



Your Say
Victor Harbor

Community Engagement Summary

***2024/25 Annual Business
Plan and Budget
Early Engagement***

city of
Victor Harbor





Executive Summary

The City of Victor Harbor Community Plan 2030 outlines a commitment to engage and involve the community in local decision making. Effective community engagement not only provides Council with the opportunity to strengthen its relationship and build trust with the community, but also supports better decision making ensuring outcomes are informed by community needs and aspirations.

Victor Harbor has a community that is passionate about being involved in shaping the City's future. Opportunities to be involved in local decision making are highly valued. In September 2024, the Council made a decision to reshape its community forum, held in non-election years, to allow for an early engagement campaign on the annual business plan and budget. This aligns with feedback received through both the 2023/24 Annual Business Plan consultation and Community Satisfaction Survey.

The early engagement campaign centred around opportunities to engage face-to-face with community members. Four listening posts were scheduled across various times and locations to capture a broad cross-section of community. The face-to-face activities were also supported by an online component via Your Say Victor Harbor and a static display in the Council foyer. Extensive promotion was undertaken, within resource allocation capacity, to invite community participation.

What We Heard

In terms of what we heard throughout the engagement, there were many commonalities to the findings of both the Community Satisfaction Surveys and Liveability Census.

Conversations at listening posts highlighted a clear message that people love living in Victor Harbor for a range of different reasons. When it comes to priorities for Victor Harbor's future the following summarises the key themes from the conversations had with community members.

Themes relating to Council services, programs and responsibilities:

- **Environment** – The environment is highly valued and its protection and conservation should be a priority (coast, rivers, natural vegetation).
- **Infrastructure and Planning Management** – Better maintenance of roads and footpaths, upgrades to Encounter Bikeway, improving connectivity and installing new footpaths, addressing infrastructure challenges associated with population growth.
- **Arts and Culture** – Support for arts and cultural initiatives including the development of the Arts and Culture Centre.
- **Council Governance and Finances** – Calls for lower council rates, managing council finances efficiently and reducing unnecessary spending.
- **Youth engagement** – More activities for youth and teens, including spaces that facilitate intergenerational connections.

Themes requiring advocacy from Council to other agencies:

- **Social and Health Services** – Hospital upgrades and healthcare improvements, mental health services and awareness, support services for homeless.
- **Housing and Development** – affordable housing options, concerns around development and how Victor Harbor will grow (impact on heritage and preservation of green space).
- **Transport** – Improvements required to public transport, particularly connecting Victor Harbor and Goolwa and Victor Harbor to the Seaford interchange.

Evaluation of Engagement Campaign

The early engagement proved to be a valuable exercise that was greatly appreciated by those who participated (estimated around 150). While there was only a small amount of engagement online, the listening posts were well received with many commenting that they appreciated the effort of Council representatives coming out to talk with the community face-to-face. There were a number of people who saw the listening posts advertised and made a purposeful effort to attend and share their ideas and concerns, however many were just passers by who happened to be in the location.

It is recommended that Council undertake the early engagement again in November 2024 to inform the 2025/26 Annual Business Plan, possibly adding an additional day in Victor Central to reach even more people.



Introduction

The purpose of this report is to provide details of the early engagement undertaken in relation to the preparation of the 2024/25 Annual Business Plan and Budget. It outlines a summary of the consultation activities that were undertaken and the feedback gathered during the engagement period, along with highlights of significant market research undertaken to assist inform future planning (Community Satisfaction Surveys and Liveability Census).

Background

The City of Victor Harbor provides a broad range of services to keep our community vibrant, clean and safe. We also deliver a number of projects that aim to contribute to and enhance the liveability of our Council area.

The resources allocated to the delivery of these services and projects are considered each year by Council through its annual budgeting process. This process involves the development of an Annual Business Plan that describes the services and projects Council will undertake during the financial year and how budget will be allocated to support this.

Everything Council does links to the vision set out within our Community (Strategic) Plan which essentially aims to ensure Victor Harbor remains a place of choice to live, work, invest and visit. As such the Annual Business Plan and Budget is a key document within the Council's strategic planning framework, directly linking with the Community Plan and informed by the Asset Management Plans and Long Term Financial Plan.

Community involvement in local decision making is important. The consultation in relation to the preparation of the Annual Business Plan and Budget aims to provide community opportunities to shape the budget at the same time as helping Council understand community expectations. This is to set financial targets and allocate resources to the vast variety of services and projects provided for the community.

Previously to the 2024/25 budget preparation, Council practice was to draw on the findings of previous consultation exercises when preparing the annual budget and then undertake formal consultation on a draft Annual Business Plan and Budget for a period of 3-4 weeks sometime between April and June.

While the results of previous consultation activities will still be taken into account during budget preparations, and key points are highlighted within this report, the Council implemented an early engagement trial in response to feedback received through the 2023/24 Annual Business Plan preparation and Community Satisfaction Surveys.

The trial saw the implementation of an engagement campaign during November 2023 calling on the Victor Harbor community to share their priorities for Victor Harbor's future.

Consultation methodology

The early engagement campaign for the 2024/25 Annual Business Plan and Budget ran throughout November 2023.

The campaign asked community members to share their priorities for Victor Harbor to help inform the preparation of the upcoming budget.

Council collected the views of the community through a number of different methods including:

- Listening Posts (face-to-face)
 - Victor Central on 16 November 2023 from 10am to 2pm
 - Victor Harbor Farmers' Market on 18 November from 8am to 11am
 - Ocean Street (near the Post Office) on 21 November 10am to 12noon
 - Victor Harbor Library on 22 November from 4pm to 6pm
- Foyer Display at the Civic Centre (with pens and post-its to capture ideas and concerns)
- Online Engagement (an online ideas board for people to post their ideas and concerns)

The opportunity for residents and ratepayers to have a say about the strategic directions for the Annual Business Plan was promoted in the following ways:

- Council websites (www.victor.sa.gov.au and Your Say Victor Harbor)
- Social Media – Instagram and Facebook (includes individual event listings for listening posts)
- Victor Viewpoint e-Newsletter – November edition
- Direct email – to Your Say subscribers
- Foyer Poster and Display at the Civic Centre
- Press Advertisements – Fleurieu Sun (placed on 2 November and 16 November) and The Times (placed on 7 November)
- Radio Interviews – Happy FM (3 November) and Fleurieu FM (10 November)
- Signage at key locations while listening posts occur.

Example press advertisement:

city of Victor Harbor
VICTOR HARBOR
FEEL IT CALLING

Share your priorities for Victor Harbor

The City of Victor Harbor wants to hear your ideas and understand your priorities for our council area to help inform the preparation of our 2024/25 budget.

Council Members and staff will be on hand at Listening Posts at various locations around Victor Harbor to listen to your ideas to make Victor Harbor even better.

Your Council Your say

Talk with us at a listening post:

16 Nov	Victor Central (near the escalators) 10am to 2pm
18 Nov	Victor Harbor Farmers' Market Grosvenor Gardens, 8am to 11am
21 Nov	Ocean Street (near the post office) 10am to 12noon
22 Nov	Victor Harbor Library 4pm to 6pm

Can't make a listening post? Join the conversation online at yoursay.victor.sa.gov.au

Community feedback

The following summarises the feedback gathered through the engagement campaign:

Your Say Victor Harbor – Online Ideas Board

An online ideas board was established via Council's online engagement hub (www.yoursay.victor.sa.gov.au). During the consultation period the site had 133 visitors and the following ideas were posted:

- **Invest in the Biodiversity of the area for future generations**

Our nature is the main reason people choose to live, work and play in the Victor Harbor area. A Community Biodiversity Nursery Hub would be a great resource for local indigenous plants for revegetation and habitat improvement, accessible information and education for the community.

Comments:

A greener, wilder and climate resilient environment

❤️ : 2



Figure 1 - Supplied Image of plant nursery

- **Shopping Centre for Encounter Bay**

Encounter Bay is growing so fast it's time to look at a shopping centre to service the people.

❤️ : 3

- **Accent Lighting for Night Walks**

More accent lighting on the esplanade and foreshore would create a warm and welcoming atmosphere for walking at night. I love walking at night, it's peaceful and not as busy as during the day, but lighting is scarce in some areas. Accent lighting in certain areas would make walking at night magical for locals and for the visitors. Also making great photo opportunities for those visiting and bringing awareness to our amazing coastal scapes

❤️ : 1

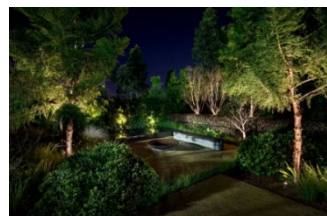


Figure 2 - Supplied image of example accent lighting

- **Council could lead SA in implementing residential wind turbines to supplement solar panels at night. What a wonderful windy area we have.**

Wind power generation

❤️ : 0



Figure 3 - Supplied image of wind turbine

- **Build a permanent Outdoor stage/ sound shell, like other communities have such as Nhill and other regional towns**

Build a small stage in one of the areas on the foreshore, this would allow for simple/cheap concerts in the area, and could be utilized for things such as carols, sporting events, performances, plays and other events throughout the season. Shakespeare in the park, Opera in the park, Rock in the park. It would be a massive addition to the area.



Figure 4 - Supplied image of outdoor stage example

Comments:

❤ : 5

- *Fabulous idea*
- *A fantastic idea!*
- *This is a fantastic idea that would absolutely benefit the community*
- *Yes. Do this*

- **You don't allow enough words to explain**

Make10 Million a Year

❤ : 0

Comments:

- [SITE ADMIN] Hi there, you are welcome to send a more detailed submission to localgov@victor.sa.gov.au or drop by one of our listening posts to talk with us.

- **Armstrong Rd tree planting**

Please plant trees and shrubs on the bare patch opposite Henderson Road. A new development is being built behind this area and needs screening ASAP.

❤ : 0

- **Permanent Indoor Roller Skating Arena**

A permanent Roller Skating Arena offering learn to skate sessions, sessions for different age groups and Roller Discos. It would be a great activity all year round, give kids of all ages something to do and encourage getting out there and getting fit.



❤ : 0

Figure 5 - Image supplied of a roller skating arena

Listening Posts

The listening posts utilised a large ideas board that encouraged people to stop and write down their priorities for Victor Harbor's future. This proved to be a great tool for getting people to stop and chat, and talk about their aspirations and priorities for Victor Harbor.

The following outline all of the ideas received at each of the listening posts.

Victor Central Shopping Centre – 16 November 2023 from 10am to 2pm

- Roads
- Bus service to Adelaide
- Removal [of] excess development signs – Oakford Estate
- Please leave The Bluff alone
- No more schoolies – move outside of town
- Fix all roads
- Open space management
- Bus service
- Wide car parks
- Pedestrian crossing on Adelaide Road (near North Point Toyota) to get to chemist
- East Beach Marina – No Bluff Marina / Mark Taplin
- Retain the relaxed coastal lifestyle
- Protect hooded plovers
- Ten Pin Bowling Alley!
- Save our environment
- No marina
- No fixed charge [Council Rates]
- More footpaths connecting to areas of interest
- Get rid of fixed charge [Council Rates]
- Public art not important
- Comic shop
- Youth space
- Glenvale Road – seal it
- ❤️ ❤️ ❤️ Nangawooka
- More green areas in new development
- More youth employment opportunities (skilled employment)
- Foreshore parking free ✓
- Rock N Roll Festival – Please keep it up!
- Footpaths
- Look after the Inman River
- Town entry needs improvement
- More public transport to Adelaide or Seaford public interchange
- Leave The Bluff alone
- Seaview Road Footpath (Acramen Street to Drakes)
- Fix roads
- Petrel Cove not an [dog] off-leash area
- Keep trees
- Save our cinema!
- Cat management education
- Stick to what we can afford
- More public transport – Goolwa to Victor
- More footpaths in McCracken
- Keep the 'country town' feel
- Better public transport
- Bluff Master Plan
- Energy security
- No dogs on beaches off-leash – on-leash only
- Subsidies to attract businesses to the Mainstreet
- Free kitchen caddies and green bags
- Sustainable development



Victor Harbor Farmers' Market – 18 November 2023 from 8am to 11am

- Aged care and palliative care needs to be better
- Better infrastructure planning
- Youth space – Woodcroft Library example (gaming)
- Ocean pool, man-made reefs
- Youth opportunities
- No cruise ships
- No marina
- Protect and retain our green space
- Consultation on the marina proposal
- Green binds for ALL ratepayers
- Trippet Reserve maintenance
- Transport – access to city. Ride share?
- Control planning for industrial areas
- Different rates for Airbnb [properties]
- Keep Victor Harbor as it is
- Encounter Bikeway connection near train line – prefer off road
- Light up the city – colourful
- Community space for youth and aged to interact
- Assisted accommodation for health professionals (billeting?)
- More boat launch sites
- Better range of activity for youth
- Infrastructure for cruise ships
- Dedicated Mountain Bike trails (separate from pedestrians)
- Bring back the Granite Island chairlift
- Affordable housing options
- More transport (frequency, cost [affordability])
- Café in the Railway Station building
- Ceiling for [Council] rates
- Transport (train, fast train)
- More comfortable cinema seats
- More activities (Ten Pin Bowling, Games Arcade)
- Beach access Bluff (extend hand rail)
- Homeless assistance
- More public art
- No more petrol stations ✓
- Flinders Parade Footpath – between Bridge Terrace and George Fisher Playground
- Footpath the entire way up Renown Avenue
- No more schoolies ✓
- Helicopter tours
- Location of the new ambulance station not appropriate
- Singing groups
- Don't let Victor become a Gold Coast
- Keep looking after our rivers
- Sausage sizzle opportunities [fundraising] to cater for schoolies
- Best library in Australia
- Mental health services



Ocean Street – 21 November 2023 from 10am to 12pm

- For Dog Owners – 24/7 off lead area on a beach
- Prioritise residents and not tourists
- Build a tidal sea pool for swimming (outdoor)
- Better pedestrian crossings / connections (Grosvenor Gardens to Victor Central)
- Improve hospital
- No cruise ships offshore – Remember Venice
- Pedestrian crossing @ Grosvenor Gardens / KFC needs improvement
- Preserve our natural coastline – do not put tourism above the environment
- 80km/hr speed limit on Ring Road (Crozier Road)
- 80km/hr limit on Ring Road
- Speed reduction on Colebatch Road (off Day Road) – needs review!!
- Keep Victor Harbor as it is
- Assist relocate the Victor Harbor Childcare Centre
- Preserve what's left of heritage buildings
- Lower council rates
- Buy Mt Breckan and turn it into a museum
- Town Hall toilets tap is hard to use
- Install dog poo bins
- Pedestrian crossing over Torrens Street
- Toilet cleaning schedule
- 24/7 offleash dog play area on a beach
- Outdoor entertainment amphitheatre e.g. for music, plays
- Prioritise looking after our environment
- Chemical disposal collection service
- Hard waste collection
- Better quality public toilets
- Upgrade Town Hall for concerts, plays etc (air condition)
- More footpaths for Encounter Bay
- A boat shed for Victor Dragons. We need land!
- Get UBER
- Upgrade hospital
- No marina
- Upgrade Town Hall – Encourage more visiting acts
- Had enough of everything around tourism – we live here please listen!

Victor Harbor Library – 22 November from 4pm to 6pm

- Bush Chapel proposal

Foyer Display

The ideas board was on display in the Civic Centre foyer when not in use at Listening Post. The following outlines the ideas and comments captured:

- Outdoor cinema in warmer months
- Art of Granite Island but this time local talent and history, interactive self-guided walk flora, fauna etc
- Hard rubbish collection
- Bigger library
- Why is there nothing on National Park's Granite Island website re restrictions about no bicycles allowed. People are riding over there from home only to be told they can't Granite Island is boring! What happened to giant swings, wallabies, native geese etc of my youth. A guy can't even ride a bicycle to get out there now, shameful.
- Why is Belair National Park heavily promoted for cycle friendly but Granite Island they are banned!!!
- Bicycle access to Granite Island
- More wildlife on Granite Island, Bettongs?
- Bring in significant tree protection
- No more schoolies please!!
- Hard rubbish removal especially for low income [households]
- No schoolies
- Hard rubbish removal
- No more land clearing
- Off leash area on beach for dogs
- Facilities for homeless – showers, toilets, storage locker et – plus housing
- Upgrade Encounter bikeway
- Ten Pin Bowling
- Provide hard refuse skip at least once per year
- Extend library hours even if only with volunteers ✓✓
- Consider our youth more
- More bicycle racks
- Hard rubbish collection
- The pirate ship back in the kids area of the library 😞
- An ocean pool would be good somewhere. Sandy beaches there may be, but either rough surf, sharp rock bottom or near dirty river mouths
- More playgrounds with Cafes
- Basketball court upgrade outside next to Qahwa
- No more gas stations OTR
- Road repairs
- Stop spending!
- Protect our history
- Protect our environment
- Childcare
- More community housing assistance
- More rubbish collections over peak time!!
- Wallabies back to Granite Island
- Reduce car use. Encourage cycling e.g. Granite Island
- Protect environment and green space!
- Quicker clearing of overgrown unused blocks
- Flying Fox – Granite Island to Mainland. Huge tourist spectacle
- Get rates down
- More activities for teens/youth to do together (eg bowling) we only have the cinema right now
- Plant more trees
- Look after Bluff

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- Hospital upgrade
 - More entertainment for teens
 - I have gout and can't walk far. But can cycle if allowed to out on Granite Island
 - More street trees – mallees, not flowering gum or non-native
 - Art Precinct to inc shop showcase for state art purchases
 - Bring back arts to VH – Grants!
 - Splash pad
 - More childcare
 - More concerts at Kent Reserve
 - Fix up Footpath outside Yilki Store!
 - Stop wasting money!
 - Softplay Café
 - Improve the roads
 - Lower rates
 - Protect natural vegetation and restore degraded areas
 - Waterlillies at Lorne Reserve (Mill Road and Poltong Cr)
 - Indoor Youth Club / Youth Activities
 - New subdivisions to include pull in parking spaces for cares
 - Limit population – too big for infrastructure already
 - Heritage protection (environmental and built)
 - Stormwater on Tabernacle Road
 - Restrict population growth until the infrastructure can cope i.e. better roads, more GPs
 - Street tree audit – replace failed plantings in all streets even old areas
 - Make Ocean Street Parking free
 - Ban black roofing – heats everyone
 - Better bin design in Hayborough (to stop spilling over)
 - Keep Granite Island as a place to reflect
 - No development on The Bluff
 - Encourage better retail outlets
 - Lobby State Govt for rail link to Adelaide
 - Footpaths – My house was built 40 years ago in McCracken and there is still no footpath
 - Plant more trees
 - Follow through on residents' issues
 - Park and ride to Seaford Station
 - More entertainment for teens
 - More indoor event spaces
 - Beaches for people and birds, not dogs
 - 24/7 off leash dog walk/play area on beach
 - Hard rubbish collection
 - Bring back fun on Granite Island e.g chairlift, ocean pool
 - Infrastructure to meet growing population
 - Performing Arts Centre
 - More footpaths
 - Affordable rent for commercial spaces (Ocean Street)
 - Better footpaths 😊
 - Keep green space
 - New build only if infrastructure is up to scratch inc. health
 - Create a swimming beach / splash zone
 - Let bicycles get to café on Granite Island
 - Affordable rental housing
 - Transport links to aquatic centre
 - Look after residents (who are paying your salaries)
 - More bike lanes – ones that don't suddenly end



Key Themes

In terms of what we heard throughout the engagement, there was a clear message that people love living in Victor Harbor, for a range of different reasons. When it comes to priorities for Victor Harbor's future the following summarises the key themes from the conversations had with community members:

- **Environment** – The environment is highly valued and its protection and conservation should be a priority (coast, rivers, natural vegetation).
- **Infrastructure and Planning Management** – Better maintenance of roads and footpaths, upgrades to Encounter Bikeway, improving connectivity and installing new footpaths, addressing infrastructure challenges associated with population growth.
- **Arts and Culture** – Support for arts and cultural initiatives including the development of the Arts and Culture Centre.
- **Council Governance and Finances** – Calls for lower council rates, managing council finances efficiently and reducing unnecessary spending.
- **Youth engagement** – More activities for youth and teens, including spaces that facilitate intergenerational connections.
- **Social and Health Services** – Hospital upgrades and healthcare improvements, mental health services and awareness, support services for homeless.
- **Housing and Development** – affordable housing options, concerns around development and how Victor Harbor will grow (impact on heritage and preservation of green space).
- **Transport** – Improvements required to public transport, particularly connecting Victor Harbor and Goolwa and Victor Harbor to the Seaford interchange.

Key Findings From Other Engagement

The key themes of the early engagement campaign on the 2024/25 Annual Business Plan and Budget support the findings of the 2023 Liveability Census and the Community Satisfaction Surveys undertaken in 2022 and 2023.

2023 Liveability Census

The Australian Liveability Census is the largest social research data set in the country. The census aims to provide an assessment of what it's like to live in a place, looking at what elements are impacting liveability (positively and negatively) so we can better plan for the future.

In 2023 the City of Victor Harbor participated as a partner for the Liveability Census. The data provides a picture of the elements of liveability that our community most value and how we are tracking in these areas compared to the rest of Australia.



The results offer a great insight into our community and should be considered within Council's future planning. The following provides a high-level overview of the results. The report are also available on [Council's website](#).

- **Overall Liveability Performance Score** – 71 (compared with 67 nationally) – this puts Victor Harbor up with the top performers.
 - 85% are satisfied with liveability in their local neighbourhood (compared with 82% nationally)
 - 25-44 year olds are least satisfied (78%)
- **Victor Harbor's #1 Liveability Value:** Elements of the natural environment (natural features, views, vegetation, topography, water, wildlife etc) – 75%
- **Victor Harbor's #1 Liveability Performer:** Elements of the natural environment – 8.4/10 (anything from 8/10 is considered to be a very strong result)
- **Worst Liveability Performer:** Child services (childcare, early learning, after school care, medical etc) – 5.0/10
- Top five areas **where Victor Harbor is performing better** than the national average:
 - Sense of neighbourhood safety
 - Local history, historic buildings or features
 - Range of housing prices and tenures
 - Evidence of community activity
 - Landmarks, special features and meeting places.
- Top five areas **where Victor Harbor is performing lower** than the national average:
 - Child services
 - Local employment opportunities
 - Local education options
 - Spaces suitable for play (from toddlers to teens)
 - Mix or diversity of people in the area.
- Areas that are **highly valued by community, but could be performing better:**
 - General condition of public open space (street trees, footpaths, parks etc)
 - Protection of the natural environment
 - Quality of public open space (footpath, verges, parks etc).

Community Satisfaction Surveys

While findings from both [Community Satisfaction Surveys](#) show that all of Council's services are considered to be important to community, there are some that are considered to be of higher importance. Survey participants were asked to rate Council service areas in terms of their importance and satisfaction with service delivery.

This enables Council to identify service areas of high importance that are not achieving correlating satisfaction levels. It is an opportunity for Council to further explore reasons why community satisfaction levels are lower and what can be done to see an improvement with satisfaction. Once



the priority service areas are performing at an acceptable level, focus can shift to secondary priorities.

The following service areas have been identified as priority service areas through the community satisfaction survey:

- Providing and maintaining roads and footpaths
- Local business support
- Traffic management and car parking
- Coastal protection and environmental management
- Services for families, youth and children

These service areas are considered of high importance to community, yet satisfaction levels are relatively low.

Conclusion

There is consistency across the research and engagement undertaken by Council over the past few years that support a set of shared community priorities.

During budget deliberations it is important to refer back to and give consideration to the findings of these engagement activities to ensure community priorities are represented within the 2024/25 Annual Business Plan and Budget.