment and improving park users’ connection to nature; activities and ideas to create a sense of community and ownership; and improving accessibility.

i. Activities and recreation

Improving the quality of children’s play

Four main elements of play that would contribute to improving the quality of children’s play emerged out of the data: creative play; physical play; nature-based play; educational and learning play.

- Creative play – Participants brainstormed a number of ideas that they would like to see in play areas which would support creative play including musical play, musical fence, and chalkboards
- Physical play – Designing and providing play areas and playgrounds that provide challenge and risk was the overarching message. Participants identified specific equipment such as more monkey bars, giant slides and taller equipment. They also spoke about incorporating water play equipment and activities into existing playgrounds to support play.

- Nature-based play – Participants talked about having more nature in parks and playgrounds so that children can be more connected to nature and encourages them to explore. They also discussed incorporating natural elements into playgrounds such as the playground at Schuhkraft Park.
- Education and learning play – Participants spoke about activities or equipment that supports children to learn. For example, call to action questions incorporated in footpaths or play areas (e.g. “Can you find a leaf that looks like this?”); edible garden areas or bush tucker gardens; as well as adult friendly play equipment which encourages adult-child play.

Provision of attraction-based activities & opportunities

Ideas for specific attraction-based recreation opportunities were identified as experiences community members would like to see in the future. A Water Park was most frequently noted by participants who contributed ideas through the Flourish Family Fun day stall and students at the Gin Gin State High. At both the FAB workshop, water play was discussed as addition to existing parks (for example, zero-depth water elements such as spouts coming out of concrete or low depth creeks incorporated into playgrounds).

Utilising the parklands along the Burnett River in central Bundaberg more effectively (such as places like Southbank) was also identified as an opportunity to do more in the future for recreation purposes.

Provision of other activities / interactive

Participants also identified they’d like to see more additional and unique activities that are interactive and promote physical activities. Ideas included activities such as permanent concrete structures and games (e.g. Hopscotch, table tennis, chess board, snake counting game), and permanent facilities such as ½ basketball or netball courts.

Supporting positive youth engagement

Participants in the workshops discussed how adolescents are a key user groups of parks that have a different set of needs and preferences. This was further emphasised by the students from Gin Gin High who expressed a need for activities and things in parks that was appropriate and enticing for their age, and provided a range of ideas around what makes a great park or space for young people were also provided.

The following dot points summarise the key aspects discussed in relation to positive youth engagement in parks:

- Socialising with friends is important to young people, and participants from Gin Gin High discussed how they’d like to see more space and areas where they could hang out with friends, including more tables and seating, grass areas and shade.

- A need for diverse range activities in parks that are designed, relevant and engaging for young people was identified, for example:
 - Youth forums and other ways to utilise the park in the evenings including provision of adequate lighting
 - Youth-based activities (e.g. trivia, orienteering, a graffiti wall that teens can be creative)
 - Play equipment built & designed for teens (e.g. large climbing frames, flying foxes, carousels, exercise equipment) and adequate space and facilities to play footy or soccer with their friends
 - “Mud Fun Australia” as a concept to promote positive youth engagement in parks and park design
- Bike, BMX, Scooter facilities and designated areas (this was specifically mentioned by community members at the Flourish Family Fun Day in reference to a need for young people/teens in North Bundaberg) along with adequate lighting to use these spaces in the evenings. Some students at Gin Gin High also recognised a need to cater and provide bike and scooter facilities that are suitable for younger children, such as a dirt track, to ensure their safety.
- Participants in the Child Youth & Family Alliance also raised that currently there is nothing in Thebeban for young people

ii. Improving safety

Improving and ensuring the physical safety of children emerged most strongly. While a lack of fencing was discussed as a key barrier to using parks, provision of fencing around some parks was a desired element for future development of parks. Participants expressed how they would feel safer and have peace of mind if they had access to play areas that were securely fenced, particularly for park users with multiple children or toddlers who are prone to running. Ensuring barriers around potential hazards such as cliffs and open water was also desired.

Provision of shade throughout park was also desired. This included play areas, eating areas, car park and dog off leash areas. Both trees and sheltered/structured shade was mentioned (for example, there was positive comments regarding the large gazebo in Alexandra Park, and the balance of grass and both natural and structured shaded areas in Christensen Park). Some participants also expressed they'd like to see more trees or use of natural shade.

iii. Inclusivity

Design of parks and playgrounds that better supported and promoted inclusivity emerged as a theme in the workshop groups (less so in the Flourish data). One participant

summarised that when parks are designed well, they can bring together community and support interactions between different users and age groups.

As well as ensuring accessibility into parks and to activity areas and facilities for wheelchairs and prams as discussed in the barriers, participants also discussed their ideas to promote inclusivity in parks. This included designing inclusive and all abilities that are still challenging and integrated with mainstream equipment or additional ideas such as buddy benches to encourage and support children of all ages and abilities to interact and play together. Other ideas included sensory pathways for vision impaired or pictograph and images on signage.

iv. Incorporating culture and art

There was a number of ideas generated around incorporating arts and culture in parks. These are presented below as ideas to promote our region's history and ideas for incorporating arts and culture in our parks.

History and education

- Use of storytelling and cultural displays (such as the information boards at Mons Repos)
- Displaying the history of parks (i.e. photos; stories displayed at a key park; signs with history of park or whom the park is named after)
- Promoting Indigenous culture (for example, Flora – Bush tucker labelled and using Indigenous language; History trails; Songlines or dreaming track)

Arts & Culture

- Incorporating arts in parks and design (e.g. sculptural furniture/seating; displaying public art)
- Community involvement or contribute to art or design in parks (e.g. like the turtles in the pathways at Bargara, or a mosaic on cement)
- Having creative activities or events in parks (e.g. music events; art competitions; outdoor concerts/live music)

v. Ensuring provision of key services and facilities

The services or facilities that were a barrier when there was a lack of them were the same ones that people desired to see more of in future parks. More seating and seating areas were desired including seating in grass areas, shaded seating areas and seating and tables along Bargara Esplanade.

Access to water along with provision of toilets (particular parks named were Sharon, CJ Neilson, Gin Gin Youth Precinct and Walla Street Park) and baby change tables/facilities were also desired facilities.

vi. Environmental values and connection to nature

Values around the environment and nature appeared to be important to participants.

When discussing ideas for the future, two sub themes emerged:

- 1) Design that preserves, protects and positively contributes to environment
- 2) Ways to support connecting people to nature

Participants spoke about their desire for more trees and natural shading, rather than cutting down trees. Participants also expressed they'd like to see more natural areas in parks for biodiversity and habitats for wildlife. A couple of other sustainability initiatives were brainstormed including a recycling park and incorporating food trees into parks.

Connecting people to nature also emerged as important. This included incorporating nature into parks (e.g. sensory gardens, bush tucker gardens, creeks, nature walks) or generally having more natural areas within parks. As already discussed in children's play, participants also discussed how they would like to see more nature-based play and natural elements in playgrounds to connect children to nature.

vii. Creating a sense of community and ownership

Creating a sense of community and ownership appears to be an important element for using and enjoying parks and open spaces. A number of ideas and activities to create a sense of belonging and ownership were brainstormed during the workshops including:

- Community notice boards that help create a sense of community
- Volunteer park guardians – volunteers and local residents who assist with cleaning of parks, or may be involved in delivering experiences such as storytelling or guided nature walks and the like
- Enabling community contribute to design of and/or artwork in parks
- Opportunities for corporate sponsorship, for example:
 - A rainbow serpent that leads to a certain place of interest. Each tile of the serpent is sponsored by business / families
 - Opportunities for families to donate money to build specific facilities/upgrades (e.g. seating with plaque)

Participants also expressed they would like to see more organised activities, programs and events in parks. These included:

- Organised programs in parks (e.g. fitness programs for key groups such as seniors, new mums, people with a disability, young people)

- Occasional events in parks (e.g. music events; arts; family fun days; outdoor movies)
- Community food garden

viii. Improving Accessibility

Improving accessibility was a less prominent theme, but still an important consideration for improving our parks into the future. Two underlying subthemes emerged: connectivity and accessibility; and equitable distribution and development of parks.

Connectivity and accessibility referred to pathways and cycle ways to get to parks; ensuring access into park from carpark/road; and improving available car parking at parks. Equitable distribution was primarily related to the provision of parks in rural towns (such as Bucca, Kolan, South Kolan and Avondale), which tend to have less or no parks, or parks that are under-developed.

3.3 Conclusion

These workshop and face-face engagement activities allowed for the Project Team to gain an insight into the challenges and barriers faced by children, young people and families in using parks and open spaces as well as identifying opportunities for the future to improve and enhance our parks across the region.

4. Consultation with parks Operational Staff

4.1 Meeting Methodology

The Parks Planning and Project Team arranged a series of meeting with operational staff from the Parks and Open Space Maintenance. These discussions occurred with members from each operational team throughout the region and were conducted between 21 June 2018 and 28 June 2018.

The meetings were open forums with discussions centring on key questions relating to opportunities to do things better and identified challenges. This gave operational teams the opportunity to discuss and explain issues which are encountered during routine maintenance activities and opportunities for potential improvements. Additionally operational teams were given an overview of the planning framework for parks and open spaces and an overview of the parks and open space strategy.

4.2 Meeting Outcomes

All operational teams overviewed specific issues, projects and opportunities for their respective areas which were captured by the project team and will be utilised during planning of future projects. From this information a variety of themes were identified which will be captured in the development of the strategy. Throughout these discussions a number of themes were identified by the operational teams, similar themes were identified in response to both questions. The information below will discuss the identified themes.

4.2.1 Planning

i. Installation of Infrastructure

The installation of infrastructure in parks and open spaces was identified as having considerable potential to impact activities undertaken by operational staff conducting maintenance of park land. Operational staff expressed that the planned installation of infrastructure can result in significant reduction in maintenance work loads. It was requested that consideration be given when installing infrastructure within recreational parks;

- Placement and spacing of bollards;
- Selection of infrastructure with low maintenance requirements;
- Clustering of infrastructure to reduce maintainable edges;
- Locality of footpaths within park.

ii. Plant Species selection

The selection of species for planting within the park was also identified as a fundamental for the long term continued maintenance of the park. It has been suggested that a species list be developed to ensure appropriate plant species are planted within park.

iii. Consolidation of Parks and Open Spaces

One of the key themes that was identified in these discussions was the number of recreation parks within the Bundaberg Regional Council which require routine maintenance. Operational staff supported the Parks and Open Space Strategy to develop a process for the rationalisation of the number of parks throughout the region.

The process will in turn allow Council to direct operational activities to improve and maintain the remaining parks which are considered trunk infrastructure throughout the region. This process is also supported through Bundaberg Regional Councils 'Local Government Infrastructure Plan'.

iv. Ensure suitable development of Parks and Open Spaces

It has been identified that historically Council has acquired a number of parks and open spaces following the completion of developments which had a number of unsuitable characteristics. It was expressed that this has the potential to cause a number of challenges regarding the long term maintenance of these sites. The main characteristics included;

- Land Area (location, slope, size);
- Embellishments (Playground, Tables)
- Landscaping (Irrigation, Species types).

It was identified that this is not just an issue relating to the infrastructure being installed within the park but also relates to these characteristics not being installed in accordance with Council standards. It was expressed to the operational teams that a number of these issues will be rectified throughout the implementation of the Local Government Infrastructure Plan and the Parks and Open Space Strategy.

4.2.2 Maintenance Considerations

It was recommended that increased awareness and consideration be given to the maintenance requirements for new and upgraded parks and open spaces during the planning phase. This included the following aspects of maintenance;

- Increased Maintenance workload due to additional park areas,
- Impacts to maintenance workload from installation of infrastructure,
- Access to areas to undertake maintenance activities;

Operational staff supported the Parks and Open Space Strategy to develop a process to guide the process for additional park and open space land to be under Council control. This process is also supported through Bundaberg Regional Councils 'Local Government Infrastructure Plan' (LGIP) designation of park embellishments and future locations of parks.

4.2.3 Communication

The final theme that was identified throughout these discussions was the need for improved communication within the department and between Council departments to ensure positive outcomes are achieved. The discussion relating to communication identified linkages between improved communication and the other themes which have been previously discussed.

4.3 Conclusion

These discussion sessions allowed for the Project Team to gain an insight into the challenges faced by the operational teams throughout the region and discuss opportunities to develop strategies to assist with alleviating these challenges.

5. Consultation with Councillors

5.1 Meeting Methodology

The Parks Planning and Project Team presented to a Council discussion day on 30 May 2018. During this presentation it was discussed and agreed that the project team will meet divisional councillors individually to discuss divisional and community priorities throughout the region. These discussion sessions were conducted between 11 June 2018 and 22 June 2018.

The meetings were open forums with discussions providing Councillors with an overview of the planning framework for parks and open spaces and an overview of the parks and open space strategy. Additionally these discussions looked at community feedback, divisional priorities and regional priorities.

5.2 Meeting Outcomes

All divisional Councillors overviewed specific issues, projects and opportunities for their divisional areas which were captured by the project team and will be assessed and utilised for the development of future capital programs. Evaluation of the discussion identified a variety of trends which will be utilised in the development of the strategy.

Throughout these discussions a number of trends were identified by Councillors which will be utilised in the formulation of actions for the Parks and Open Space Strategy

5.2.1 Rationalisation of Parks and Open Spaces 'It's not about more parks it's about better parks'

One of the key trends that was identified in these discussions was that a large number of recreation parks within the Bundaberg Regional Council. Councillors supported and requested that the Parks and Open Space Strategy develop a process to rationalise the number of active parks throughout the region. It was also discussed that the community consider there is wasted space in our park which requires further embellishment or explanation as to why this open space is maintained.

The process will in turn allow Council to direct budget funding to improve the remaining parks which are considered trunk infrastructure throughout the region. This process is also supported through Bundaberg Regional Council's 'Local Government Infrastructure Plan' (LGIP).

5.2.2 Additional Infrastructure in Parks and Open Spaces

Each divisional Councillor identified a number of additional facilities throughout each divisional area. The facilities identified through these discussions support the information gathered in the survey and community consultation workshops as discussed earlier in this

report regarding barriers for the use of park and how we can make our parks better. These included:

- Shade
 - Structural Shade,
 - Natural Shade.
- Recreational Activities,
 - Playgrounds,
 - Fitness Activities
 - Youth Play Activities
- Toilets;
- Picnic Shelters and Seating;
- Barbeques;
- Pathways; and
- Dog Off-Leash Areas.

The request for additional infrastructure will be assessed on an individual basis and utilised for the development of capital works program. Information relating to specific infrastructure requests is kept in objective with a summary of each Divisional Councillors feedback.

5.2.3 Safe and Welcoming Parks

The provision of parks and open spaces which are safe and welcoming for the community to use and enjoy was a key issues for the divisional Councillors. These includes ensuring that considerations for the safety of users is considered at all times, that parks are regularly cleaned and maintained as well as located in appropriate location within residential areas.

To ensure the continued safety of park users a number of option were discussed to continue and improve park safety. This included;

- Additional CCTV Cameras;
- Additional Lighting;
- Ensuring suitable park land is utilised to improve passive surveillance, and
- Incorporation of CPTED strategies during park upgrades.

5.2.4 Planning the Development of Parks and Open Spaces

Future developments of parks and open spaces throughout the region was discussed with a consensus that significant park developments are master planned with appropriate levels of community consultation. This will ensure that the community is aware of the complete plan for the proposed upgrade and will allow for park upgrades to be appropriately stage and planned. There will be a particular focus on the master planning

for Neighbourhood and Regional Parks due to the high levels of use and service standards associated with these parks.

5.2.5 Communication with Other Council Departments

The final theme that was obtained throughout these discussions was that improved communication within and between Council departments is required to ensure positive outcomes for the community are achieved.

5.3 Conclusion

These discussion sessions allowed the Project Team to gain an insight into the specific needs of each divisional area and how community expectations differ throughout the region. The themes which have been described above are consistent with the feedback which was received throughout the other consultation processes.

6. Synthesis of all data – what it all means, what we can do

6.1 Overview

Overall, the majority of respondents rated the quality of all parks across the region as 'good'. Parks are highly valued as places to socialise with family or friends, and places for all ages to play, be physically active or relax/unwind. The overarching message resonating through the data from community, divisional Councillors and staff was "It's not about more parks, it's about better quality parks".

The top 7 themes were:

- Parks that are safe & welcoming
- Cleanliness and maintenance of parks
- Provision of quality facilities and infrastructure
- Having a diverse and quality range of play and recreation activities and opportunities
- Accessibility and connectivity
- Proactive and robust planning
- Communication and engagement with community

Community also identified a number of other opportunities and possibilities for the future. Key themes from these included:

- Place activation and community-based activities
- Creative Placemaking
- Attraction-based recreation opportunities
- Environmental values and nature

6.2 Bringing it all together – summary and synthesis

A strong message iterated throughout the consultation period was "it's not about more parks it's about better parks". This was key theme from discussed by the divisional Councillors, and also emerged through the community data where quality of facilities or equipment was emphasised (for example, there is not necessarily a need for more playgrounds, but there is a desire for improved quality of play & recreation experiences). Community data also showed a desire for improved or more facilities in existing parks and maintaining high standard of cleanliness and maintenance of these facilities. It's important to note that increasing facilities within parks also increases maintenance expenditure and burden. However, through the Parks and Open Space Strategy it is intended to develop a process to rationalise the number of parks throughout the region (to reduce the number of parks that are unnecessary, and redirect funding budget to improve the remaining trunk parks).

Ensuring parks are safe and welcoming is also key issue for both Councillors and community. There is a close relationship between this key element and the cleanliness and maintenance of parks and facilities. Therefore, the strategy should include measures to ensure community feels safe in accessing and participating in parks, which may also link closely with strategies around maintenance and cleaning.

Provision of a diverse range and quality of recreation activities and opportunities for all ages and abilities is important. Key aspects include:

- Playgrounds/play spaces that enhance quality of children's play
- Youth relevant opportunities
- Diverse range of interactive and engaging activities/games for all
- Provision of more fitness equipment
- Quality of dog parks

Access and connectivity was also a key theme emerging across the data sets. Ensuring access to and connectivity of park network to greater network requires planning and collaboration, and opportunities to collaborate between Council departments (e.g. Planning, Multi Modal pathways) to improve and enhance connectivity exists. Ensuring people who live in rural areas and areas of disadvantage have equitable access to parkland is another key consideration. The Bundaberg Council's LGIP is an important tool to ensure equity of provision of parks across the region. There may also potential opportunities to collaborate and partner with schools in rural areas to utilise school playgrounds.

Communication and planning was also evident through discussions with divisional Councillors and the operational staff. There are opportunities to do things better around planning, and Operational Staff would like to have more input and communication during the planning and design phases to ensure consideration is given to undertaking ongoing maintenance efficiently. In particular, concerns were raised with installation of infrastructure (placement and selection of materials) and plant species selection. Clear communication and processes for handover from contractors/developers to the maintenance staff is also an area for improvement.

Communication at all levels is crucial. Firstly, there is a need for improved communication within the Parks department and between Council departments to ensure positive outcomes are achieved. Secondly, developing master plans and designs with appropriate levels of community consultation for future developments of parks and open spaces should be a priority. This will ensure that the community is aware of the complete plan for the proposed upgrade and will allow for park upgrades to be appropriately stage and planned. Promotion and advertising of our parks and park related projects to community is also an important element to assist the overall park user participation and experience.

The following is a summary of the key points from the survey data, community consultation and discussions with each of the divisional Councillors and the Mayor. The incorporation and balance of all these aspects create the foundation for a positive and quality park experience (See Figure 9 for visual representation).

- It's extremely important to community that parks are **clean and maintained** and are **safe and welcoming places**.
- Parks are highly valued as **places to socialise** with family or friends, and **places for all ages to play , be physically active or relax/unwind**
- **Priority areas for improvement:**
 - Provision of facilities, in particular BBQs/shelters/picnic areas, seating, drinking water, toilets and pathways
 - Provision of shade, both natural and sheltered, in play areas, park in general and parking
 - Provision of a diverse range and quality of recreation activities and opportunities for all ages and abilities
 - Playgrounds/play spaces that enhance quality of children's play
 - Youth relevant opportunities
 - Interactive and engaging activities/games for all
 - Provision of more fitness equipment
 - Improve quality of dog parks to make them more appealing and interesting
 - Cleanliness and maintenance of parks, facilities and equipment including litter management
 - Enhancing accessibility
 - Access into and through park (including pathways)
 - Connectivity to greater network (including river and linear corridors)
 - Inclusivity
 - Availability / provision of parkland
 - Affordability & equity
 - Acceptability
 - Awareness
- **Main barriers for not using parks**
 - Lack of facilities
 - Lack of maintenance
 - Uninviting
 - Antisocial behaviour occurs there

- **Main safety concerns**
 - Antisocial behaviour occurs there
 - Children’s safety (fences, hazards in softfall, safety of equipment, sun safety)
 - Lack of lighting

- **Opportunities for community participation and future possibilities**
 - Place Activation and community-based activities
 - Organised activities and programs
 - Events or entertainment
 - Creative Placemaking
 - Incorporating arts, culture and history
 - Community involvement/ volunteering / sponsorship
 - Attraction-based recreation opportunities
 - Water Park
 - River parklands recreation opportunities
 - Environmental values and nature
 - Design that preserves and positively contributes to environment
 - Connecting people to nature

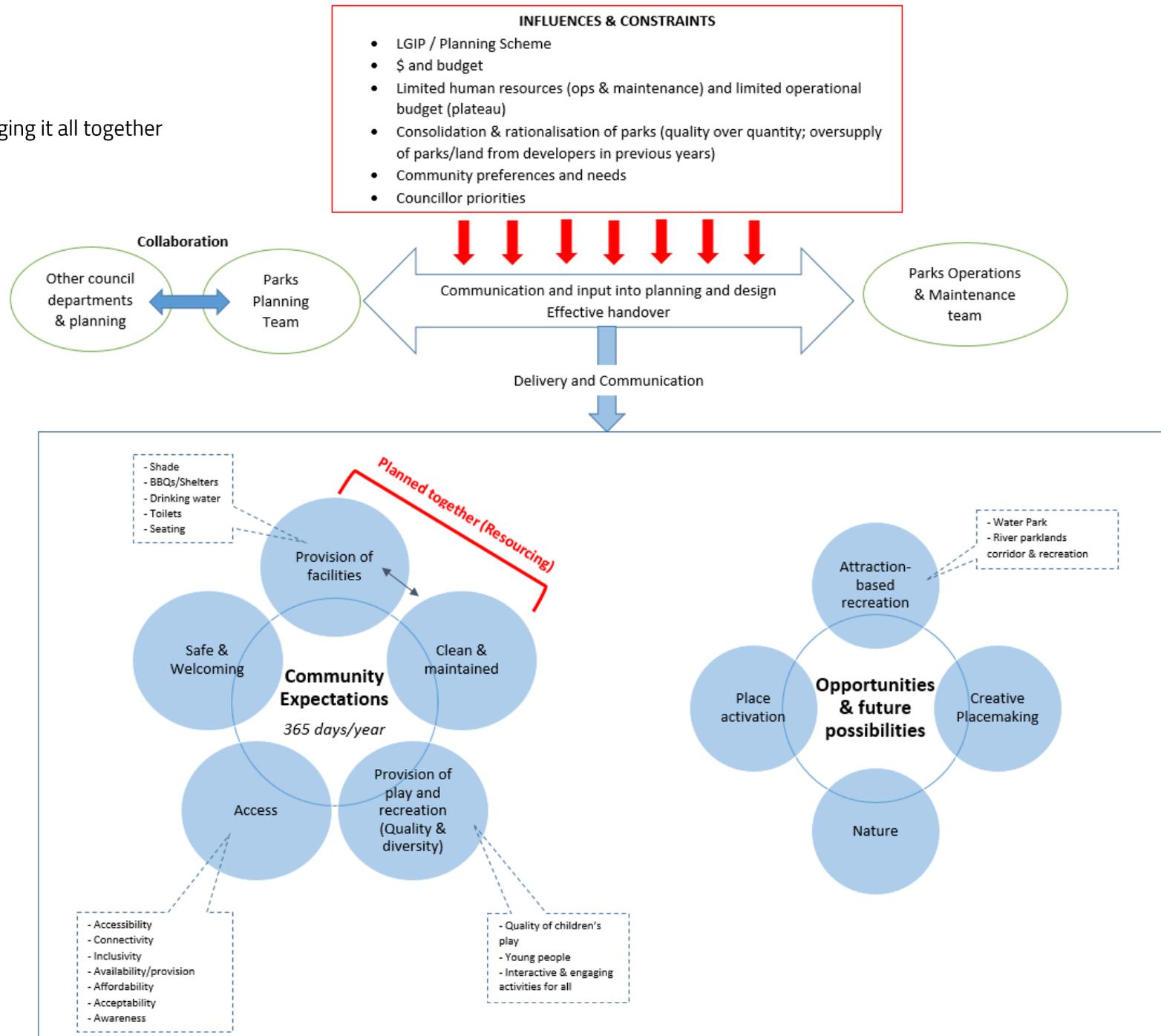
6.3 Conclusion

During June to August 2018, a broad engagement process was undertaken to inform the development of the Parks and Open Space Strategy.

Utilising a range of engagement techniques, having a numerous data sources and capturing both quantitative and qualitative data has resulted in rich detailed information. Analysing and synthesising the data in-house has provided Council with a deeper appreciation and understanding of community’s perspectives on parks and open space, key issues and challenges as well as and opportunities for development and improvement.

The information gathered will be used to inform the development of the Parks and Open Space Strategy and priority areas of focus for future provision and management of our parks across the region.

Figure 9. Bringing it all together



QUALITY PARK EXPERIENCE

Appendices

APPENDIX 1. Parks and Open Space Engagement Plan (summary)

1. Objectives & timeline

Objectives of the Parks and Open Space Strategy

1. Develop a Parks and Open Space Strategy that can guide the future provision, design, infrastructure and management of parks and open space across our region for the next 10 years.
2. Ensure our Parks and Open Spaces support and promote a safe, active and community lifestyle
3. Ensure that our Parks and Open Spaces aligns with and informs the Local Government Infrastructure Plan (LGIP) to meet our statutory obligations.
4. Ensure that the Strategy reflects community needs and evolving trends.

Goals of Engagement

1. Inform key stakeholders of the development of the Parks and Open Spaces Strategy.
2. Engage widely and meaningfully with key stakeholders to gain quality input to inform the development of the draft strategy (July) and to gain feedback on the draft survey (Dec/Jan)
3. 500 surveys completed (online or hardcopy) by 23 July 2018.

Key Communication Messages

- Council is seeking community feedback on our parks and open spaces (community preferences, participation, needs, issues, priorities)
- Complete the survey to have your say in the future of parks and open spaces (July)
- Parks and open spaces have a multitude of benefits (health, exercise, conservation)
- Parks and open spaces are managed by Bundaberg Regional Council
- Have your say on the draft Strategy (Dec/Jan)

Timeline for engagement

- Online and hard copy survey launched on 2nd July 2018
- Surveys close on 23rd July 2018
- Presence at Flourish Family Fun Day 5th July 2018
- Community meetings:
 - FAB 2nd July 2018
 - BRICC 19th July 2018
 - Child, Youth & Family Alliance 24th July 2018
- Attend Gin Gin State High to engage with students 26th July 2018
- Draft Parks and Open Strategy to Council by 19 November 2018
- Public Comment period Dec 2018 – Jan 2019
- Final Parks and Open Strategy document to Council by end February 2019

2. Stakeholders

Who	Why
Internal	
All BRC staff	Are community members and could provide insight to localised needs and issues. Are residents/rate payers therefore interested in value for money (rate money being used wisely)
Parks Department (indoor and outdoor staff)	Parks team (both indoor and outdoor staff) responsible for planning, development and maintenance.
Specific teams / departments <ul style="list-style-type: none"> - Sport and Recreation Team - Infrastructure - Planning Team - Strategic Projects & Economic Development - Roads & Drainage - Venues & Booking - Community Development - Assets Maintenance 	<ul style="list-style-type: none"> - Ensure Strategy aligns with existing or upcoming plans and developments - Alignment with LGIP - Community Development team are really keen to develop a resource/flyer that lists all the family-friendly parks (by the end of the year). Team also has key links to community and groups - Assets team monitor financial assets
Councillors	Provide community insight and divisional priorities Can promote survey to community
General Managers	Keep informed
External	
Environmental	
Community Conservation Advisory Committee	Conservation, environment
Port Curtis Coral Coast (PCCC)	As above, plus represent the traditional owners
Gidarjil Development Corporation	As above, plus represent the traditional owners
Children/Families	
First Five Forever – Bundaberg Libraries	Link to families and children (park users).
Family & Baby Network	Could provide advice in regards to playspaces and equipment that promote child development. A conjugate to families and children (park users). Use parks for their own FAB events.
Child, Youth & Family Alliance	Link to families and children (park users), could provide advice in regards to safety and inclusivity
Child care centres	Expert advice (especially in regards to play and child development). Some centres use parks in their programs. A link to provide information/promote survey to parents
Wide Bay Kids	Online medium to disseminate info about Parks or ways to be involved in consultation processes

Who	Why
	(which may help us to reach parents and grandparents)
Sporting & Fitness	
Community groups that use parks for fitness <ul style="list-style-type: none"> - Heart Smart - Park Run - Heart Foundation Walking Group - Live Life Get Active 	Provide insight into useability of parks and any issues such as safety
Sporting organisations and facilities	Key interest in sport and health, using parks for sport and physical recreation. Provide insight into useability of parks and any issues such as safety
Education	
TAFE	Link to child care centres and educators Promote survey to Tafe students and staff
Central Queensland University	Public health unit – creating supportive environments Promote survey to University students and staff
Schools	Reach parents – promote survey through newsletter
Community	
General community and residents	Could provide insight to localised needs and issues. Residents/rate payers - Value for money (rate money being used wisely). Their 'own back yard'. Access to and safety of open spaces
Progress / Rate Payer Association groups	As above. Also a good conjugate for reaching broader community through own newsletters
Community groups	
Neighbourhood Centres	Trusted by community, wide reach especially CALD and vulnerable families
Seniors Network	While this group's priorities centre on services and My Aged Care etc, would have an interest as grandparents/parents and as park users themselves
Welfare Support Network	Could provide insight to localised needs and issues.
Baldwin Swamp Artist group	This group regularly use Baldwin Swamp Shelter Shed
Lions and Rotary Clubs	Could provide insight to localised needs and issues.
Disability	
BRICC – Bundaberg Region Inclusive Community Committee	Act as a representative community body and be a key communication link between community,

Who	Why
	non-government and government sectors. Be a conduit for information collection and dissemination between BICC and other community networks, committees and groups. Advise and provide input, in particularly in relation to disability access and inclusive parks
NDIS providers <ul style="list-style-type: none"> • IMPACT • CLS • Southern Cross Support Services • YMCA • Bridges • Coordinated Support Services • Endeavour 	Clients and carers use parks. Interest in ensuring parks are safe, equitable access and welcoming
Health	
PHN	Advice and health lens for draft strategy Network point for reaching service providers, primary healthcare and community members
PHU	Advice and health lens for draft strategy
WBHHS (Child & Family Health)	Advice and health lens. Work with families and children

3. Communication Channels

Channel	Targeting	Cost	Target date	Lead
Social Media				
Council Facebook	Council residents	NA	2 nd July – 19 th July	Comms
Council Instagram	Council residents & visitors to the region	NA	Week of 9 th July	Comms
Wide Bay Kids	Parents & families	NA	Week of 2 nd July Week of 15 th July	Parks
Print Media				
NewsMail (Media release)	General community & residents		Week of 2 nd July	Comms
Websites				
Council website	General community & residents	NA	2 nd July	Comms
Council intranet	BRC Staff	NA	2 nd July	Comms
Wide Bay Kids	Parents & families	TBC	2 nd July	Parks
Radio				
Gin Gin Radio	Gin Gin Residents		13 th July	Comms
Newsletters				

Channel	Targeting	Cost	Target date	Lead
Progress Association groups	Rate payers	NA	Week of 2 nd July	Parks
School Newsletters	Parents and their children Young people	NA	Week of 15 th July	Parks
Childers Chit Chat	Childers residents	NA	Mid July	Comms
Hard Copies				
Hardcopy Surveys, posters and flyers <ul style="list-style-type: none"> Council Service Centres and Libraries Community groups including child care centres, maternal and child health centre 	General community & residents	NA	2 nd July – 23 rd July	Parks
Community Days				
Flourish Family Fun Day	Families with children	\$300	5 th July	Parks
Attend Gin Gin State High (Youth focus)	Young people	NA	26 July	Parks
Council Meetings				
Council	Councillors	NA	30 May	Parks
1-1 meetings with Councillors	Councillors	NA	June	Parks
Community Meetings				
Family and Baby Network	Child Service providers / Will pass on to clients & families	NA	4 th June and 2 nd July	Parks
Child, Youth & Family Alliance	Child Service providers / Will pass on to clients	NA	26 th June & 24 th July	Parks
Bundaberg Region Inclusive Community Committee	People with disability	NA	19 th July	Parks
Email				
Email survey link (and Flyer) to targeted stakeholders	(See dissemination list below)	NA	2 nd July	Parks

Dissemination list (for email of survey link and flyer):

Organisation

- All internal BRC staff
- Councillors
- Bundaberg Region Inclusive Committee

- Family & Baby Network
- Child Youth & Family Local Level Alliance
- Seniors Network
- Wide Bay Kids
- Health organisations:
 - Impact Community Services
 - CLS (Community Lifestyle Support)
 - Southern Cross
 - YMCA
 - Bridges
 - IWC
 - Coordinated Support Services
 - Endeavour Foundation
- Heart Smart Walking Group
- PHN
- CQU
- Tafe
- WBHHS (Child & Family Health)
- Childcare centres:
 - Acorn
 - YMCA Childcare
 - Seedling to Tree, Hippy, C&K etc. (via FAB and Tafe)
- Rate Payers groups
 - Bargara Progress Association
 - Moore Park Beach Community Association
 - Woodgate and District Residents Association
 - Isis District Residents & Ratepayers Assoc.
 - Burnett Heads Progress and Sports Assoc.
- Baldwin Swamp Artist Group
- U3A
- YMCA 60 & Better
- YMCA Youth
- Lions and Rotary Clubs
- Welfare Support Network
- Sporting organisations and facilities (via BRC Sport & Rec team)

APPENDIX 2.



Parks and open spaces are places to **play, meet, exercise** or simply **enjoy** the great outdoors

Can we improve your parks?

The Bundaberg region has a diverse range of open spaces across our region including parks, coastal reserves, public gardens, walking trails, recreation spaces and areas surrounding our rivers and waterways.

We would like to know more about how you use these spaces and the improvements you would like to see.

This will inform the development of the Bundaberg Regional Council Parks and Open Space Strategy 2018 – 2025. This strategy will guide the future provision, design and management of parks and open space to meet the needs of our growing and vibrant community.

Complete this
survey
by Monday,
23 July, 2018

How can you be involved?

Return your completed survey to your nearest Bundaberg Regional Council customer service centre or scan and email to parks.admin@bundaberg.qld.gov.au

1. Please tell us about a park or open space in our region that you visit:

1 Open space: Name or street _____

Reason why you visit: e.g. Meet friend and walk _____

How you get there: Walk Drive Ride / cycle Other

Frequency of use: Daily 2-3 times a week Weekly Monthly Once or twice a year

Any suggested improvements: _____

1300 883 699

bundaberg.qld.gov.au

2. Please tell us what you value most about parks and open spaces

(please tick to indicate on the scale below)

It's important to me that parks and open spaces:	Not at all important	Somewhat unimportant	Neutral	Somewhat important	Extremely important
Are accessible and easy to get to	<input type="radio"/>				
Meet the requirements of users of all abilities	<input type="radio"/>				
Are clean and well maintained	<input type="radio"/>				
Contribute positively to biodiversity and the environment	<input type="radio"/>				
Incorporate our region's cultural and heritage assets	<input type="radio"/>				
Provide a place for outdoor activities	<input type="radio"/>				
Offer spaces to relax and unwind	<input type="radio"/>				
Are pleasing to look at	<input type="radio"/>				
Have places and spaces for kids and teenagers to play	<input type="radio"/>				
Provide places where I can spend time with friends and family	<input type="radio"/>				
Provide spaces for celebration and special occasions	<input type="radio"/>				
Encourage and support physical activity and wellbeing	<input type="radio"/>				
Are safe and welcoming	<input type="radio"/>				
Provide an escape from roads and building	<input type="radio"/>				
Connect me to nature and the outdoors	<input type="radio"/>				
Are diverse and provide a range of different recreation opportunities	<input type="radio"/>				

3. Are there any barriers that prevent you from using a park or open space?

Yes No If yes, please provide reasons below, if no go to Question 4

<p>Where:</p> <p><input type="radio"/> All parks and open spaces in general</p> <p><input type="radio"/> Specific park or open space <i>Please specify</i></p> <p>_____</p>	<p>Reasons you don't visit:</p> <p><input type="radio"/> Too far to travel <input type="radio"/> Poor lighting</p> <p><input type="radio"/> Uninviting <input type="radio"/> Isolated location</p> <p><input type="radio"/> Isolated location <input type="radio"/> Antisocial behaviour</p> <p><input type="radio"/> Feel unsafe <input type="radio"/> Difficult to access</p>	<p>Lack of:</p> <p><input type="radio"/> time</p> <p><input type="radio"/> maintenance</p> <p><input type="radio"/> facilities</p> <p><input type="radio"/> car parking</p>
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4a. Bundaberg Regional Council offers a range of services and facilities in its parks and open spaces. Please select any services or facilities you have used and if you believe we require more: (please tick)

	Have you used these? If so, how often?				Would you like to see more of these?
	Daily	Weekly	Monthly	Once or twice a year	
Pathways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open grassed area for informal use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness stations/equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informal outdoor recreation facilities e.g. basketball courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog off-leash areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picnic shelters/tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barbecues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drinking bubblers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural shaded areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade structures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boardwalks/viewing platforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directional signage/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike racks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4b. What do you feel are the top three priorities for improving facilities and services in our parks and open spaces in the Region?

1. _____
 2. _____
 3. _____

5. How satisfied are you with the accessibility and usability of our parks for people of all ages and abilities?

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

How could Council improve our parks and open spaces to better cater for people of all abilities and to enhance accessibility? _____

6. How safe do you feel using our parks and open spaces?

Very unsafe Unsafe Neutral Safe Very safe

Why: _____

7. How important to you is the integration of the region's culture, heritage and history within our parks and open spaces?

Not important Unimportant Neutral Somewhat important Extremely important

What would you like to see more of in our parks and open spaces?

Public/community art
 Educational/interpretive signage
 Indigenous and non-indigenous cultural heritage
 Environment and nature interpretive signage
 Other (please specify) _____
 Not sure

8. Overall, how would you rate the quality of ALL parks you have visited in our region?

Excellent Good Fair Poor Please comment on your rating _____

9. Any further comments you would like to make on parks and open spaces in our region?

10. Which suburb do you live in? (please specify)

_____ or I am a visitor

11. Gender (please tick) Female Male Other

12. Age range

Up to 11 years 12-17 18 - 24 25 - 34 35 - 49
 50 - 59 60 - 69 70 - 84 85+

13. Household type

Couple with children One-parent family Group household
 Couple without children Single person household Other

Thank you for completing this survey

Questions?

Find out more about the strategy at bundaberg.qld.gov.au
 Contact us on 1300 883 699



Note: The personal information requested on this form is being collected by Bundaberg Regional Council in accordance with the Information Privacy Act 2009 (Qld) for the purpose of understanding community views about open space provision in the region. The personal information will be used solely by the Council for that primary purpose or directly related purposes. All responses are anonymous and will not be linked to you in any way.

Appendix 3.



Parks and open spaces are places to **play, meet, exercise** or simply **enjoy** the great outdoors

Do you use our **parks** and **playgrounds?**

Then
we want to
hear from
you!

Bundaberg Regional Council looks after more than 360 parks, playgrounds and gardens and are planning for their future.

**How do you use our parks and gardens?
What changes would you like to see?**

Your feedback will help us design parks and open spaces that offer

- ✿ Safe and accessible outdoor play spaces
- ✿ Inclusive facilities and spaces to meet, play and socialise
- ✿ Positive health and wellbeing outcomes and encourage physical activity

Have your say

by heading to
bundaberg.qld.gov.au
to complete our survey

1300 883 699

bundaberg.qld.gov.au

Appendix 6 – Gin Gin State High School and Flourish Family Fun Day



Top photo: BRC Parks staff with display at Gin Gin State High School

Bottom photo: BRC Parks staff engaging with community members at the Flourish Family Fun Day



Photos: Interactive activities for children and families at the Flourish Family Fun Day

Appendix 7 - Suggestions and comments for improvements of specific Regional and Neighbourhood Recreation parks (Data from Community Survey, Q1)

Park Name	Summary of Community feedback
Alexandra Park	<ul style="list-style-type: none"> • More covered and sheltered seating/tables (including along river; with back for elderly) • Improve/upgrade play equipment • Regular cleaning (toilets, tables/seating, play equipment) • Public toilets – provide more, upgrade existing • Fencing/barriers • Activate western end
Neilsen Park	<ul style="list-style-type: none"> • Shade provision (play and recreation areas, more trees, more shaded tables/seating) • Provision of more unique and diverse activities • More seating and tables (Schuhkraft, skatebowl) • Improve car parking • BBQs and water fountains
Lake Ellen	<ul style="list-style-type: none"> • More sheltered/shaded tables and seating, more BBQs • Public toilets – provide more and improve cleaning • Fencing (fully fenced playground/park) • Provide more unique activities and exercise equipment • Playgrounds – more, nature based, younger cohort, shade
Mary Kinross	<ul style="list-style-type: none"> • Safety concerns – cars driving through park to get to dog park • Activities – provide more unique and for teens • Litter management – bins closer to BBQ area
Innes Park Reserve	<ul style="list-style-type: none"> • Activities – provide more (using open space informal sporting e.g. soccer goals, tennis court) • Dog off leash area • Increase diversity of playground equipment for all ages including tweens/teens • Litter management (more bins) • Shade provision natural and structured (skate park, seating areas)
North Bundaberg Lions Park	<ul style="list-style-type: none"> • Provision of exercise equipment • Improved lighting • Signage (dogs on leash unless in dog area) • Bike paths/ramps/bowl
Queens Park	<ul style="list-style-type: none"> • Improved security (CCTV, patrols and lighting) • Tree and vegetation rehabilitation • Improved play equipment • Seating by the river (view) • Improved picnic and BBQ facilities
Norville Park	<ul style="list-style-type: none"> • Provision of fitness equipment or nodes

	<ul style="list-style-type: none"> • Improve security and maintenance • Upgrade children's play equipment • Dog off leash area
Gin Gin Youth Precinct	<ul style="list-style-type: none"> • Provision of toilet block closer to play areas • Improvements to car parking • Some additional equipment for younger children (some too 'dangerous') in both playground and skatebowl areas
Millenium Park	<ul style="list-style-type: none"> • A need for more play equipment suitable for younger children (<5 years) as current equipment is more suited for older children. • More bench seating in this park was also identified.
Parks along esplanade/foreshores (Burnett, Bargara and Elliott Heads)	<ul style="list-style-type: none"> • Drinking fountains • More exercise equipment • Seating along pathways • More shady trees • More tables and BBQs in high use areas • More cleaning during peak periods
South Head Park	<ul style="list-style-type: none"> • Exercise equipment • Shade over play equipment • Activate space e.g. amphitheatre, outdoor movie/family events • More play equipment (cater for all ages) • Off-leash dog area
Elliott Heads River & Beach Park (Lihis St)	<ul style="list-style-type: none"> • Dog off-leash area on beach • Skate bowl park • Exercise equipment • Shade • More seating and tables
Houston Drive Park	<ul style="list-style-type: none"> • BBQs • Toilet required
Turtle Park Bargara	<ul style="list-style-type: none"> • More play equipment, more water play and/or addition of nature play • Revamp / upgrade of park needed • Seating – provide more (for parents watching children, for elderly) • Secure fencing and barriers around play area required
Pacific Boulevard (Moore Park)	<ul style="list-style-type: none"> • Seating (provide more, more shaded areas) • Activities – provide more (e.g. cricket, exercise equipment)
Christsen Park	<ul style="list-style-type: none"> • Provide more seating (near and around playground for parents/supervision) • Maintenance (bins require regular cleaning, BBQs not always working) • Permanent softfall (replace wood chips) • Additional play equipment
Boreham Park	<ul style="list-style-type: none"> • More equipment for youth and older children (e.g. climbing equipment or wall, big swings and slides, obstacle type equipment); Water Park; Nature play or sensory garden • BBQs – more required

	<ul style="list-style-type: none">• Sheltered tables and seating – more required• Shade – more shaded areas, shade over play areas• Better connectivity to park (e.g. pathways, signage)• More recreation activities/features (e.g. Netball/basketball/handball courts; Beach Volley ball; Fitness equipment)• Dog off-leash area• More drinking fountains• Maintenance and upgrade (Regular inspection of neon machine; Bike/BMX track needs upgrading; park in general getting dated)• Secure fencing around play areas
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Appendix 8: Engagement evaluation report

Stakeholder	Measures	Indicators (metrics of success/target)	Data collection	Performance (outputs)	Outcomes	Recommendations
General public (survey)	<p>Response rate</p> <p>Level of satisfaction with survey as a way to provide input into development of parks and open space network</p> <p>Reach and representation across region</p>	<p>500 people completed Parks Survey</p> <p>80% of respondents agreed or strongly agreed that the survey supported them to reflect on and share their opinions on parks and open spaces in our region</p>	<p>Count</p> <p>Q at end of survey to capture survey effectiveness (online survey only)</p> <p>Suburb and demographics</p>	<p>674 people completed survey</p> <p>Of the 674, 593 were completed online and completed the evaluation question.</p> <p>76% of respondents agreed or strongly agreed that the survey supported them to reflect on and share their opinions on parks and open spaces in our region (54% and 22% respectively). Only 2% disagreed or strongly disagreed.</p> <p>Completed surveys received from all major activity centres and townships across the region. Sample was fairly reflective of overall population, although higher representation from Bargara-Burnett area.</p> <p>All age groups represented in survey except for over 85 years, however over representation of 35-49 year olds and underrepresentation of 0 – 24 years. Higher representation of females (75%)</p>	<p>Comprehensive level of community feedback received to represent the community perspective and complement the qualitative data captured in workshops.</p> <p>Value for money - Low cost activity (survey and designed inhouse, minimal printing as mostly online, minimal advertising budget required (Facebook ad) as mostly via non-cost methods such as email, media release, community newsletters, schools and childcares etc.).</p> <p>Some parts of population may not be represented, particularly more rural and isolated areas and older population (> 75 years) and younger cohorts (0-24 years) and the male population.</p>	<p>Good response rate, therefore method of dissemination and promotion of survey was successful. Promotion through Facebook advertising was beneficial.</p> <p>Could improve reaching older population (e.g. mailout) as Facebook targeted younger demographic although did make use of radio stations and newspaper.</p> <p>May benefit from more intense promotion to rural towns through mail outs.</p> <p>Improvements to survey –</p> <ul style="list-style-type: none"> • Less open ended Qs (more challenging to analyse and also may have impact on completion rate as took average 13-15 minutes to complete (80% completion rate) • Less repetition in survey questions • More opportunity and investment in building people's knowledge around LGIP and parks planning categories/limitations etc. Some responses do not reflect understanding of LGIP DSS, limitations on resources & capacity, the process to develop LGIP and location of parks.

Stakeholder	Measures	Indicators (metrics of success/target)	Data collection	Performance (outputs)	Outcomes	Recommendations
General public: Families, parents, grandparents and children (Flourish Family Fun day)	Number of people engaging with Council and contributing ideas	>20 people	Count Event observation and team reflection	Approximately 30 people (children and adults) contributed ideas and opinions to the coreflute signs Team reflection activity completed	Positive image of Council promoted Authentic engagement with community members Feedback made Council officers aware that promotion/awareness and advertising of parks is needed as a lot of people don't know what parks we have or what are in them Small/targeted engagement activity reaching primarily families, parents, grandparents/carers (so not necessarily representative of the entire population) Value for money (Cost in total approximately \$300 plus staff time)	Have a short option of the survey available (the full version was quite lengthy for people to do on the spot) Utilising events like this to also promote our parks and projects (e.g. having a 'Parks Pack' with flyers etc.) An additional person would have been beneficial to help with the activities but also to count how many people were participating Have resources (laminated sheets/flyers) to explain the parks categories and LGIP planning process
Park user groups (BRICC, FAB, CYF Alliance)	Number of people participating Level of satisfaction with workshop <i>as a way to provide input into development of parks and</i>	[N] 80% strongly agreed they were provided with adequate information and resources to participate in a meaningful way 80% strongly agree the	Count Community engagement feedback form Event observation and team reflection	42 adults across 3 workshops (FAB = 16; BRICC = 9; CYF Alliance = 17) Feedback form received from FAB workshop (13 people completed form) 69% strongly agreed they were provided with adequate information and resources to participate in a meaningful way	Strengthening of relationships and trust in Council as an organisation who genuinely wants to hear from Community Opportunity to increase people's knowledge and understanding around parks planning Value for money – low cost to run workshops (stationary, printing harvest sheets and staff time to plan and facilitate workshops) for a rich output of data gained. Lessons learned:	Communicate clearly with the person running the group (chair or leader). This worked really well with one of the workshops as the chair assisted in the design of the workshop and the questions, so the whole session seemed to flow smoothly (as well as having 'buy in'). It was less effective in one of the other workshops as communication prior to the day was limited which in turn resulted in the session being shorter and therefore needing to adapt the overall workshop style and agenda on the day.

Stakeholder	Measures	Indicators (metrics of success/target)	Data collection	Performance (outputs)	Outcomes	Recommendations
	<i>open space network</i>	workshop facilitated them to reflect and share opinions on parks and open spaces in the region		77% strongly agree the workshop facilitated them to reflect and share opinions on parks and open spaces in the region	<ul style="list-style-type: none"> • Clearer communication with chair or person running it is crucial, assists with 'buy-in' and the delivery of the workshop on the day • Learning to "act on your feet" and adapt to unexpected, facilitation/leader skills • Care to ensure the check in Q doesn't take too long or cut into the workshop time for the other questions • Set up early • The questions appeared to be good as quality feedback was received through the discussion • Allow time to inform the group how the data and feedback will be used and the next steps • Providing context and LGIP (with powerpoint slides) worked well • Another learning is to send key Qs to the group and leader prior to the day so people can prepare thoughts beforehand • Structure and timing of the session is important to get the level of depth out of the responses. 	<p>Upskilling team in facilitation skills and participatory leadership skills will be really useful for continuing to do this type of engagement in the future.</p> <p>The questions asked were meaningful and have provided a depth of data. Some of the richness does get lost in translation from discussion to writing ideas on harvest sheets, so having a team member with each group is helpful to provide context to the written comments. However, it's important that the team is skilled in facilitation to facilitate the discussion (and be impartial and not directive).</p> <p>Having resources to help explain the parks planning context was useful and beneficial, however this could be improved (providing examples of parks, development plans/maps). This process was improved in the later workshops based on feedback from participants.</p> <p>Important to always share HOW the data will be used (next steps and follow up process)</p>
All Stakeholders <i>(general public, park user groups,</i>	Quality of input reflects and understanding of LGIP		Team reflection on quality of feedback received	Team reflections undertaken Three workshops with key groups representing hard to	<ul style="list-style-type: none"> • Having a number of data sources (survey, workshops and face-face meetings etc.) and capturing data by quantitative and qualitative methods resulted in rich depth of data. 	Additional strategies and activities to help inform and build communities understanding of parks categories and planning processes are required

Stakeholder	Measures	Indicators (metrics of success/target)	Data collection	Performance (outputs)	Outcomes	Recommendations
<i>Councillors, Council staff</i>	DSS, limitations on resources & capacity, the process to develop LGIP and location of parks. Evidence of reaching hard to reach/vulnerable		Number of workshops and participants Representation from key groups in survey sample	reach/vulnerable populations delivered (total of 42 adults) Representation from identified groups in survey sample: 7% identified as a person with a disability 3% identified as Aboriginal and/or Torres Strait Islander	<ul style="list-style-type: none"> While quality of feedback received was rich, not all data reflected an understanding of LGIP, DSS and planning processes. Successes with informing community and stakeholders around park categories and planning processes was primarily achieved in the workshops and face-to-face interactions, however more could have been done around this aspect for the general public to accompany survey. As well as the three planned workshops, the parks team also had the opportunity to consult with staff from Grace Dixon Centre which represents another vulnerable group (elderly people with dementia, high needs and their carers) 	