

Appendix B

Stage 1 Engagement Report





Our Coast, Our Waterways

Tuggerah Lakes (mini report)

Survey results

September 2021

Central Coast Council

Our Coast, Our Waterways: Tuggerah Lakes mini report
Author: Rose Brown-Mason and Vanessa McCann
Date: 14 September 2021
Version 1

Introduction

- Key interest focus groups
- A dedicated project webpage
- An online waterways survey
- Community pop-up information stalls

This report provides an overview of the engagement approach and provides a summary of the survey results **from users of Tuggerah Lakes**.

A region-wide report is also available at: yourvoiceourcoast.com/waterways.

Communications reach

Communications activity during the phase one consultation achieved:

- **3,918** visits to the Your Voice Our Coast project page
- **1,168** survey responses received
- **14** ads across Facebook and Instagram, reaching **62,011** unique users and achieving **263,341** impressions and **2,074** link clicks
- Snap chat ads, generating **128,212** paid impressions
- 8 Google display ads, generating **815,340** impressions and **819** clicks
- 2 e-news articles distributed, reaching more than **12,000** subscribers – generating **97** click throughs
- Over **350** respondents have entered the focus group candidate pool
- Over **220** stakeholder emails sent
- **3** focus groups hosted with over **20** participants
- Over **400** community members reached at pop up events
- Over **500** postcards distributed

Key findings from survey

The phase one – Our Coast, Our Waterways – survey delivered some really important and encouraging results for Tuggerah Lakes including:

- **81.6%** of respondents that use Tuggerah Lakes strongly agree that Waterways are a significant reason they live on the Central Coast
- **91.5%** of respondents that use Tuggerah Lakes strongly agree that Waterways contribute to their personal health and wellbeing (e.g. fitness, relaxation, happiness, lifestyle, sense of place, cultural heritage)
- **64.6%** of respondents that use Tuggerah Lakes strongly agree that if waterway access, safety or condition declined significantly they would reduce the frequency they visit and use waterways.
- **41.8%** of respondents that use Tuggerah Lakes strongly agree that if waterway access, safety or condition declined significantly they would consider moving away from the Central Coast to another location
- **87.7%** of respondents that use Tuggerah Lakes strongly agree that more should be done to protect and enhance the natural aspects of waterways such as the cleanliness of water, health of coastal vegetation, and the protection of wildlife

- **40.6%** of respondents that use Tuggerah Lakes strongly agree that they would support more resources being used for the management of our waterways and coast, even if it meant a very small increase in their property rates or rent a further **31.8%** somewhat agree and **10.6%** neither agreed or disagreed
- When asked what participants value about our waterways, the top three topics covered in these comments were:
 - Recreational opportunities **25.6%**
 - Beauty and aesthetics **17%**
 - Environmental and natural amenity **12.6%**
- When asked what the top three focus areas for Coastal Management Programs should be, respondents advised:
 - Reducing pollutant loads (sediment, nutrients and microbes) entering waterways **17.2%**
 - Improving and maintain water quality **15.4%**
 - Restoring and maintaining key ecosystem processes **11.2%**
- **128** comments were received when additional comments from users of Tuggerah Lakes were requested, the top three topics covered in these comments were:
 - Recreation **3.9%**
 - Environment **3.3%**
 - Quality of life **3.2%** / Other **3.2%**

Sample participant commentary

The survey offered multiple opportunities for the community to share their thoughts. Below is an example of the comments received when asked what they value about waterways:

- Habitat, filtration of storm water by wetlands, scenic value, mental and physical importance, the lungs of the region.
- The relaxed feeling I get being around them. Their beauty. Swimming at our beaches is refreshing/relaxing. Very blessed to have so many around us.
- The waterways are a great way for enjoying downtime and connecting with other members of the community, whether it be for a quick swim, surf or afternoon spent fishing with friends and family. These waterways are Important in so many levels!!
- The fact that they bring people together who love the water way of life. The fact that they provide easy access to exercise which is beneficial to both my physical and mental health.
- I appreciate the natural beauty whilst sailing on these waterways 2-3 times per week. They are a cultural and environmental wonder. they attract thousands of visitors to the central coast. they add to me health and mental wellbeing.
- Help me relax in life ... I work long hours...

Below is an example of the responses received when asked what other comments participants had about our waterways:

- Love living on the coast & am always appreciative of the work done to keep our waterways the way they are. The ecosystems are important as are the bird life.
- Our beaches and lakes are major tourist attractions as well as being important to residents. CCC should put more value on them.

- Education is very important but so is enforcement of rules which never seems to happen. Far too few public toilets & litter bins along walkways & in picnic areas.
- There could be more policing of rangers on dogs in non-permitted areas on beaches and irresponsible owners not picking up after their dogs. Also people leaving rubbish behind or throwing rubbish out of cars.

Next steps

Council will use the results and feedback provided to identify the community priorities for the management of our waterways. This information will be valuable for informing future consultation and collaboration through the development of our CMP's and ultimately the development of management actions.

Phase two consultation – a series of focus groups with participants derived from survey respondents who indicated a desire to be further involved in the process of developing our CMPs will see the further analysis and exploration of the survey results.

Our journey to develop the Coastal Management Programs is far from over and we look forward to continue working closely with our community throughout this process.

Tuggerah Lakes user survey results

The Our Coast, Our Waterways survey was undertaken to understand the value our community places on waterways, their uses of them, opinions on them and their opinions on future management. We also obtained a demographic profile of each of the participants to better understand who we are hearing from and to facilitate further analyse of the feedback collected.

We have prepared a regionwide report as well as *mini reports* for the four CMPs; this report - *Tuggerah Lakes mini report* – explores the results garnered for participants that indicated they use Tuggerah Lakes.

The survey was broken up into stages –

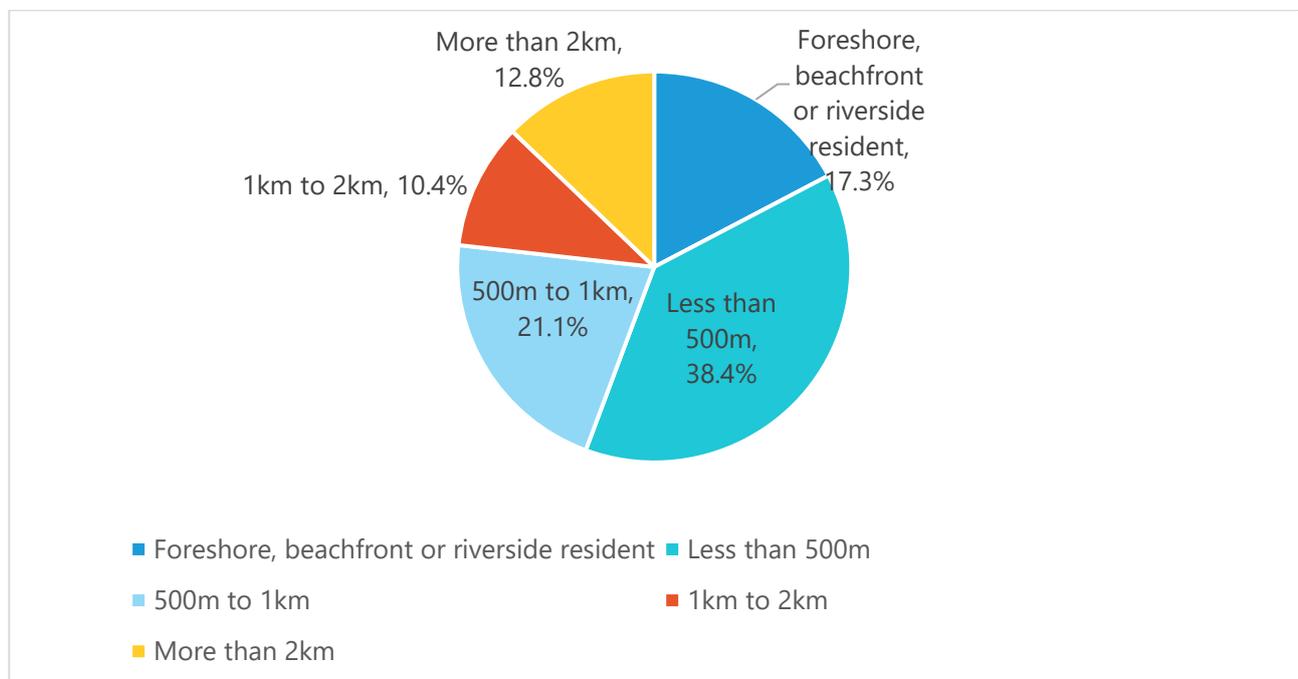
- *Use of Central Coast Waterways*
- *Importance of Central Coast waterways to you*
- *Values and threats to Central Coast waterways*
- *About you and your household.*

We have provided the results garnered from Tuggerah Lakes users in this survey using these same headings.

Use of Central Coast waterways

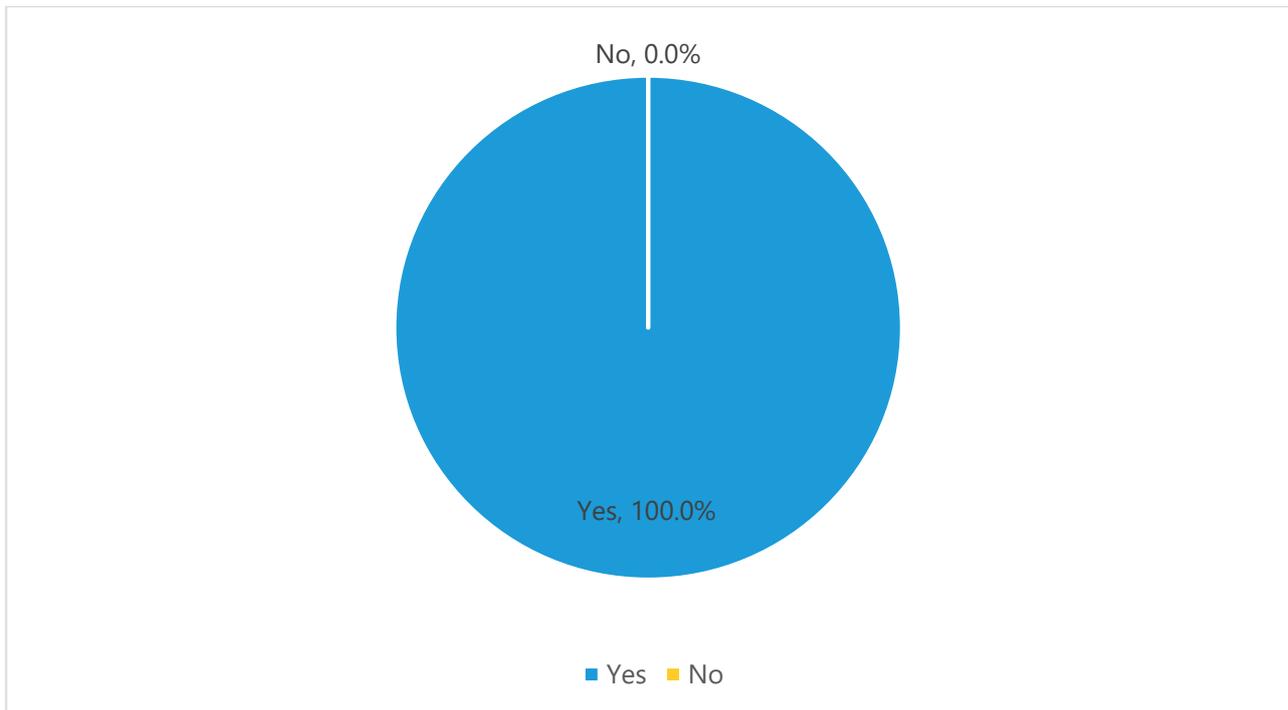
The following questions were designed to assist in understanding how the community uses Central Coast Waterways.

Figure 1: How close do you live to a Central Coast Waterway?



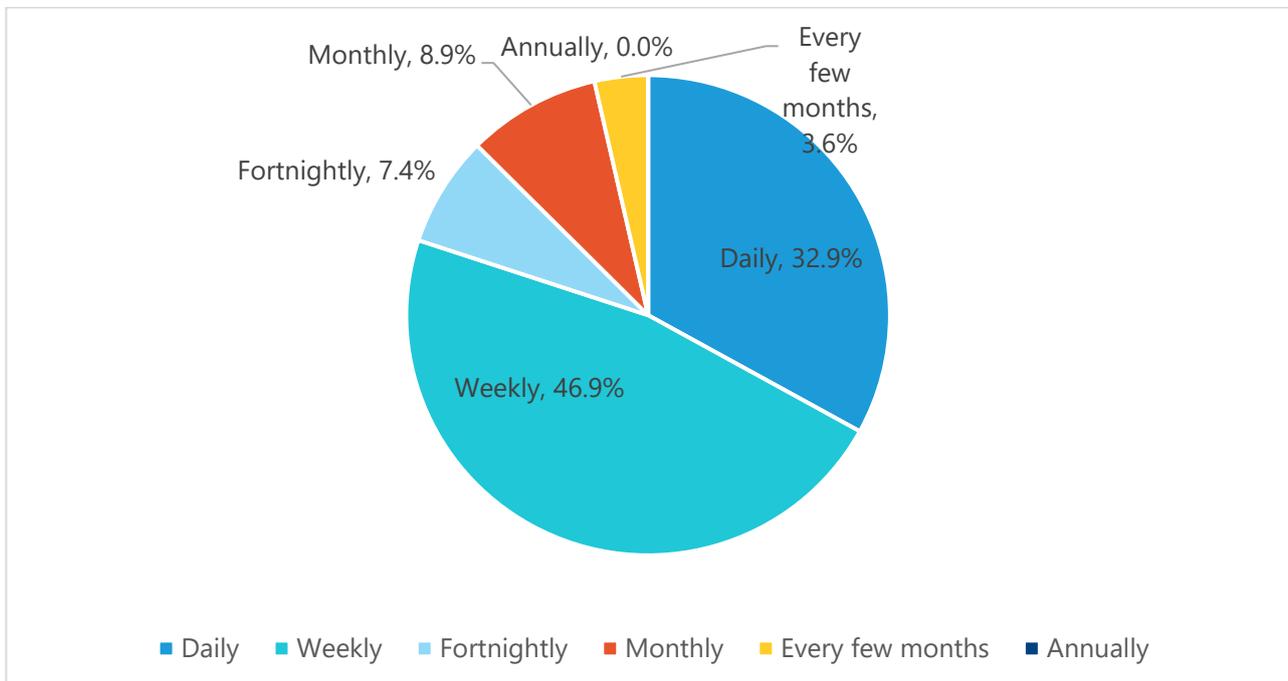
Total respondents=336

Figure 2: Do you currently use any of our Central Coast Waterways, including recreating in or around them?



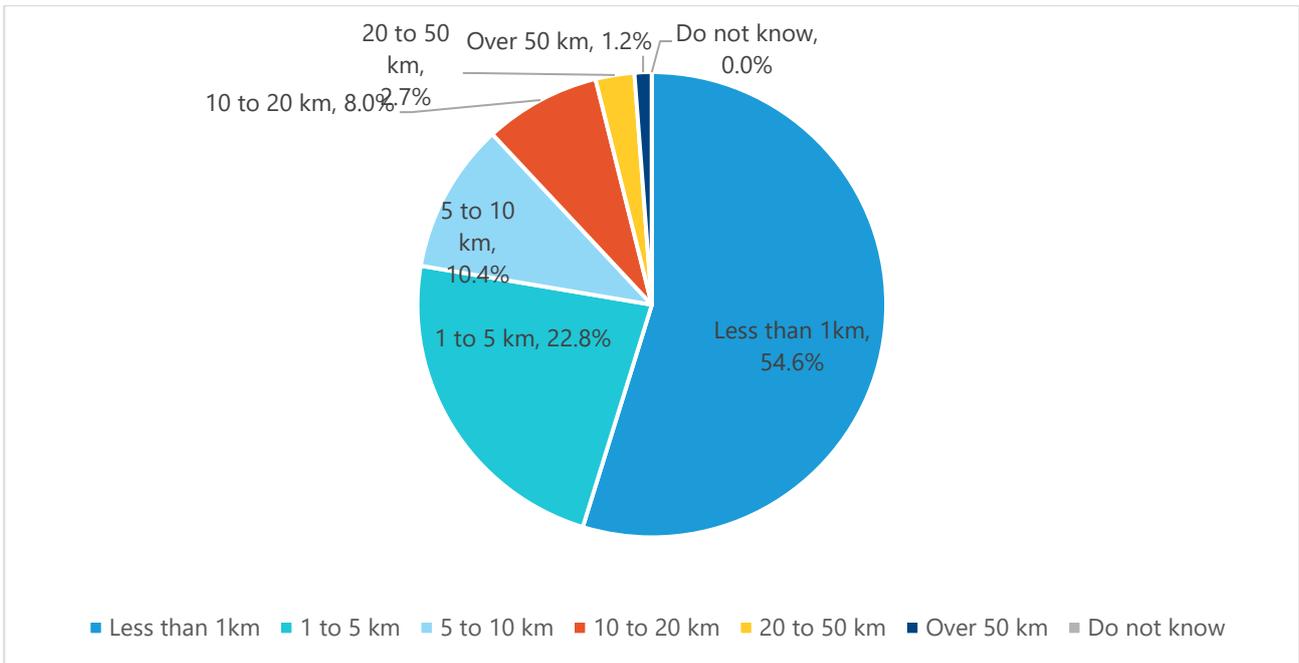
Total respondents=336

Figure 3: How often do you use them?



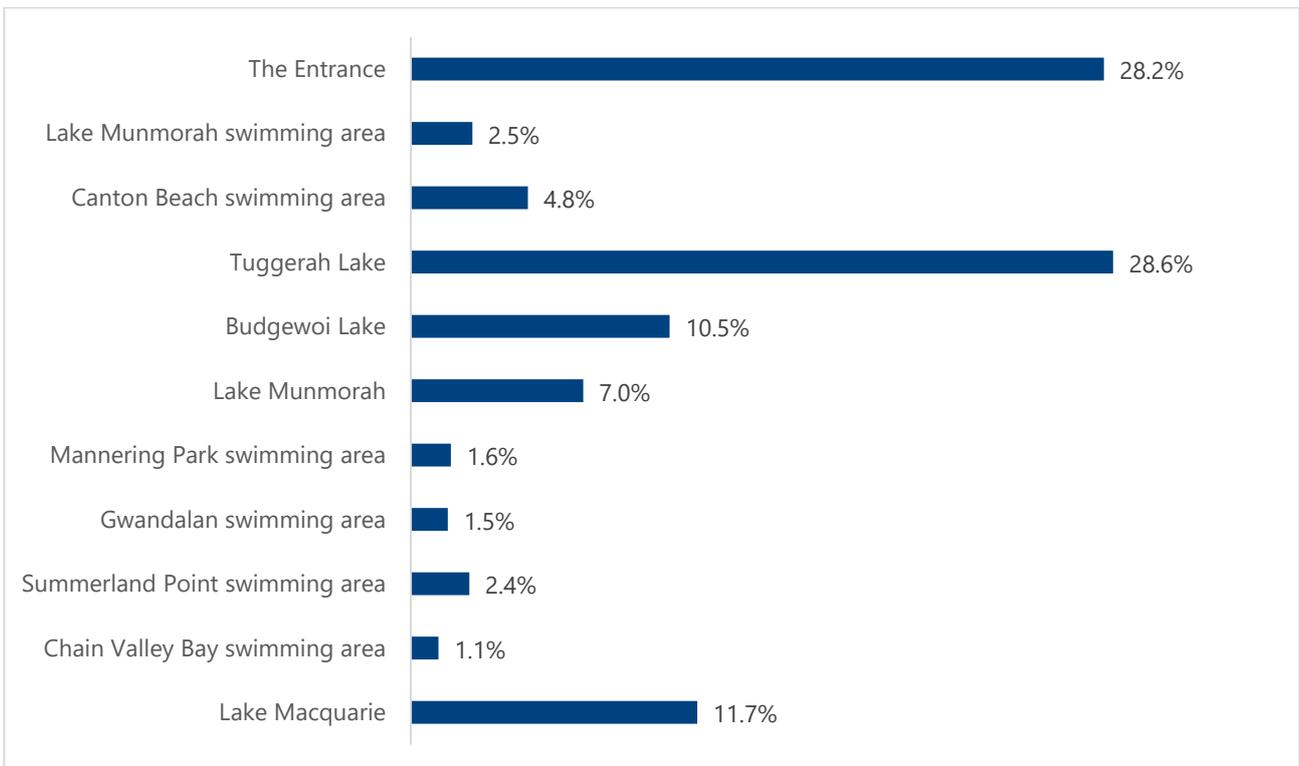
Total respondents=337

Figure 4: How far away from your home is the waterway that you visit most?



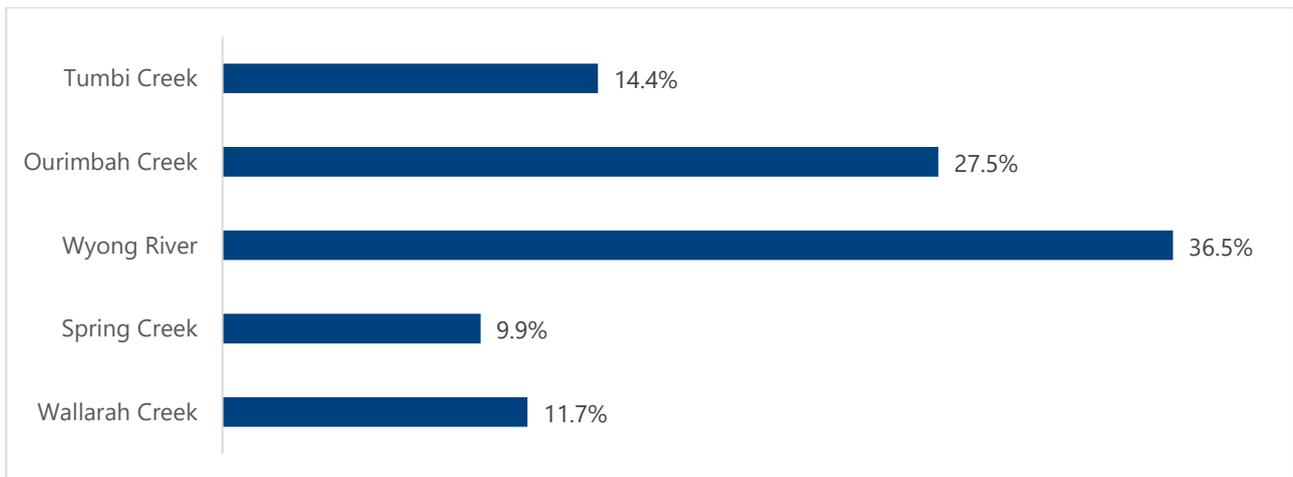
Total respondents=337

Figure 5: Which Central Coast Waterways do you use? (Lakes)



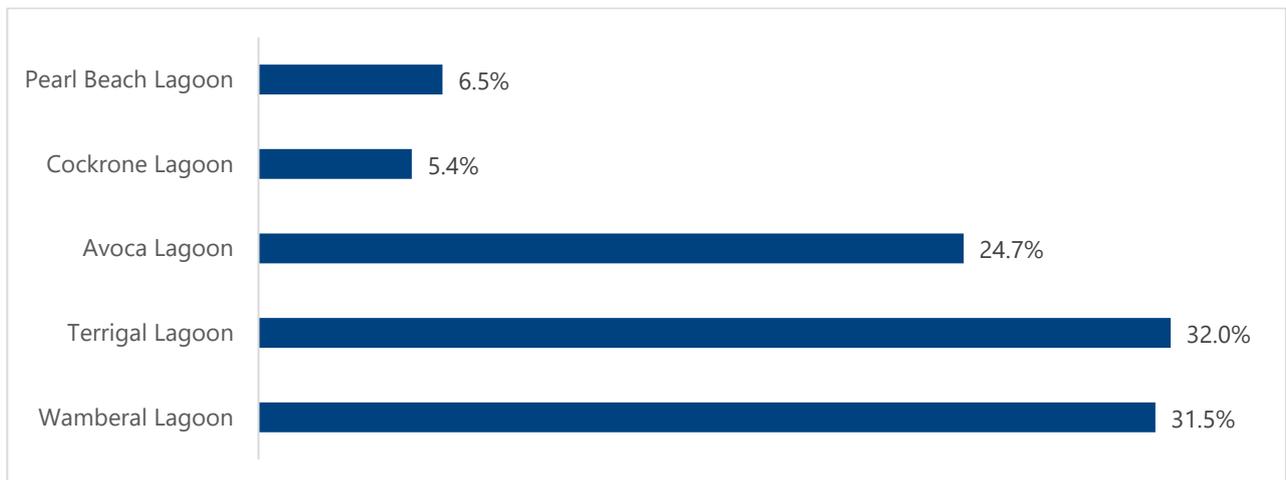
Total selections=797

Figure 6: Which Central Coast Waterways do you use? (Creeks)



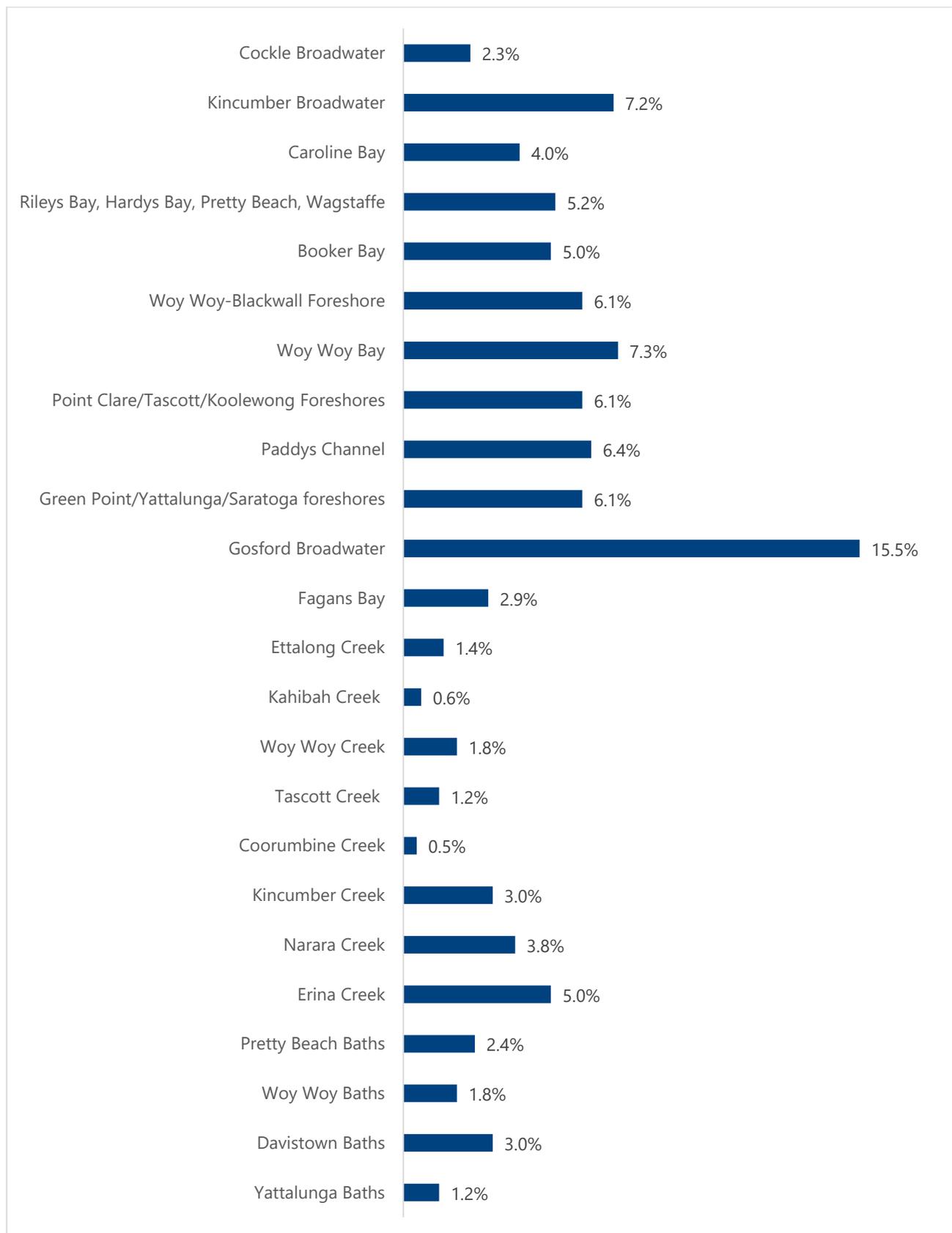
Total selections=222

Figure 7: Which Central Coast Waterways do you use? (Lagoons)



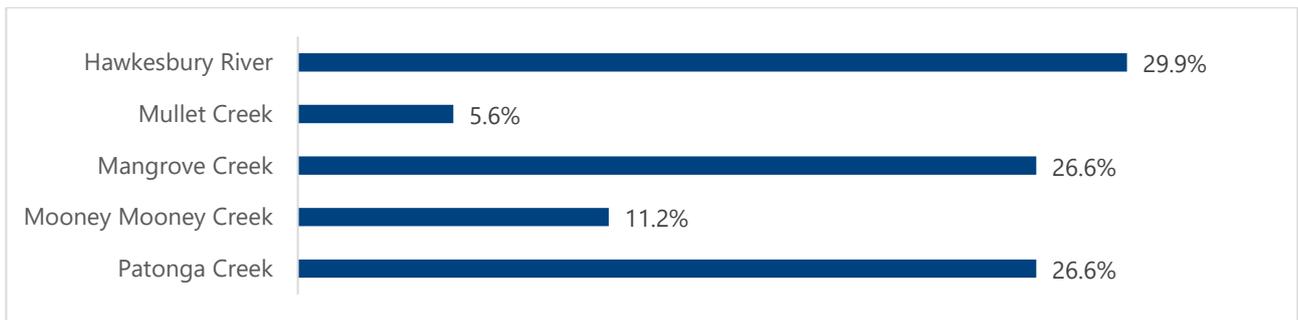
Total selections=372

Figure 8: Which Central Coast Waterways do you use? (Brisbane Water & Broken Bay)



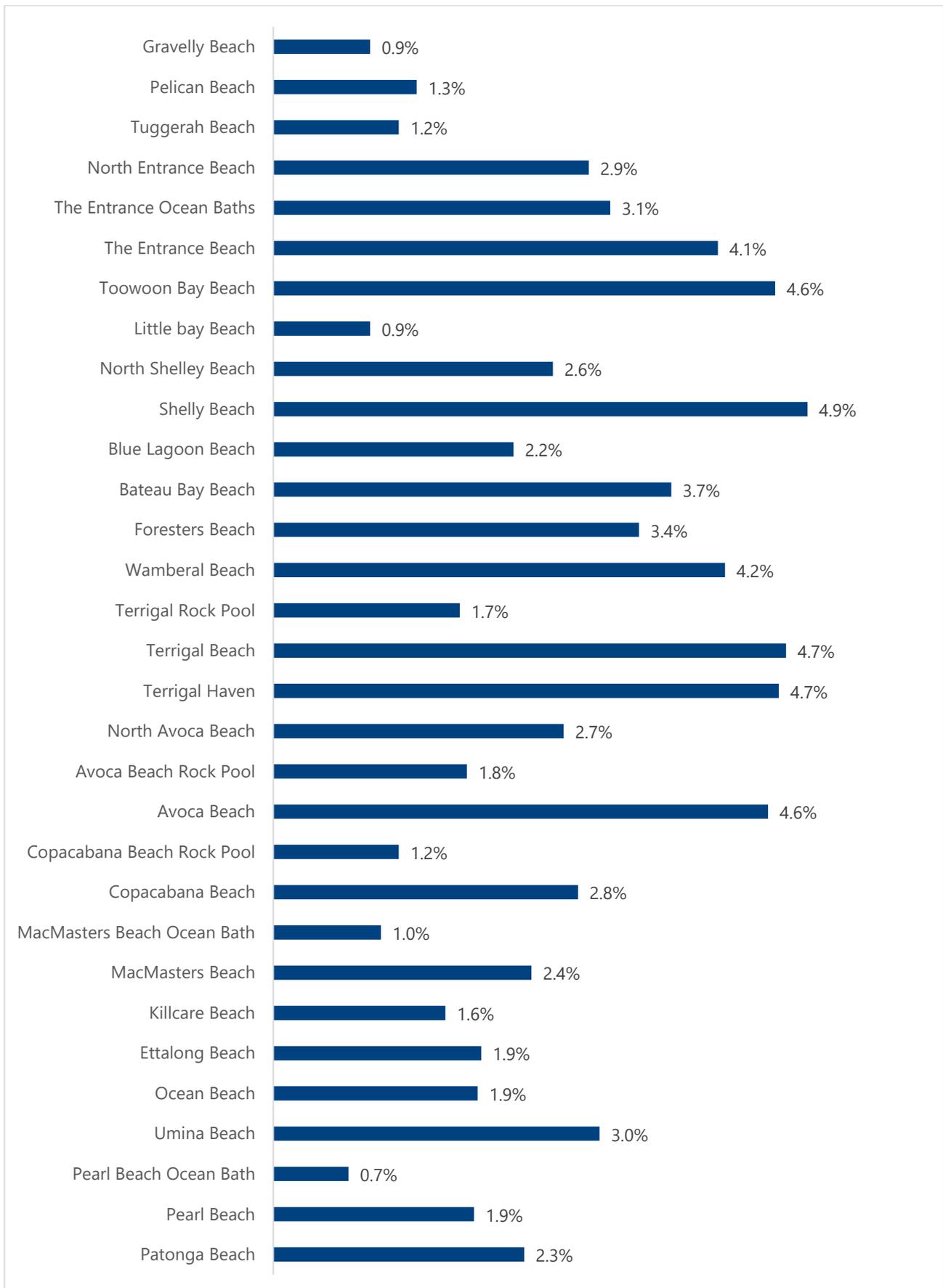
Total selections=656

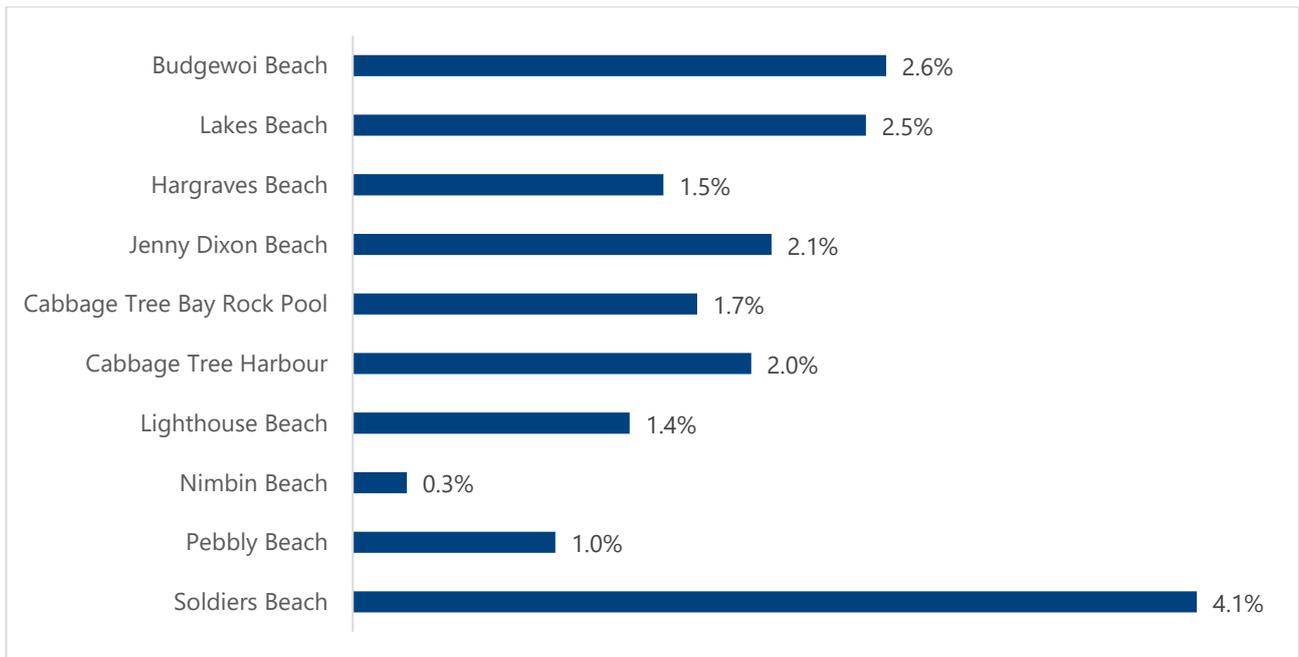
Figure 9: Which Central Coast Waterways do you use? (Lower Hawkesbury River)



Total selections= 214

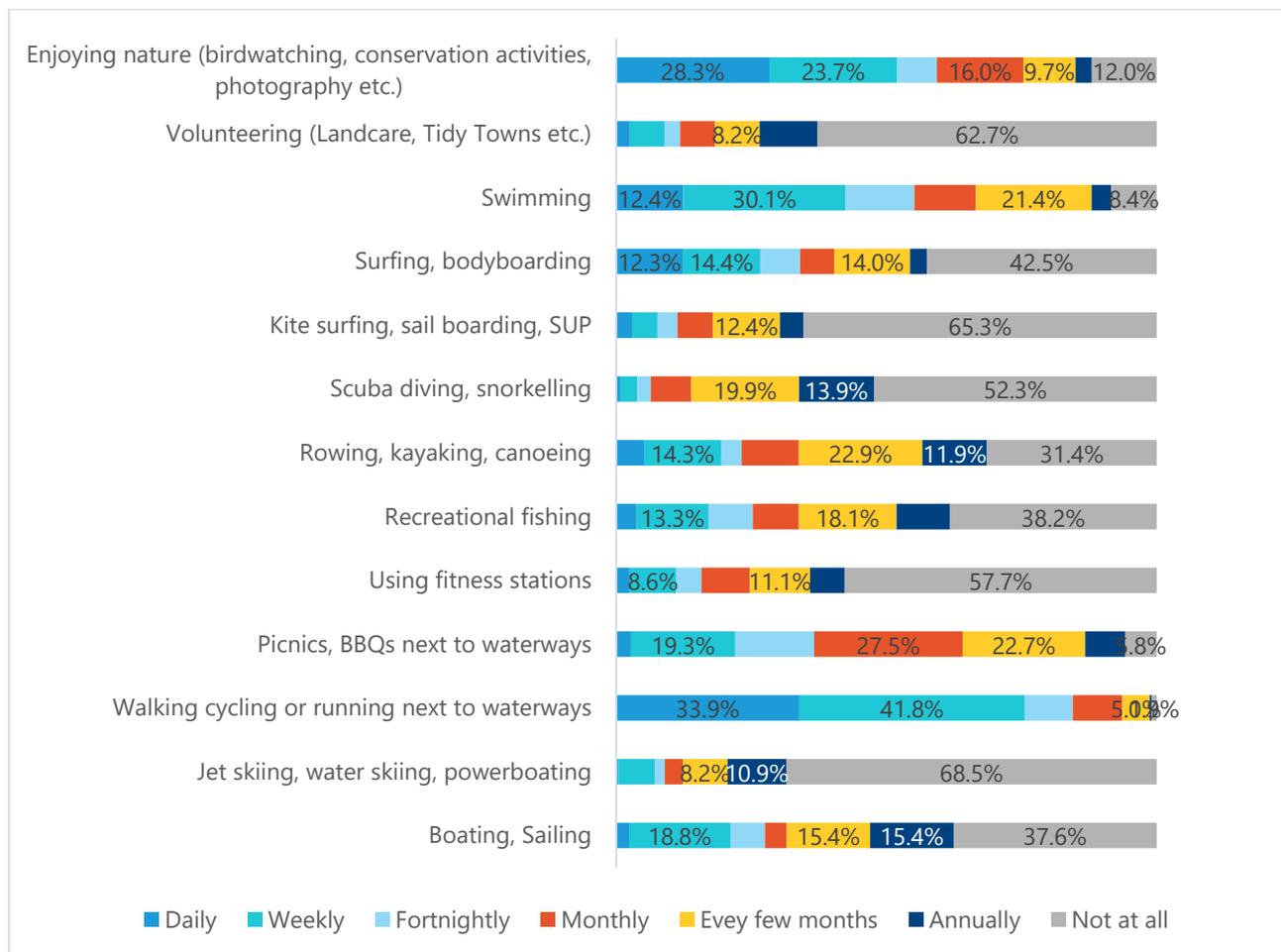
Figure 10: Which Central Coast Waterways do you use? (Beaches)





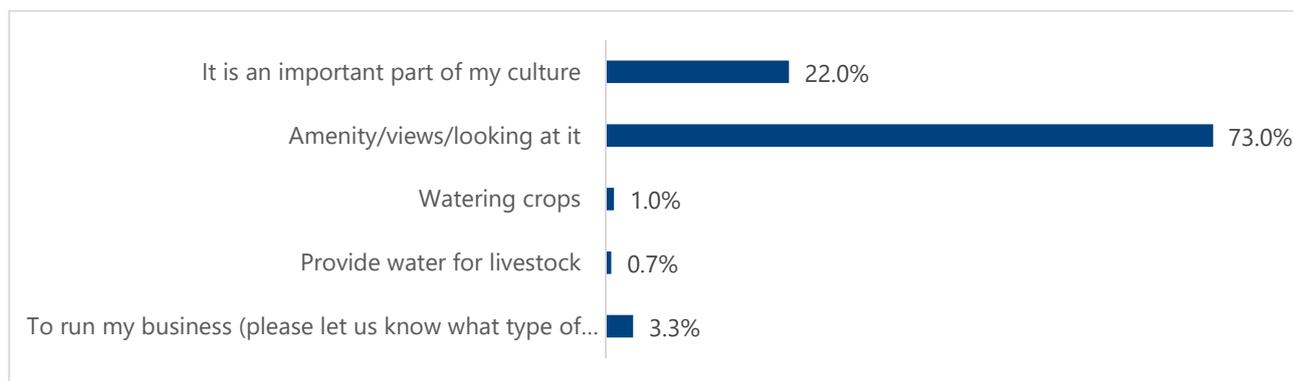
Total selections= 3017

Figure 11: There are many different recreational uses of waterways on the Central Coast, and different frequencies that these activities are undertaken. Please let us know how often you undertake the following activities:



Maximum respondents= 299

Figure 12: Other than recreational uses, how else do you use waterways:

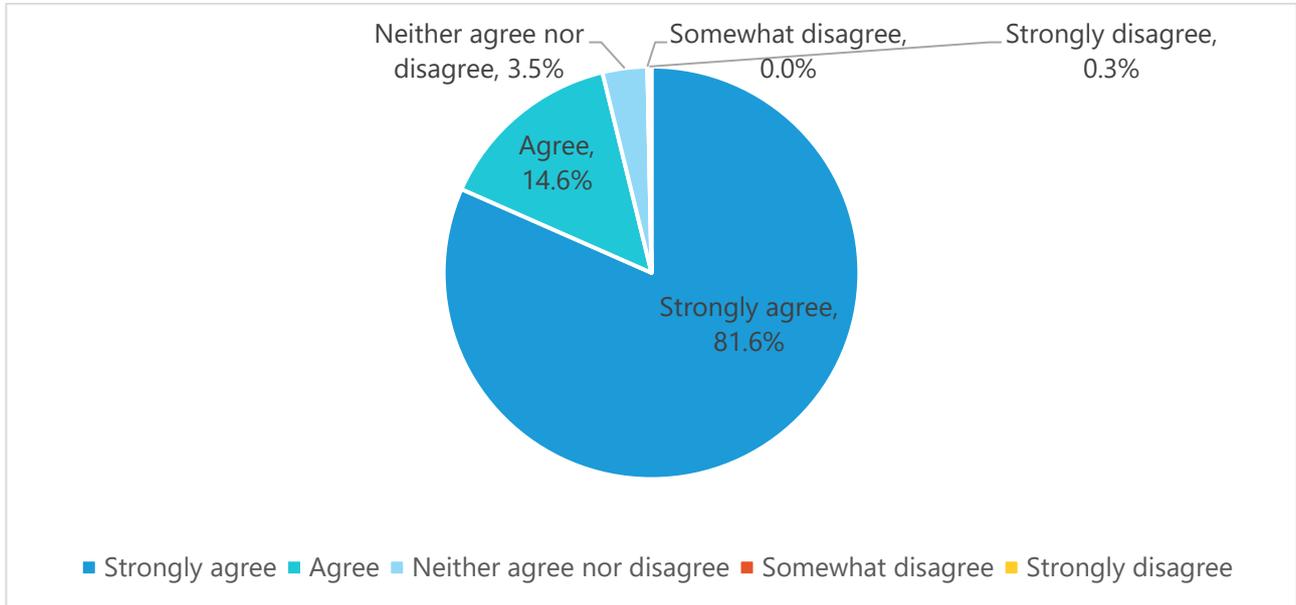


Total responses=307

Importance of Central Coast Waterways to you

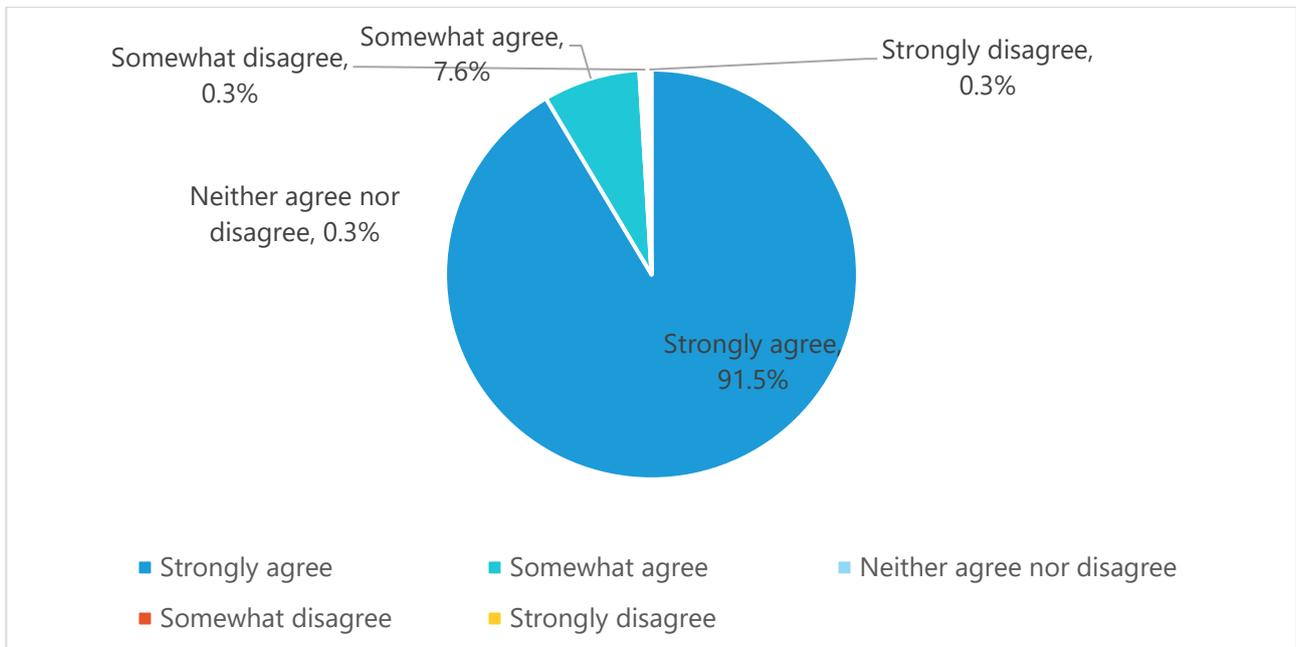
The statements presented in this section of the survey were designed to explore the communities views around the importance of Central Coast waterways both now and into the future.

Figure 13: Waterways are a significant reason I choose to live on the Central Coast.



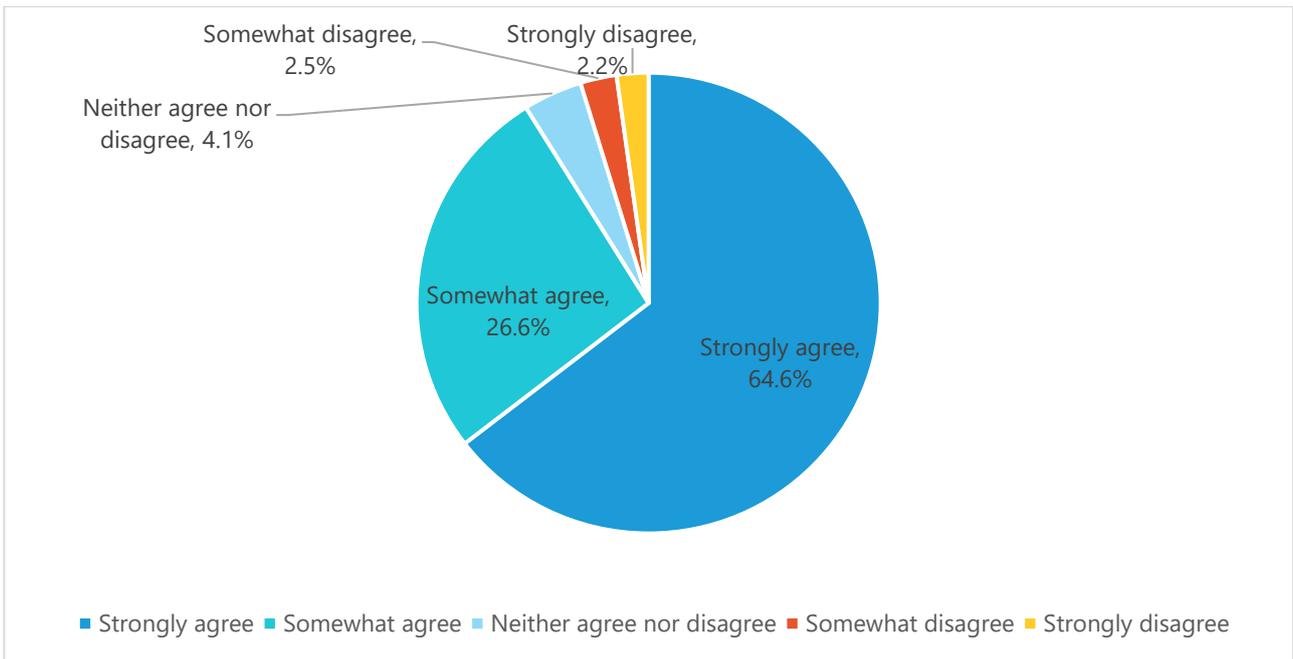
Total respondents=316

Figure 14: Waterways contribute to my personal health and wellbeing (e.g. fitness, relaxation, happiness, lifestyle, sense of place, cultural heritage).



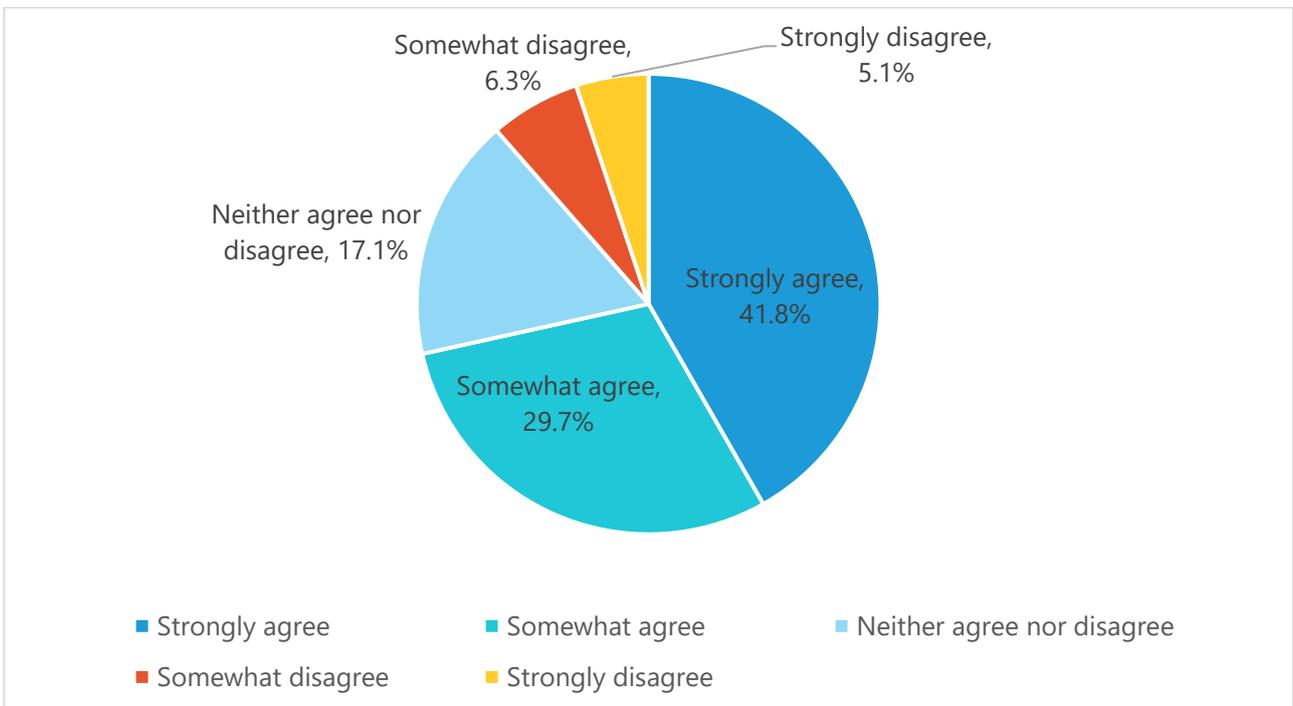
Total respondents=316

Figure 15: If waterway access, safety or condition declined significantly I would reduce the frequency I visit and use waterways.



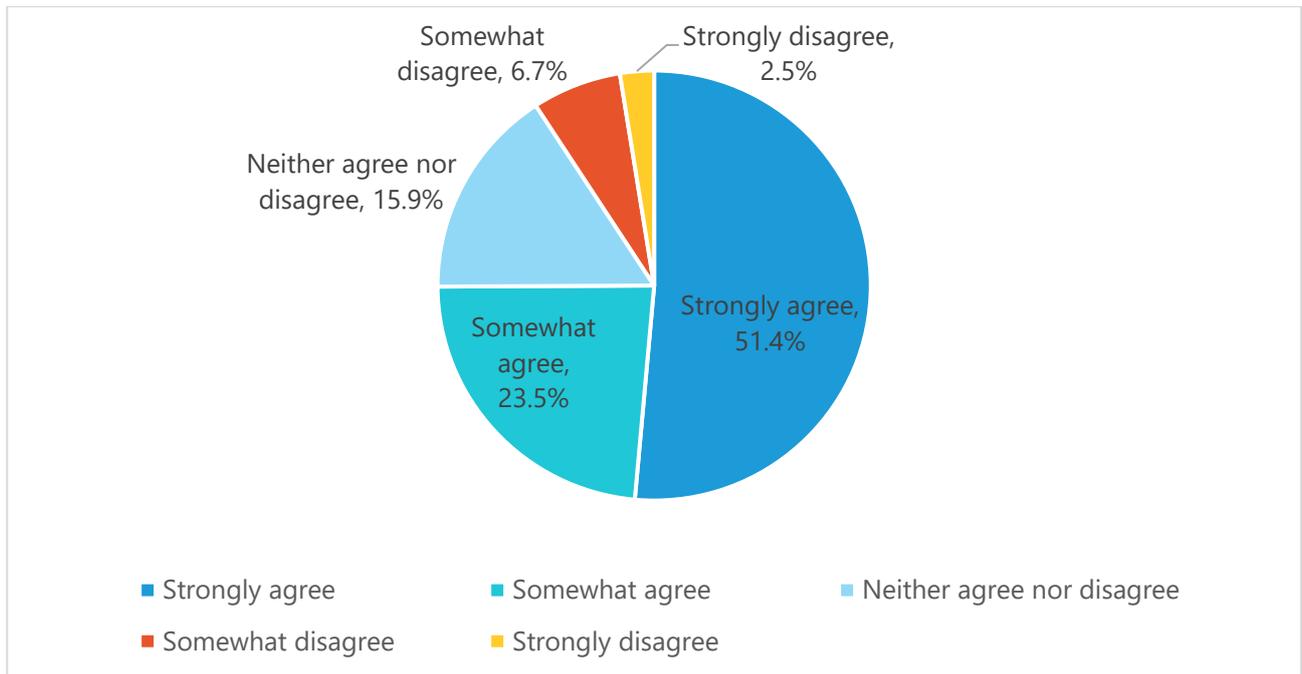
Total respondents=316

Figure 16: If waterway access, safety or condition declined significantly I would consider moving from the Central Coast to another location.



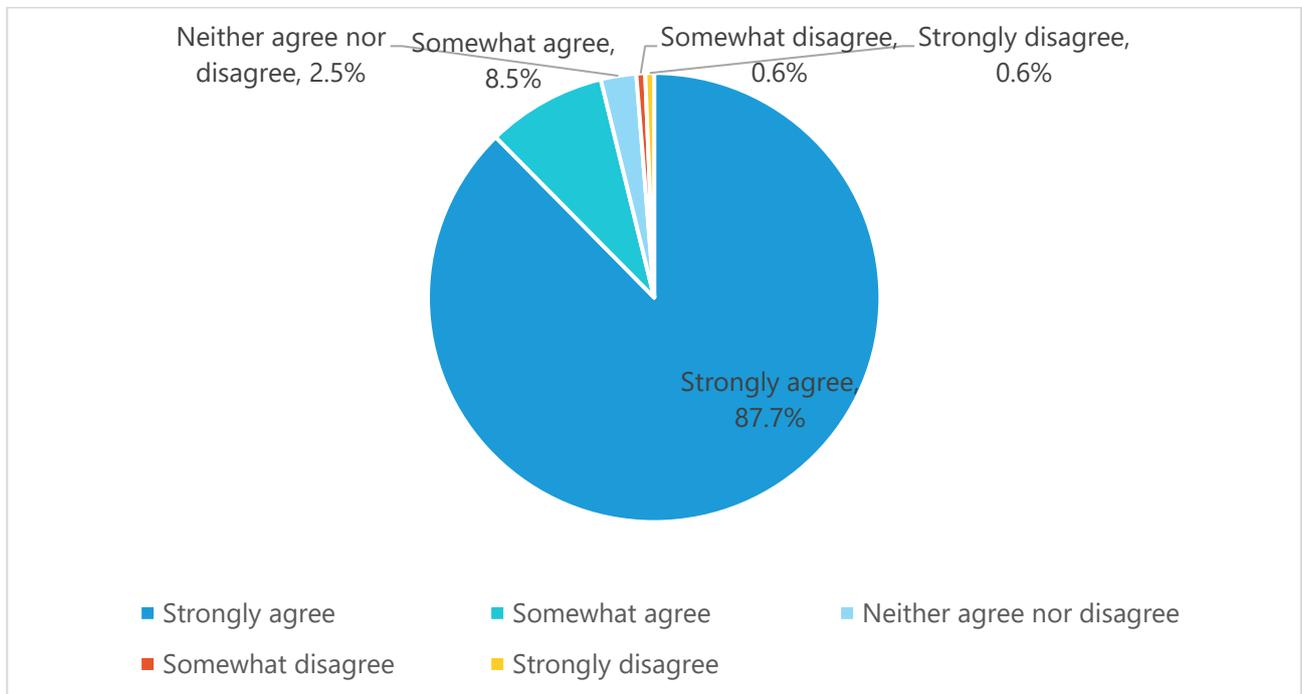
Total respondents=316

Figure 17: More should be done to enhance access to waterways (e.g. shared pathways, jetties, boat ramps etc).



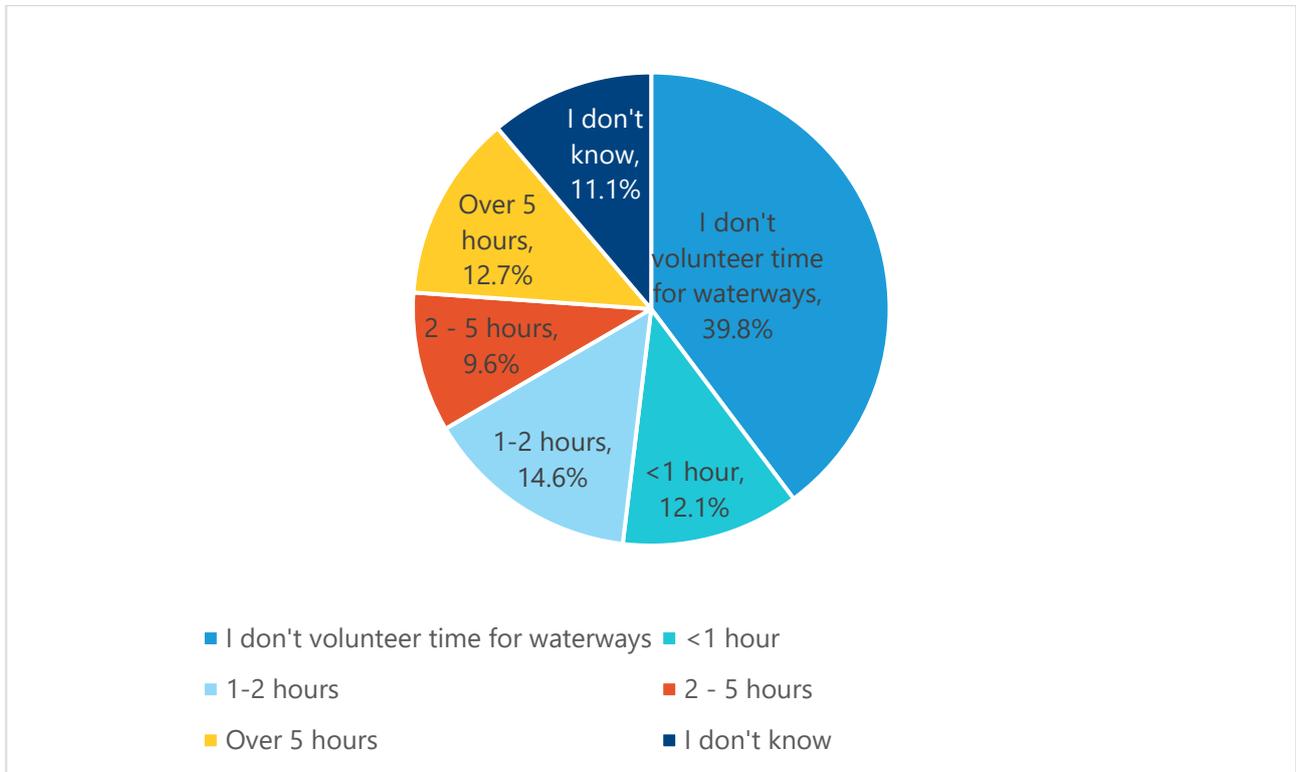
Total respondents=316

Figure 18: More should be done to protect and enhance the natural aspects of waterways such as the cleanliness of water, health of coastal vegetation, and the protection of wildlife.



Total respondents=316

Figure 19: Many people on the Central Coast volunteer time to help care for waterways or assist with events at waterways. What best describes the number of hours people from your household would undertake voluntary waterways work per month (this includes volunteer work done within the catchment e.g tidy towns, Landcare).

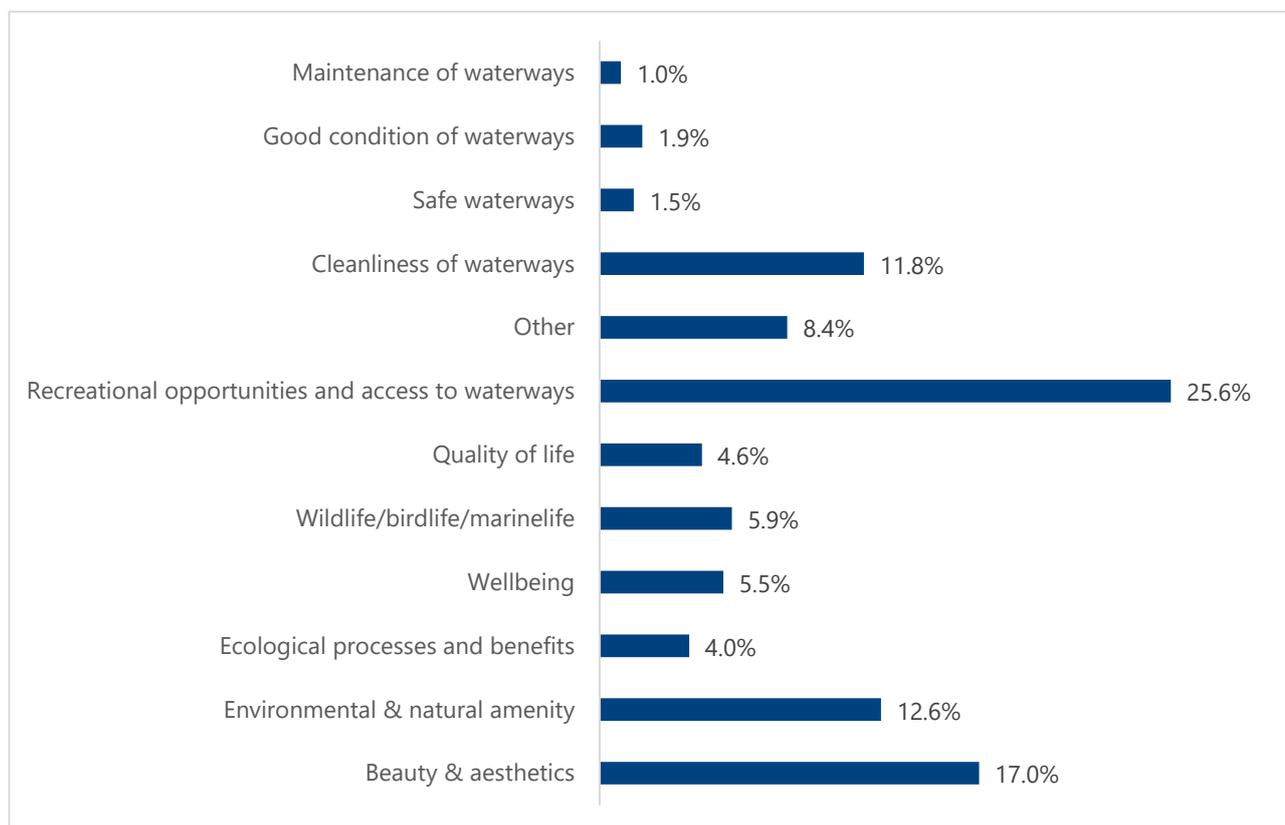


Total respondents=314

Values and threats to Central Coast waterways

These questions were designed to understand what the community value about waterways, which threats they are aware of and what they think the most important focus areas for the Coastal Management Programs are.

Figure 20: What do you value most about Central Coast waterways? – coded information

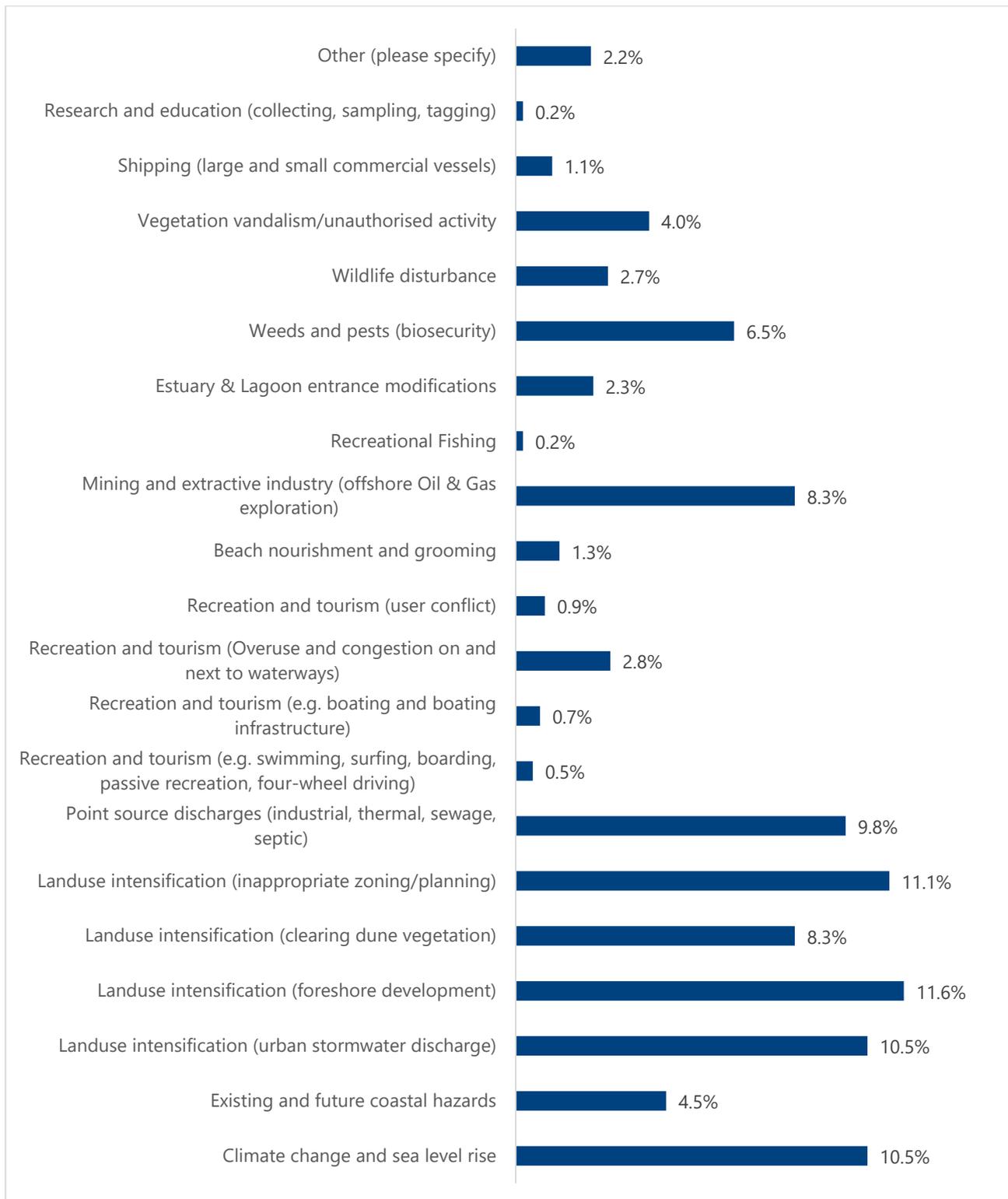


Codes applied=524

This question provided participants with the option to provide further comments. Below is an example of some of the comments received from those who indicated that they use Tuggerah Lakes (comments are provided verbatim):

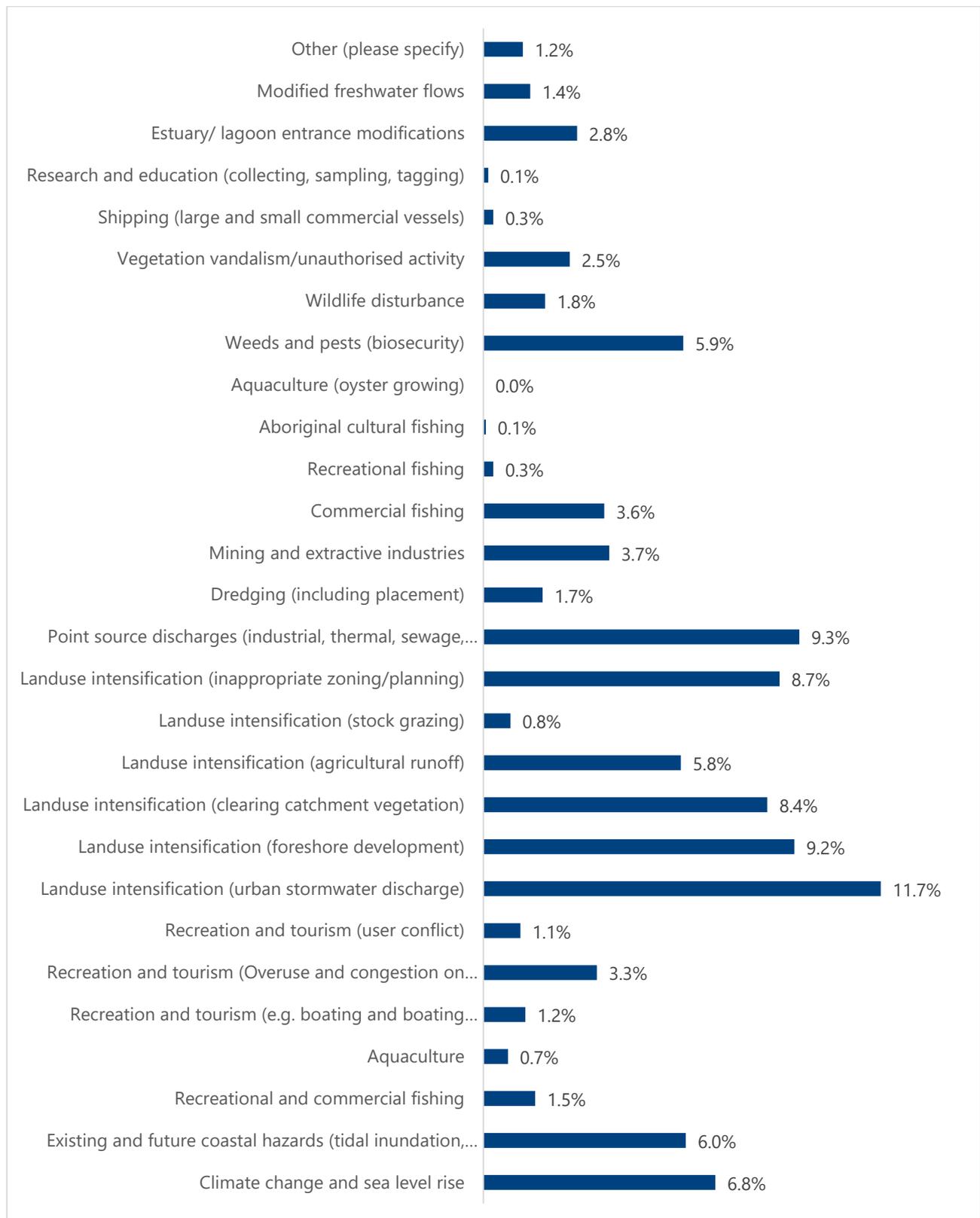
- The value to the community of the Central Coast is that along with natural vegetation the waterways form the largest economic asset to the Central Coast i.e. people want to live near them, tourists want to visit them and they provide health and welfare benefits to all.
- Habitat, filtration of storm water by wetlands, scenic value, mental and physical importance, the lungs of the region.
- The serenity of the water ways & how diverse they are.
- The waterways are a great way for enjoying downtime and connecting with other members of the community, whether it be for a quick swim, surf or afternoon spent fishing with friends and family. These waterways are Important in so many levels!!

Figure 21: Please select what you believe are the top five greatest threats to Central Coast beaches.



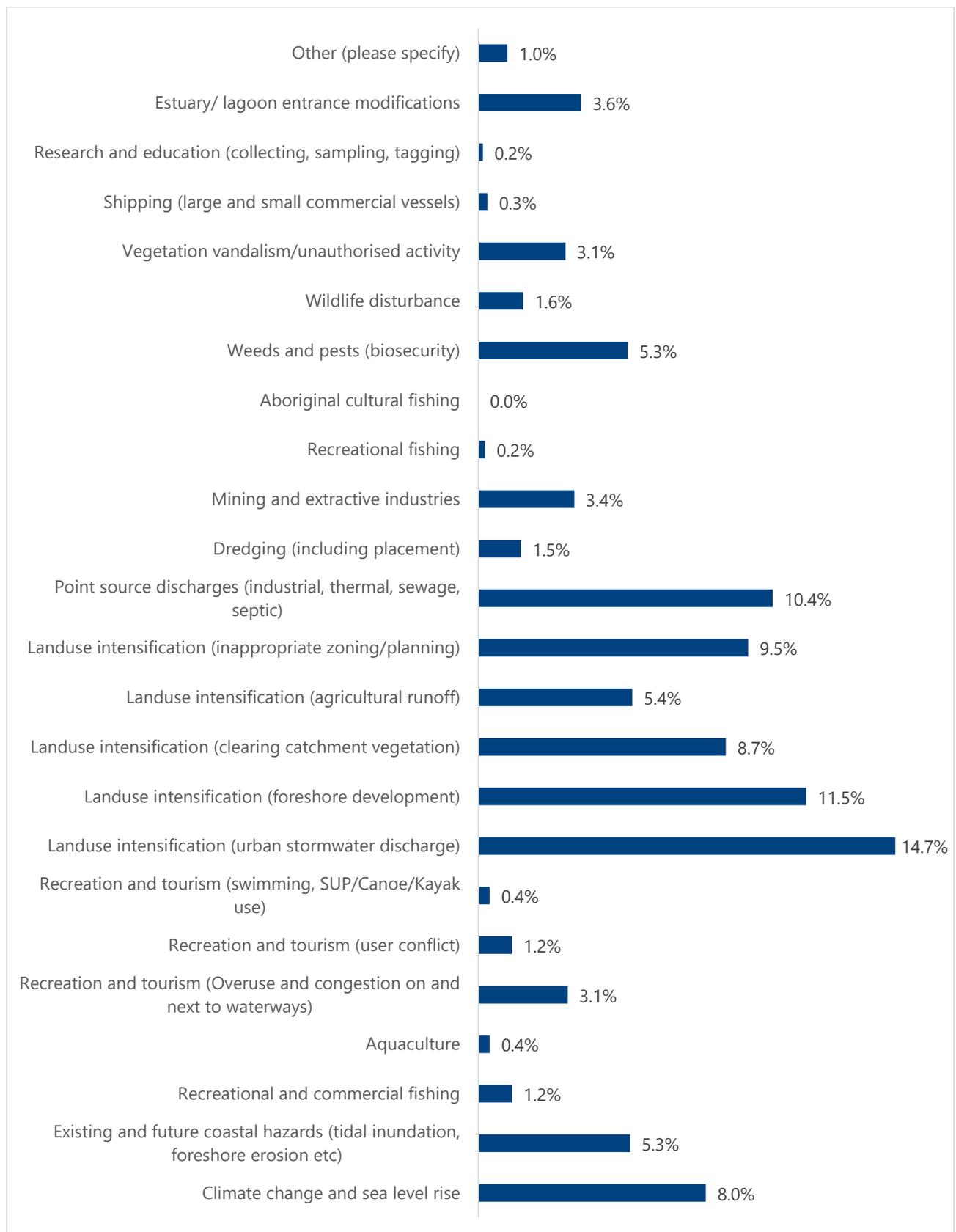
Total selections=1385

Figure 22: Please select what you believe are the top five greatest threats to Central Coast lakes & estuaries.



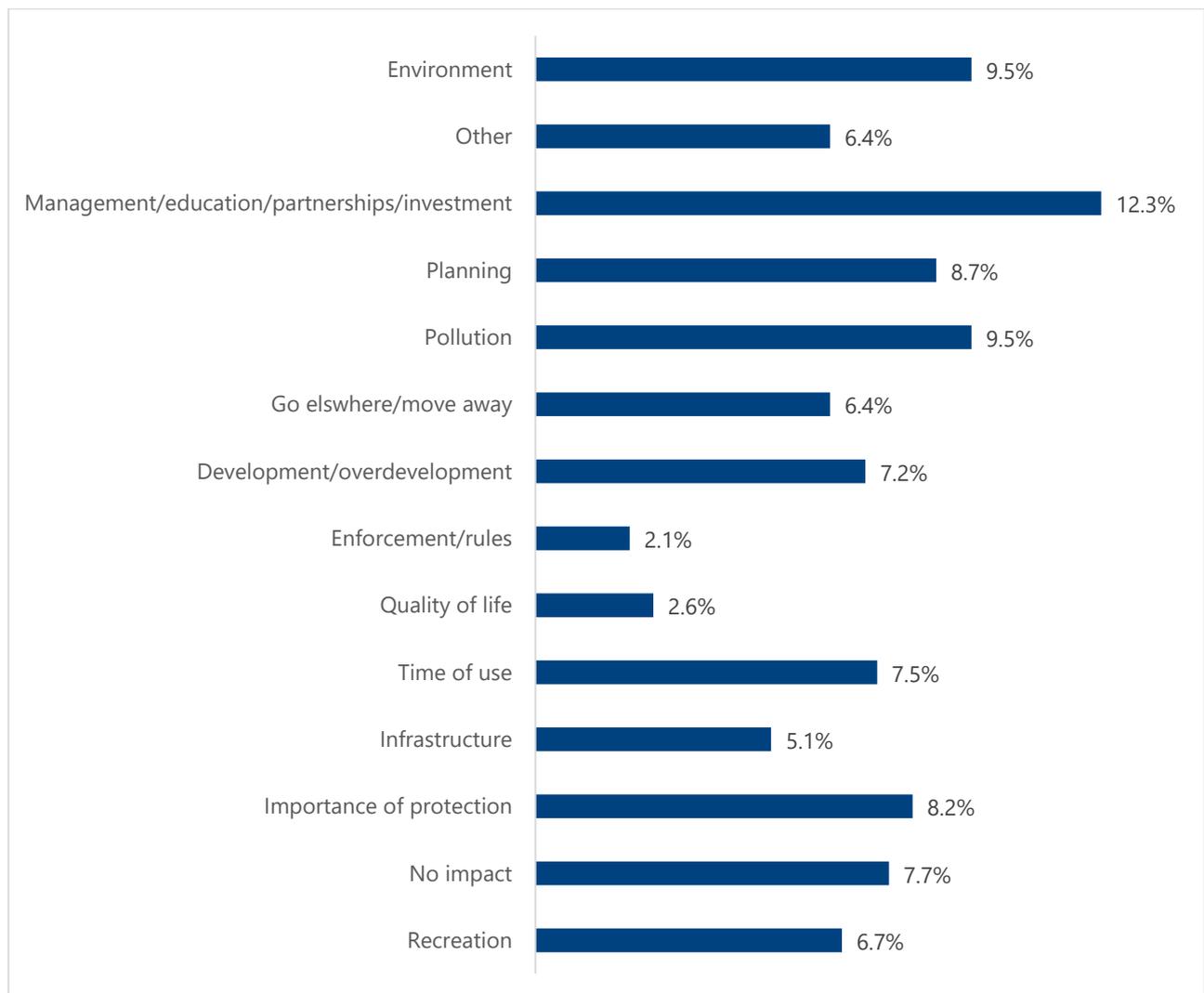
Total selections=1375

Figure 23: Please select what you believe are the top five greatest threats to Central Coast lagoons.



Total selections=1273

Figure 24: Given the projected population growth on the Central Coast (additional 75,500 residents by 2036) and greater risks associated with the threats listed above, how might this change your use of waterways and views on waterways? – coded information



Codes applied=389

This question provided participants with the option to provide further comments. Below is an example of some of the comments received from those who indicated that they use Tuggerah Lakes (coments are provided verbatim):

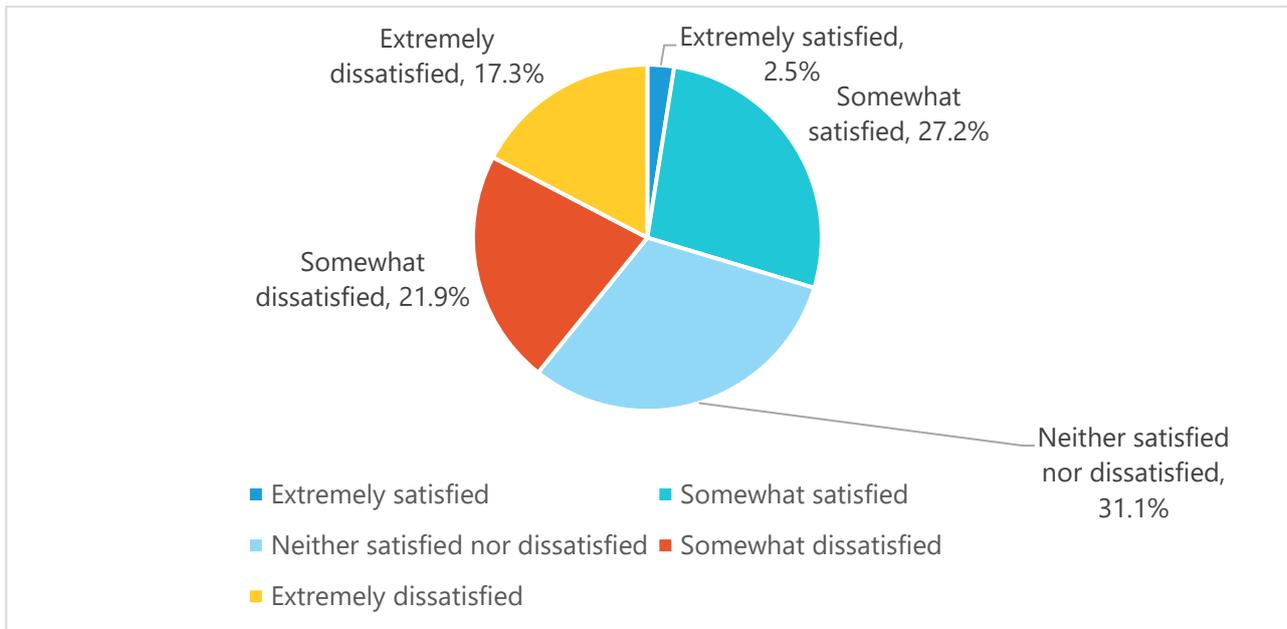
- Greater user conflict, more pollution = reduced recreational use.
- If continued to be maintained, nothing.
- Use less as competing with more user groups, change time of day/week when using, go away from coast during school holidays to avoid peak use times.
- I hope it doesn't. I might have to move.
- Reduce my ability to Interact with our water ways due to increased demands.
- If water quality continues to decline, no fishing, no swimming , no boating activities.
- I moved here to have a more peaceful life, the population was nice and traffic was easy, however in the last 10 years I have seen major traffic congestion and when I go on my walks there are so many more people and that would be fine if people did clean up after themselves and appreciated and

respected the area, but when I walk there is so much litter which affects so many things in the area, aesthetically its ugly and its dangerous for our flora and fauna. Building has taken off, to many granny flats squashed in and trees knocked down and not replaced, I believe Killarney Vale is marked as a hot spot as we have lost so many trees and that's sad.

Management of Central Coast waterways

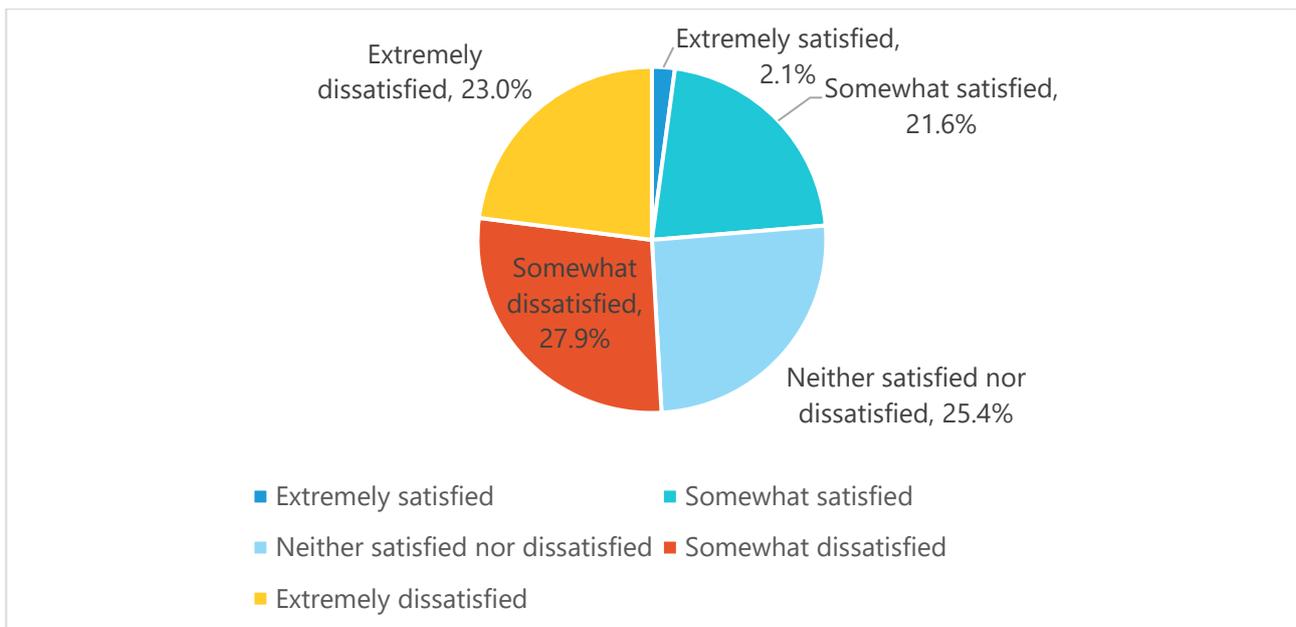
The statements presented in this section of the survey were designed to explore satisfaction on the management of Central Coast waterways.

Figure 25: Over the last 3 years, how satisfied are you with the improvement of beaches (including the dunes, rocky shores and lagoons)?



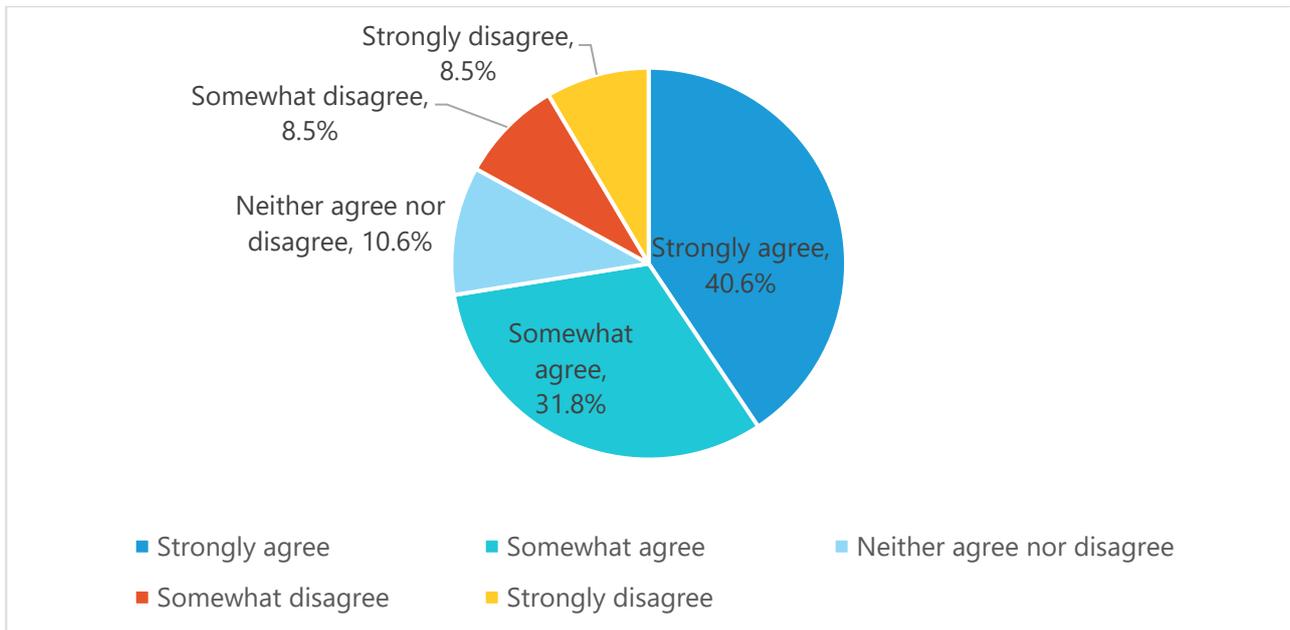
Total respondents=283

Figure 26: Over the last 3 years, how satisfied are you with the improvement of lakes, estuaries and lagoons (including foreshores, rivers, creeks and catchments)?



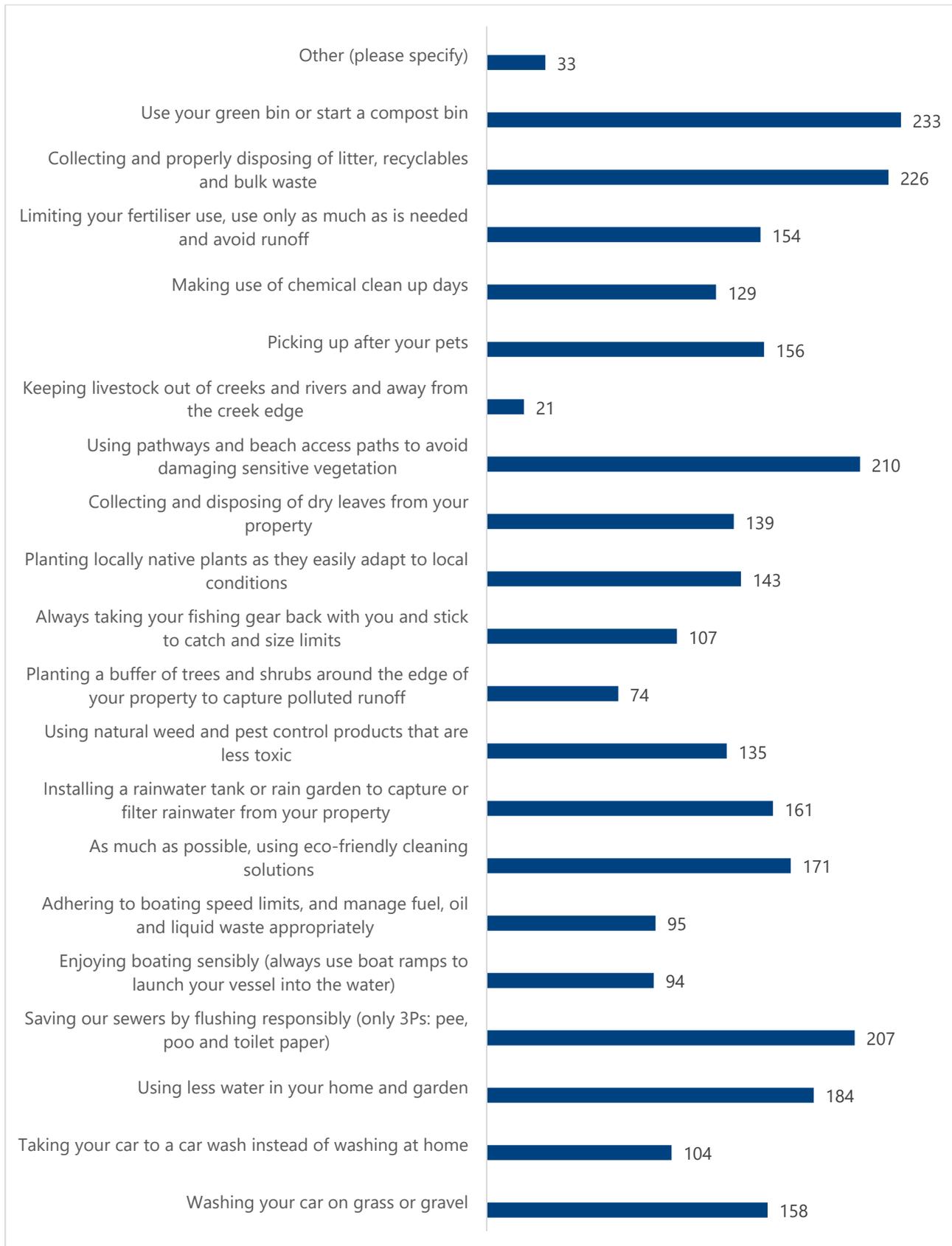
Total respondents=283

Figure 27: I would support more resources being used for the management of our waterways and coast, even if it meant a very small increase in my property rates or rent.



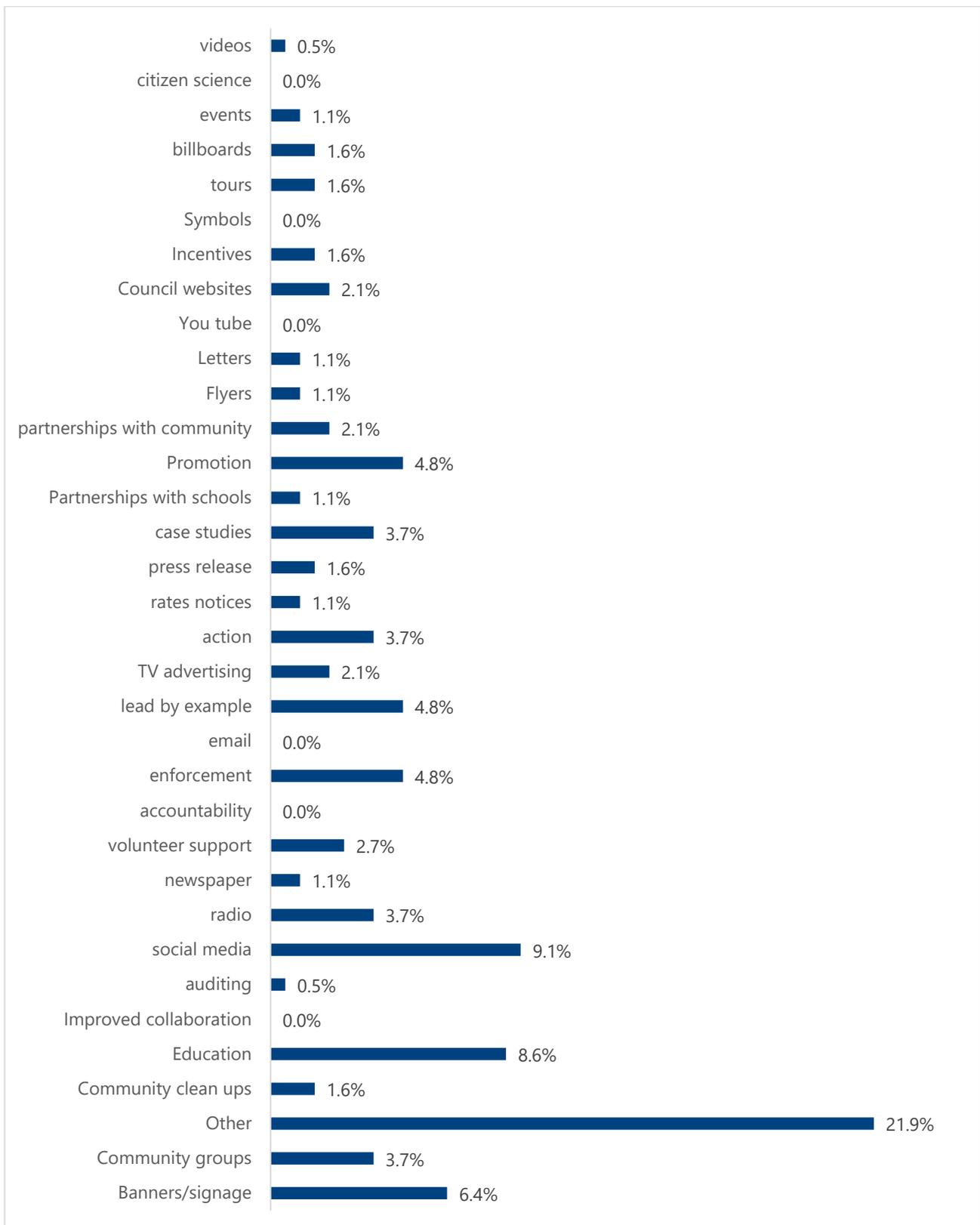
Total respondents=283

Figure 28: Many of the impacts to our waterways come from the areas surrounding them. Please select the actions you take at home or work to help protect our waterways:



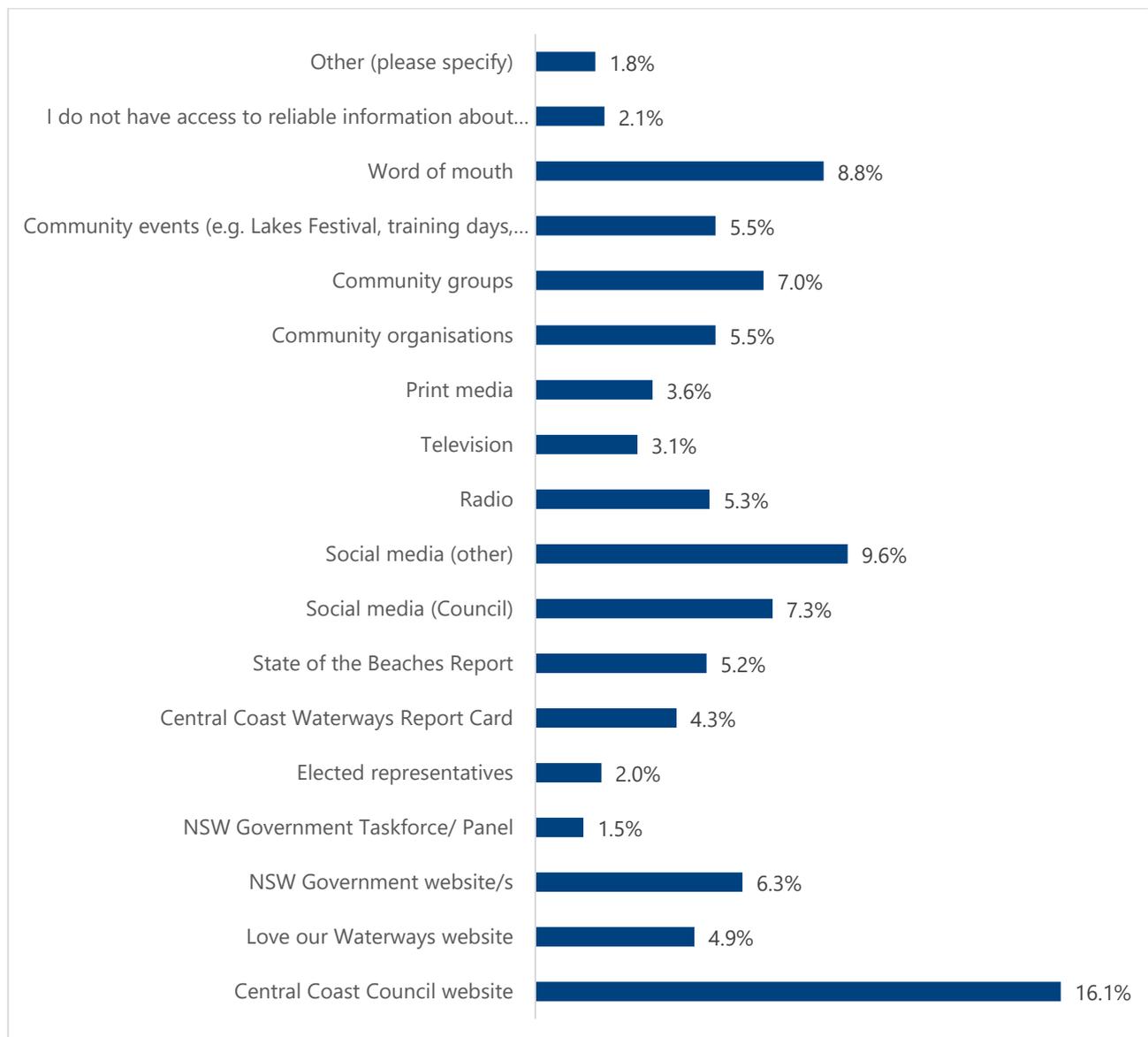
Total selections=2934

Figure 29: Tell us how you think Council can spread the word about the value of Central Coast Waterways and how we can all help to improve and protect them into the future: - coded information



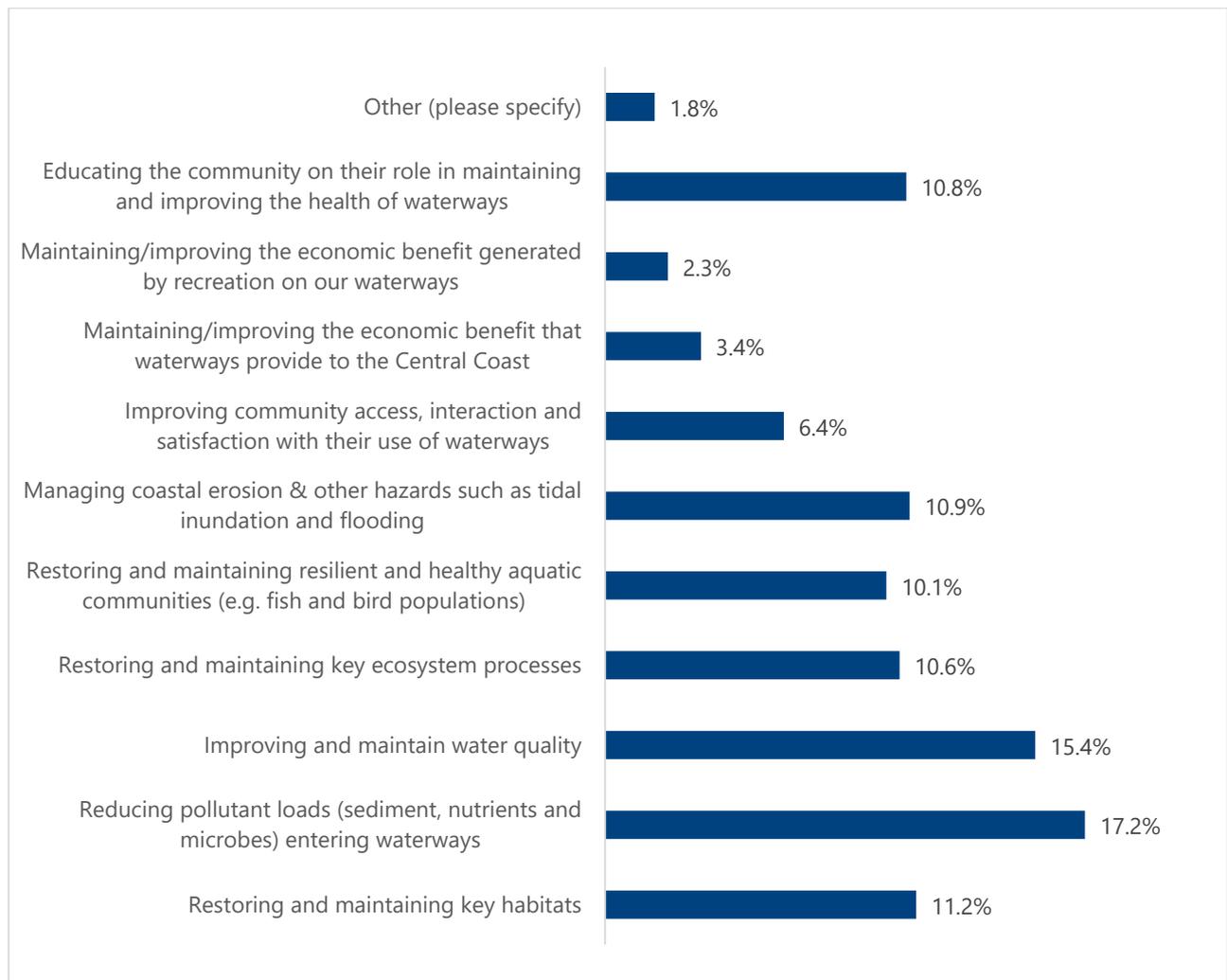
Codes applied=187

Figure 30: When looking for information about Central Coast Waterways, where do you look?



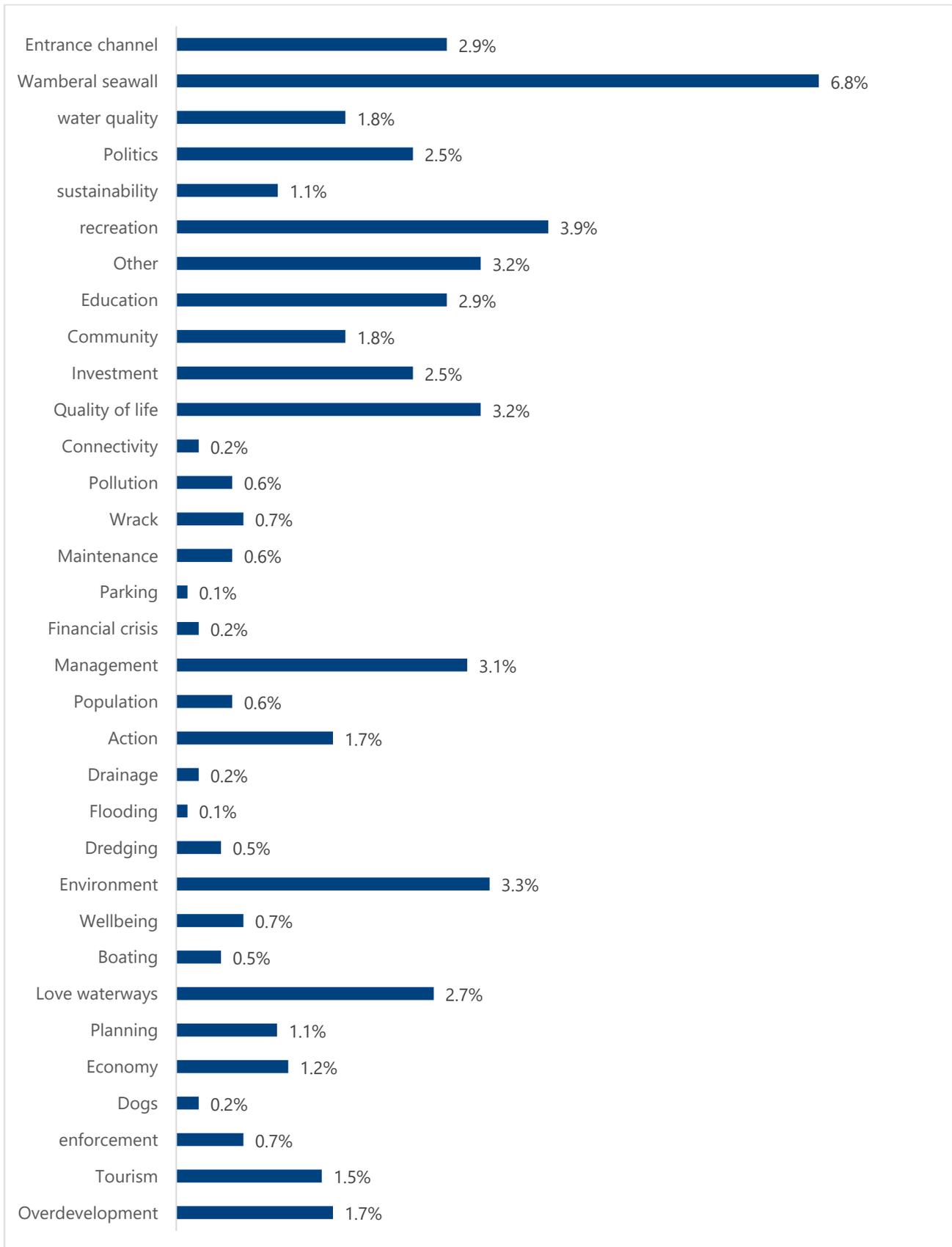
Total selections=1088

Figure 31: What should the focus areas for the Coastal Management Programs (CMP) be? *Participants could select up to 3.*



Total selections=843

Figure 32: Do you have any further comments about the importance of waterways on the Central Coast? – coded information

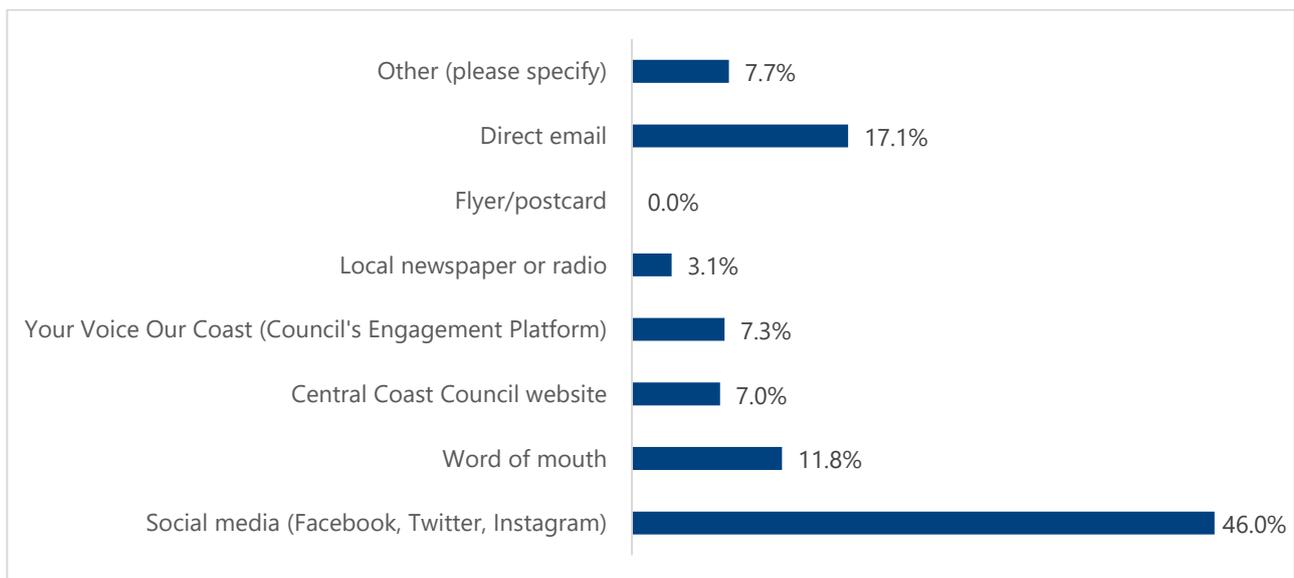


Codes applied=279

This question provided participants with the option to provide further comments. Below is an example of some of the comments received from those who indicated that they use Tuggerah Lakes (coments are provided as verbatim):

- Prevent rezoning of environmentally sensitive land for housing and industrial development.
Rangers to actively patrol neighbourhoods and industrial estates to identify and address pollution of stormwater drains.
Audit businesses to ensure they are not polluting stormwater and sewer systems.
- The Central Coast IS the waterways. Our tourism relies very heavily on our water bodies and the activities available.
If the water is maintained to a high quality, bird and fish life will thrive, the ecosystem will thrive, and tourism will follow suit.
- TOURISTS COME TO THE COAST FOR WATER ACTIVITIES. THEY DO NOT COME TO SEE ART CENTRES.
Spend money on improving the lakes, not on leftist pie in the sky ventures that do not improve the coasts economy.
- I just want some key nature restored, every day I walk along the foreshore and I see how damaged its getting.
- Love living on the coast & am always appreciate the work done to keep our waterways the way they are. The ecosystems are important as are the bird life.

Figure 33: How did you hear about this survey?

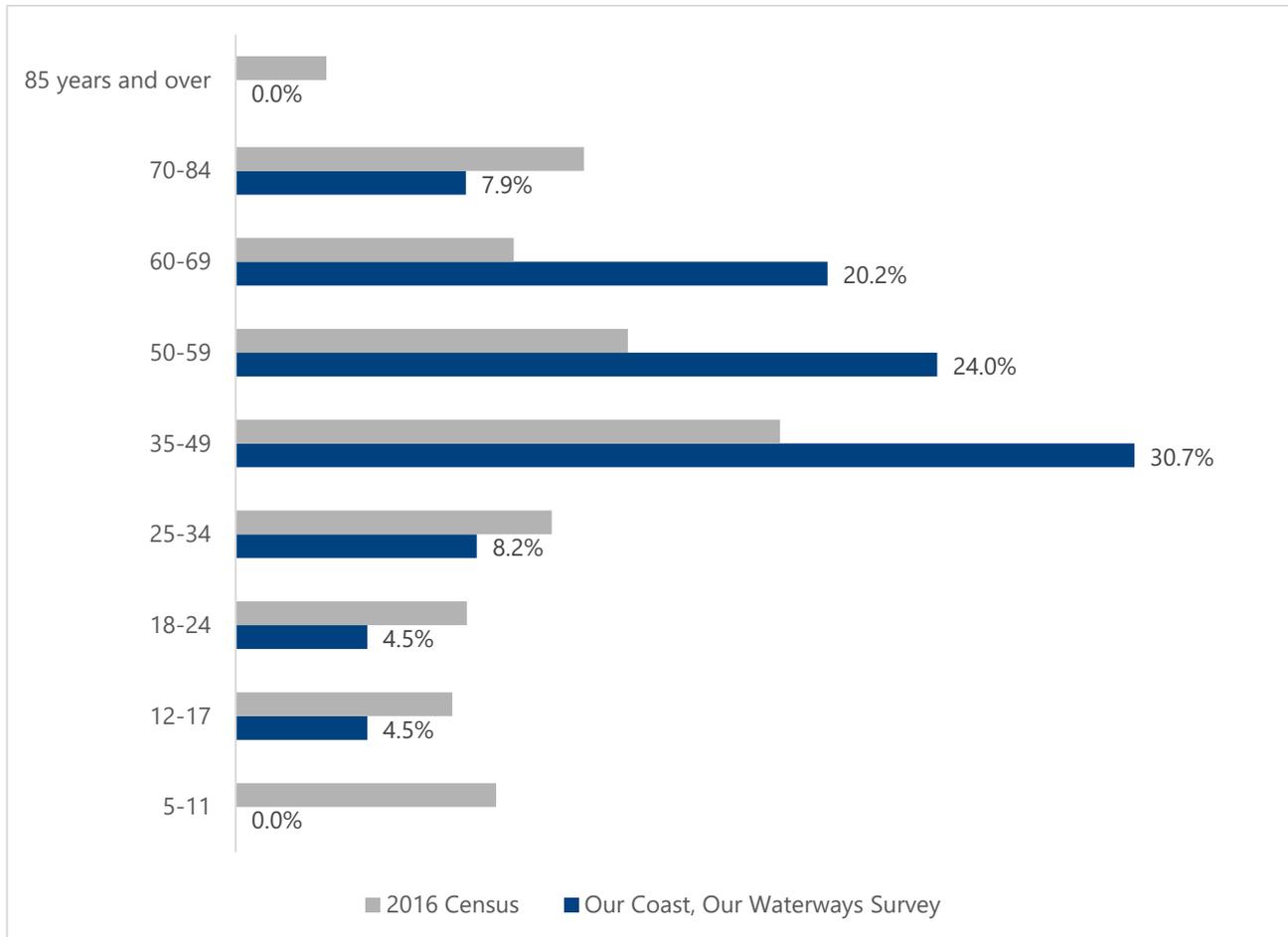


Total selections=287

About you and your household!

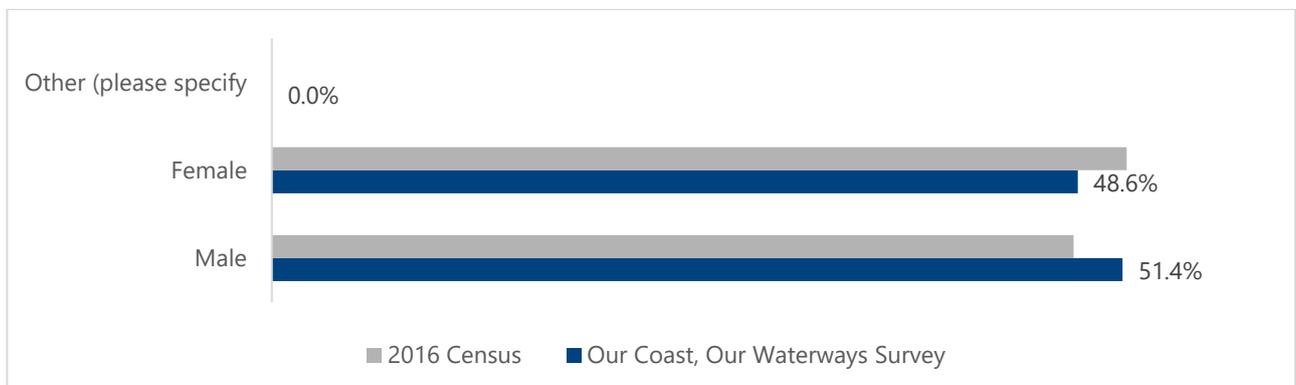
The questions asked in this section of the survey were not mandatory however responses to these questions allow us to further analyse the responses supplied by participants.

Figure 34: What is your age?



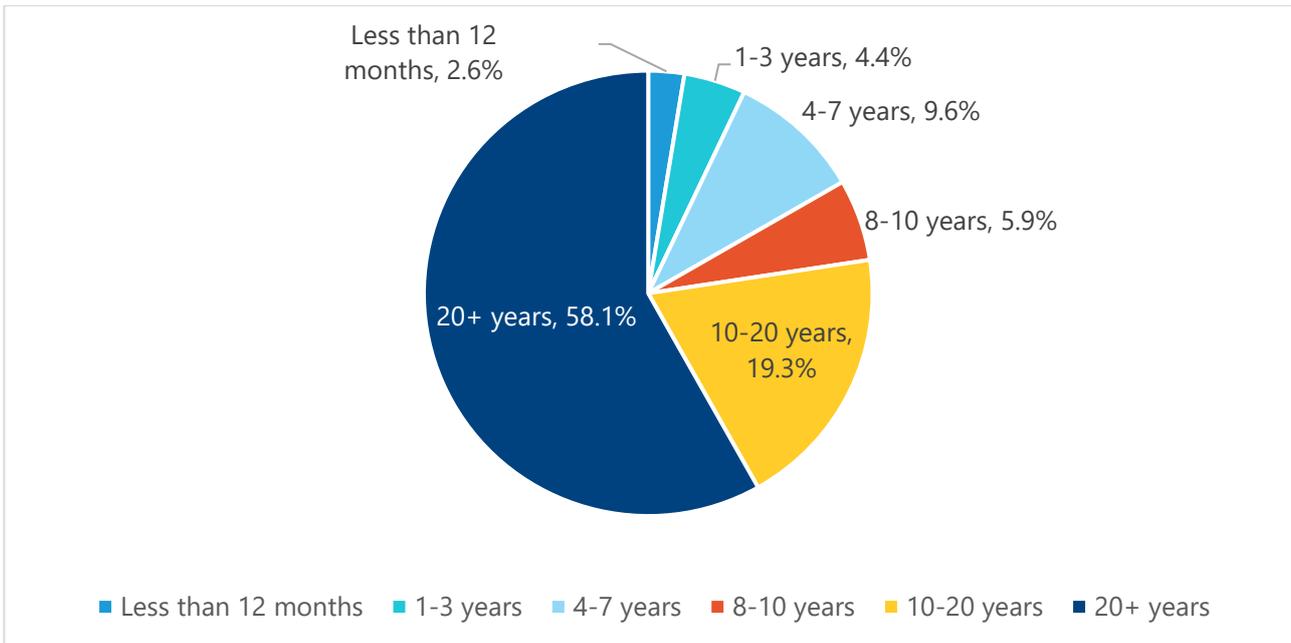
Total respondents=267

Figure 35: What is your gender?



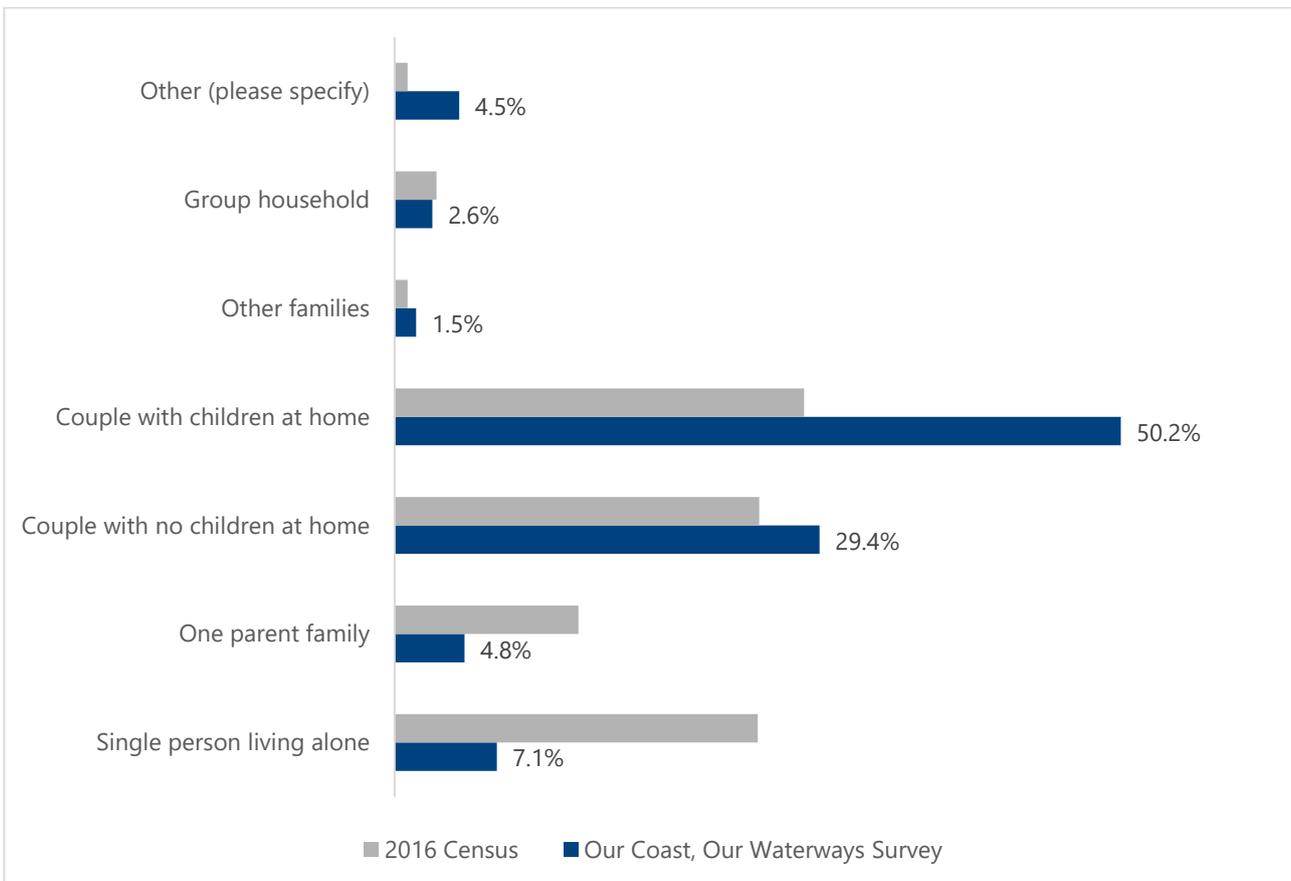
Total respondents=259

Figure 36: How long have you lived on the Central Coast?



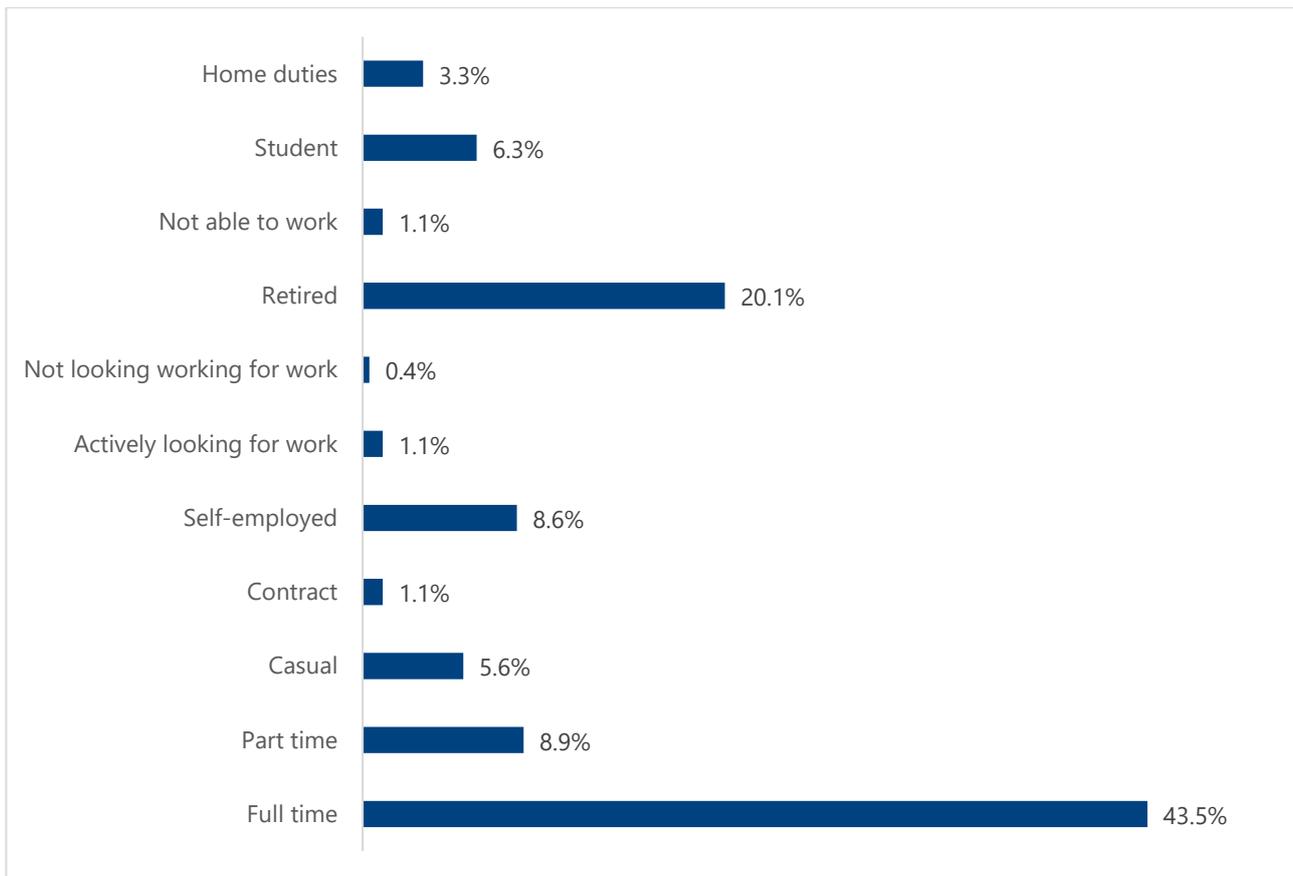
Total respondents=270

Figure 37: What is your household type?



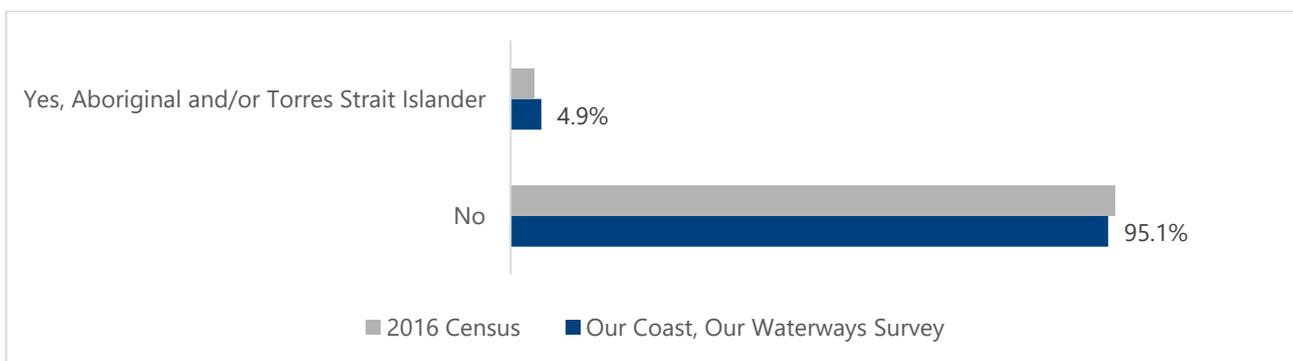
Total respondents=269

Figure 38: What is your employment type?



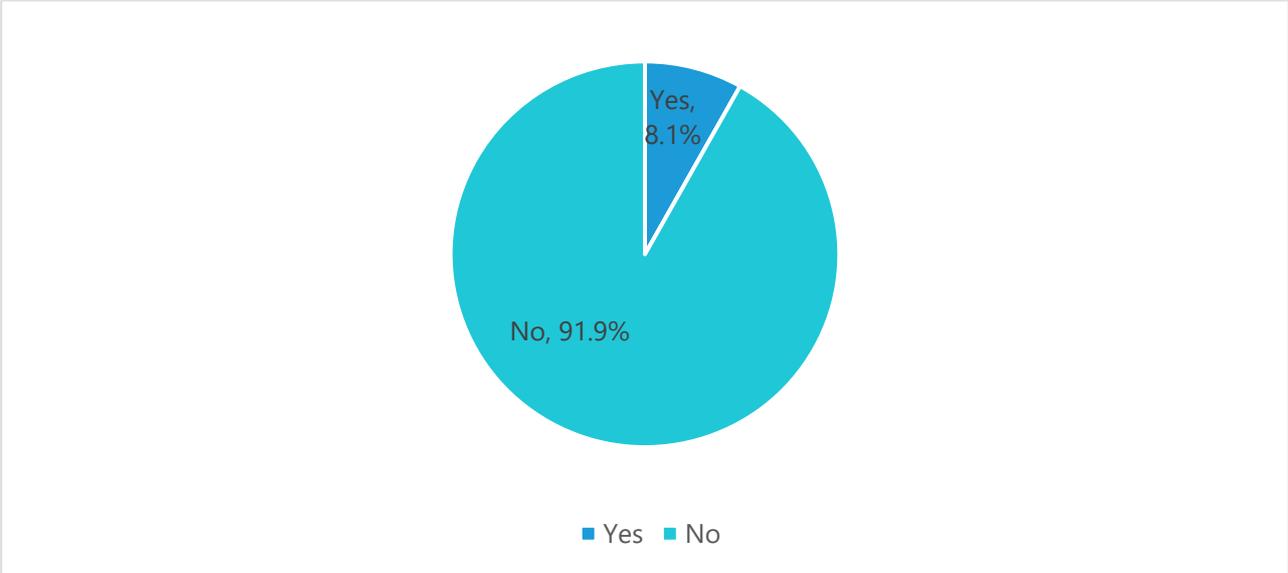
Total respondents=269

Figure 39: Are you of Aboriginal and/or Torres Strait Islander origin?



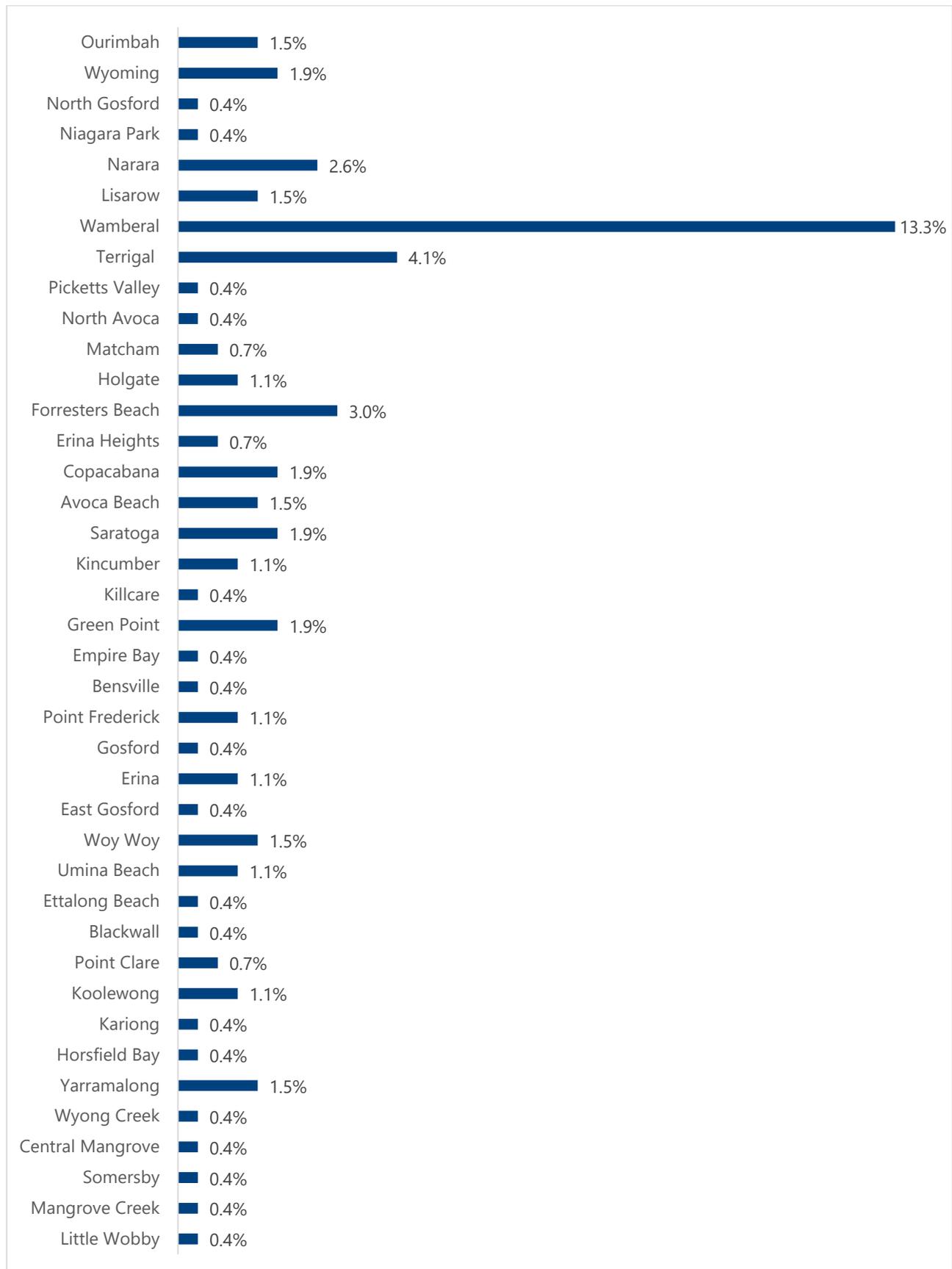
Total respondents=264

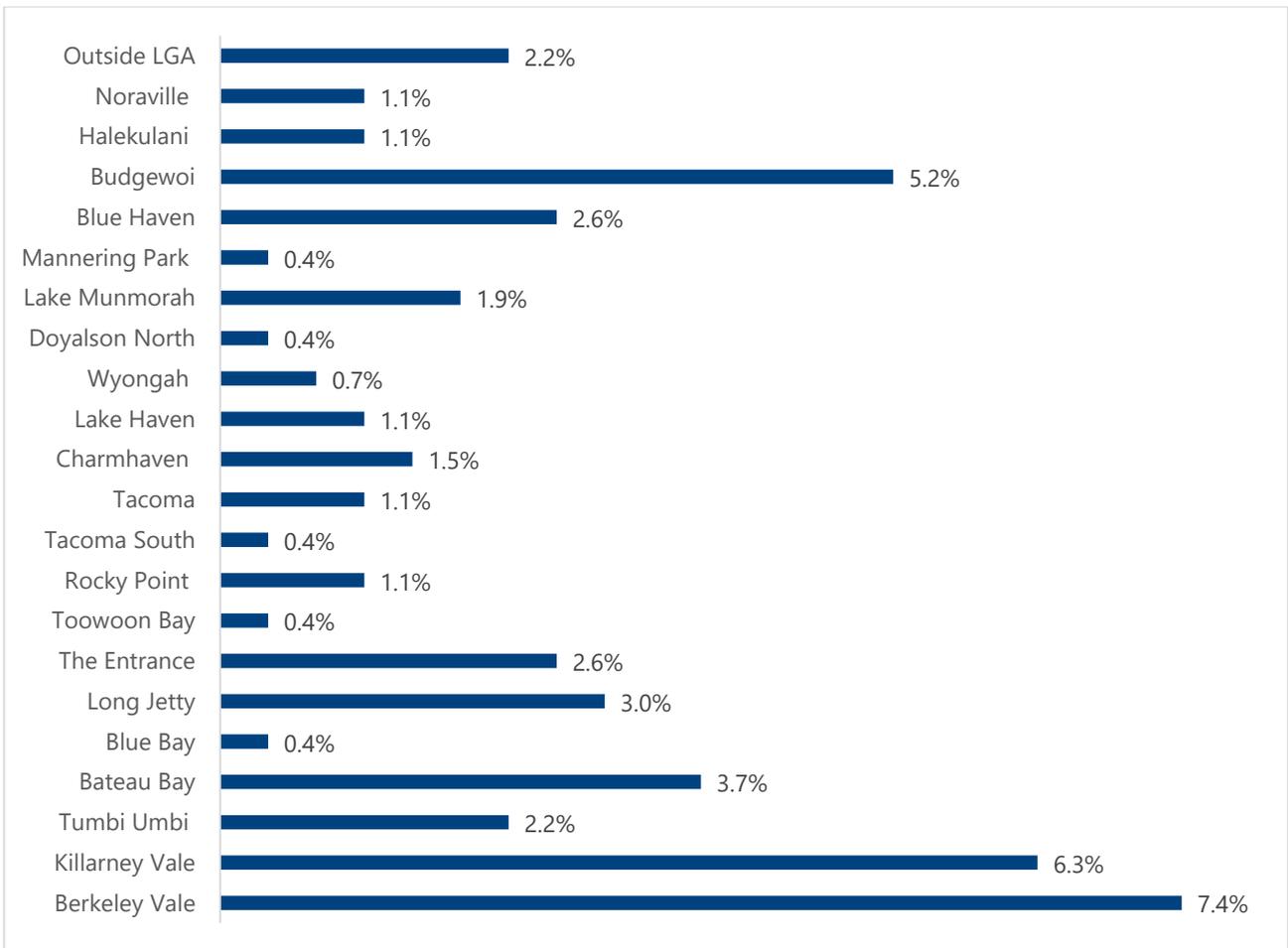
Figure 40: Do you speak a language other than English at home?



Total respondents=270

Figure 41: Suburb:





Total respondents=270

Figure 42: Former LGA (curated by suburb)

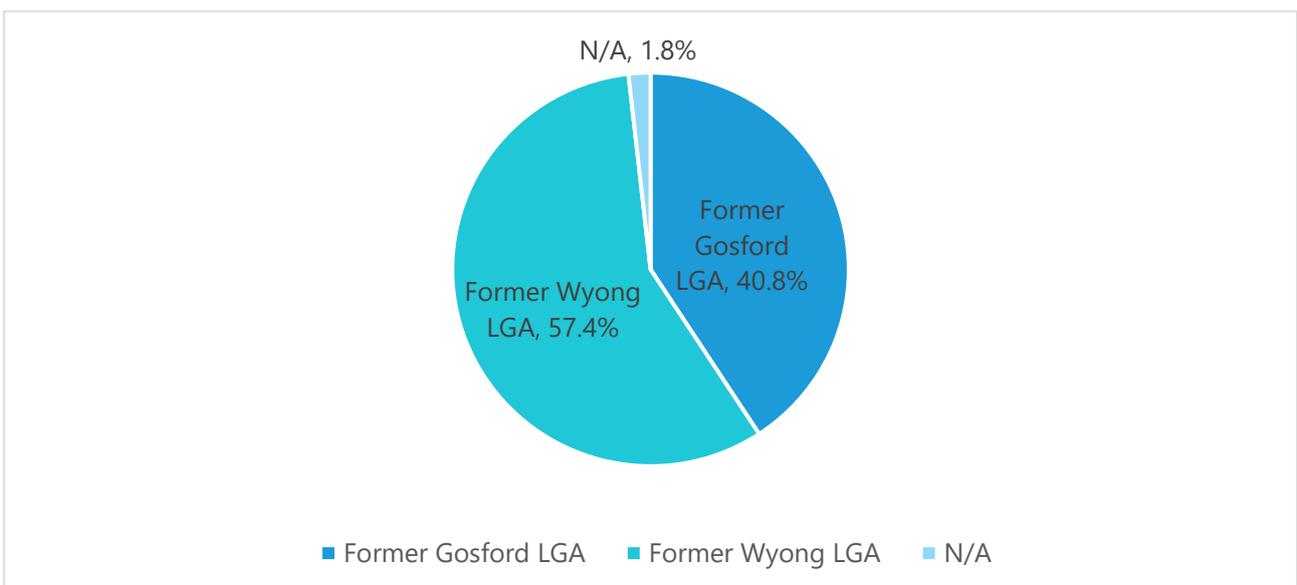
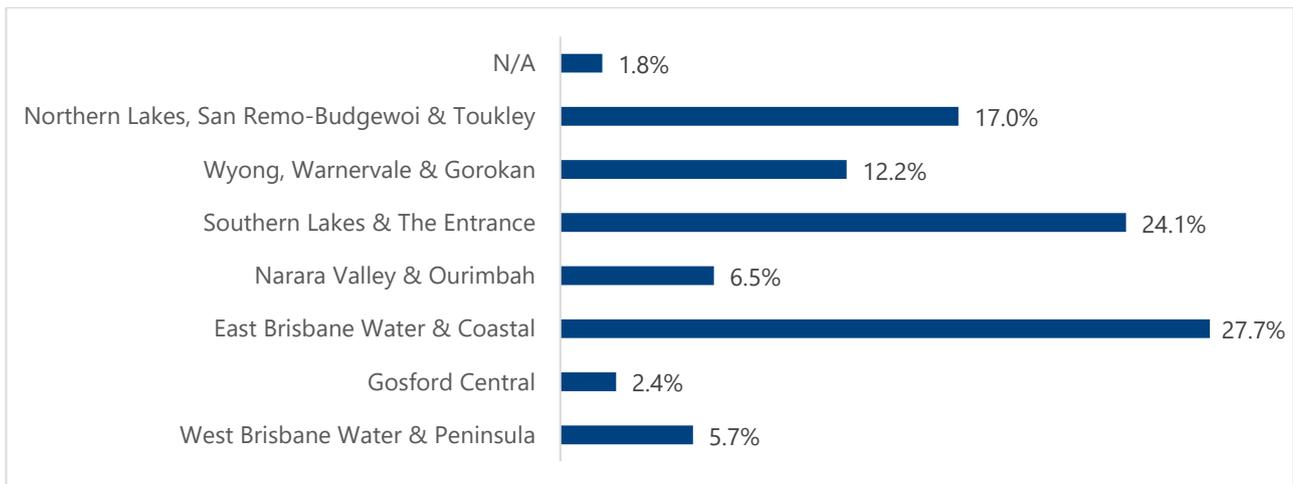


Figure 43: Planning area (curated by suburb)



Comparisons table

Throughout the phase one consultation we collected demographic information, this information allows us to further analyse the feedback we are receiving and from who. The table below explores these differences (participants who use Tuggerah Lakes are displayed):

	Foreshore, beachfront or riverside resident	Residents living between 500m and 2km from a waterway	34 years of age and under	35 years of age and over	Lived on the Central Coast less than 7 years	Lived on the Central Coast more than 10 years	Former Wyong Shire Council area	Former Gosford City area
Waterways are a significant reason I choose to live on the Central Coast	98.2% <i>Total respondents =55</i>	92.6% <i>Total respondents =136</i>	93.5% <i>Total respondents =46</i>	96.4% <i>Total respondents = 221</i>	97.8% <i>Total respondents = 45</i>	95.6% <i>Total respondents = 225</i>	95.6% <i>Total respondents = 182</i>	97.7% <i>Total respondents = 129</i>
If waterway access, safety or condition declined significantly I would reduce the frequency I visit and use waterways.	85.5% <i>Total respondents =55</i>	91.9% <i>Total respondents = 136</i>	89.1% <i>Total respondents =46</i>	91.4% <i>Total respondents = 221</i>	93.3% <i>Total respondents =45</i>	90.7% <i>Total respondents = 225</i>	90.7% <i>Total respondents = 182</i>	91.5% <i>Total respondents = 129</i>
If waterway access, safety or condition declined	72.7% <i>Total respondents =55</i>	69.9% <i>Total respondents = 136</i>	73.9% <i>Total respondents =46</i>	70.6% <i>Total respondents = 221</i>	73.3% <i>Total respondents = 45</i>	70.2% <i>Total respondents = 225</i>	70.9% <i>Total respondents = 182</i>	72.9% <i>Total respondents = 129</i>

	Foreshore, beachfront or riverside resident	Residents living between 500m and 2km from a waterway	34 years of age and under	35 years of age and over	Lived on the Central Coast less than 7 years	Lived on the Central Coast more than 10 years	Former Wyong Shire Council area	Former Gosford City area
significantly I would consider moving from the Central Coast to another location.								
More should be done to enhance access to waterways (e.g. shared pathways, jetties, boat ramps etc).	81.8% <i>Total respondents =55</i>	73.3% <i>Total respondents = 135</i>	63% <i>Total respondents =46</i>	78.6% <i>Total respondents = 220</i>	64.4% <i>Total respondents =45</i>	78.1% <i>Total respondents = 225</i>	78.6% <i>Total respondents = 182</i>	69.5% <i>Total respondents = 129</i>

	Foreshore, beachfront or riverside resident	Residents living between 500m and 2km from a waterway	34 years of age and under	35 years of age and over	Lived on the Central Coast less than 7 years	Lived on the Central Coast more than 10 years	Former Wyong Shire Council area	Former Gosford City area
More should be done to protect and enhance the natural aspects of waterways such as the cleanliness of water, health of coastal vegetation, and the protection of wildlife.	94.5% <i>Total respondents = 55</i>	96.3% <i>Total respondents = 136</i>	100% <i>Total respondents = 46</i>	96.4% <i>Total respondents = 221</i>	97.8% <i>Total respondents = 45</i>	96.9% <i>Total respondents = 225</i>	96.2% <i>Total respondents = 182</i>	96.1% <i>Total respondents = 129</i>
I would support more resources being used for the management of our waterways and coast, even if it meant a very small increase in my property rates or rent.	76.6% <i>Total respondents = 47</i>	73% <i>Total respondents = 126</i>	78.3% <i>Total respondents = 46</i>	72.9% <i>Total respondents = 221</i>	88.9% <i>Total respondents = 45</i>	70.2% <i>Total respondents = 225</i>	72.8% <i>Total respondents = 162</i>	70.7% <i>Total respondents = 116</i>

Statistics provided are based on participants selecting "strongly agree" and "agree". Total respondents is based on responses within the demographic category selected.

