# Community Vision 2041



A 20-year vision for Bass Coast
in partnership with
our community and
Community Panel

BASS COAST

## Acknowledgement of Country

Bass Coast Shire Council acknowledge the Bunurong as the Traditional Owners and Custodians of the lands and waters, and pays respect to their Elders past, present and emerging, for they hold the memories, the traditions, the culture and Lore.

Bass Coast Shire Council celebrates the opportunity to embrace and empower the Aboriginal and/or Torres Strait Island Communities in their diversity.

Bass Coast Shire Council will create opportunities for future recognition and respectful partnerships that will honour the Traditional Owners and Custodians, and Aboriginal and/or Torres Strait Islander Peoples.

## Our Community

We give thanks to our community for providing feedback during our consultation period and the public exhibition. The richness of the feedback has helped guide discussions in the development of this document as we plan for Bass Coast's future.

# Acknowledgements


**Our Community Panel**

Bass Coast Shire Council acknowledges the passion, creativity, knowledge and respectful discussions by our 43 community members who made their contribution by sitting on the first Bass Coast Community Panel. The members of the Panel were representative of the Bass Coast community and were tasked with developing the Bass Coast Community Vision 2041.

We sincerely thank the Community Panel members for giving up their time to help shape this document.

**List of panel members**

Adam Mitchell
Allan Briggs
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Anja Tennant
Bree Worden
Carmela Bush
Cheryl Garner
Coco Hosken
Darren Callesen
Deborah Kydd
Felicity Rahaus
Gemma Newall
Geoff de Jonge
Greg Noakes
Harry Freeman
Heather Liney
Jeni Jobe
Joel Stevenson
Johannes (Hans) Steevens
John Cadd
Kaela Cook
Lyn Bennett
Murray Fox
Paul Patten
Penelope Mitchell
Perry Thorpe
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Tom Ang
Uncle Anthony Egan
Veronica Gribble
Zoe Geyer



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BASS COAST





**Mayor**
**Councillor Brett Tessari**

# Message from our Mayor

**The Bass Coast Community Vision 2041 is a wonderful example of what can be achieved when we work together with our community and ask them to consider the Bass Coast they want to see over the next 20 years.**

The Vision draws upon the feedback that was received throughout extensive community consultation, including the Community Panel. The Panel was made up of 43 independently selected members who lived, worked or owned property in Bass Coast and accurately represented our diverse community. Representation included members from each of our three wards, six members under 24, three members who identified as Aboriginal and Torres Strait Islander, 11 that worked part-time, 30 property owners, four business owners and 12 members who were born overseas.

This incredible group of people generously gave their time to work together to write the Vision Statement, aspirations and priorities for Bass Coast, for the next 20 years. The resulting document is a true representation of a partnership between Council and the Bass Coast community.

Engagement with our community confirmed that our residents want a vibrant lifestyle, to have social connections and feel safe, with easy access to recreation opportunities.

Our community wants Bass Coast to be recognised for its natural environment and healthy, inclusive communities – to emerge as a region that is proud to develop its people, businesses and infrastructure to support growth, sustainability and accessibility.

You want us to create a place where the importance of arts and culture is recognised and revered – and an atmosphere in which the sector is allowed to flourish and grow.

We heard from many of you that our coastline, foreshore and beaches, open space and biodiversity is something that needs to be celebrated, as well as protected.

In response to the feedback we received from you, the Vision emphasises the importance of health, social support and education in building Bass Coast's future.

We aim to become more effective in responding to and anticipating community needs – and the creation of Bass Coast Community Vision 2041 is a terrific example of this. This will form part of our strategic planning and reporting framework, to ensure a long-term view of the community's desired future is incorporated into our planning and decision making.

The Bass Coast Community Vision 2041 is a significant document, which has the potential to impact positively on the future, and I encourage you to continue reading to find out how.

# Bass Coast

**Bass Coast is located about 130 kilometres south-east of Melbourne and is predominantly a coastal municipality with a unique coastline complemented by a beautiful hinterland. The Shire encompasses a total land area of about 860 square kilometres, with almost over 36,000 people calling Bass Coast their home and many more people visiting the Shire to enjoy the natural beauty and exciting opportunities the area has to offer.**




Melbourne
Chadstone
Dandenong
Cranbourne
Pakenham
Drouin
Warragul
Tooradin
Lang Lang
French Island
Grantville
Corinella
Cowes
San Remo
Kilcunda
Wonthaggi
Inverloch
Island Ward
Western Port Ward
Bunurong Ward



# Introduction

**The Bass Coast Community Vision 2041 was developed by our community to articulate our long-term aspirations for the future of our Shire; describing what our community wants, in terms of its 'look, feel and liveability'. Building on what our broader community values most about Bass Coast, and what would improve living, visiting and investing in the municipality.**

Our Community Vision will help guide Council, our partners and the broader community with planning and decision making over the next 20 years.

Bass Coast Community Vision 2041 was created by a representative Community Panel of residents, participating in a deliberative engagement process. They considered broad discussion topics to determine the community's economic, social, cultural and environmental priorities for the future. They also considered long-term issues, such as access and equity, growth and housing and climate change.

The *Local Government Act 2020* requires all Victorian councils to develop a long-term Community Vision and this important guiding document will make sure that our community's priorities are always considered in our strategic planning and decision making.

Our Community Vision meets the requirements for councils to have a long-term community vision developed in consultation with the local community that articulates its vision for at least a 10 year period, using deliberative engagement practices.*

Our Integrated Planning and Reporting Framework, in accordance with the *Local Government Act 2020*, connects the long term community needs through Bass Coast Community Vision 2041, with the medium to long term strategies and resource plans, including the Council Plan, Long Term Financial Plan, Long Term Asset Management Plan**, Workforce Resources Plan**, Budget and Rates and Revenue Plan.

*See Bass Coast Community Panel Report attachment for our community engagement process.
**The documents are currently under development.




*'Bass Coast's Community Vision 2041 was developed by our community to articulate our long-term aspirations for the future of our Shire'*

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# Bass Coast Community Vision 2041

## Vision Statement

*From its flowing hills to its wild unspoiled coastlines, the Bass Coast is a source of celebration for all who live in and visit the region.*

*Our townships are vibrant, rich with culture and full of life, each with its own distinct character. Drawing on our creativity, innovation and resilience we've created a thriving and diverse economy that supports sustainable agriculture and industry.*

*We live proudly on Bunurong Country, and build on learnings from our First Peoples and their knowledge. We coexist in harmony with our environment, and are prepared for future challenges and changes.*

*We are the people of the Bass Coast. Experience our cultures and history, and contribute to our story.*





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Themes, Community Aspirations and Priorities over the pages to follow from 1 to 5

1 2 3




# Themes, Community Aspirations and Priorities

*Our Community Vision has been developed to address five themes that capture what our community members most value about our community. It sets out the future vision and aspirations for the community. The Vision describes the focus of our work over the next 20 years and ensures we target our resources and activities to make Bass Coast the place our community wants it to be.*

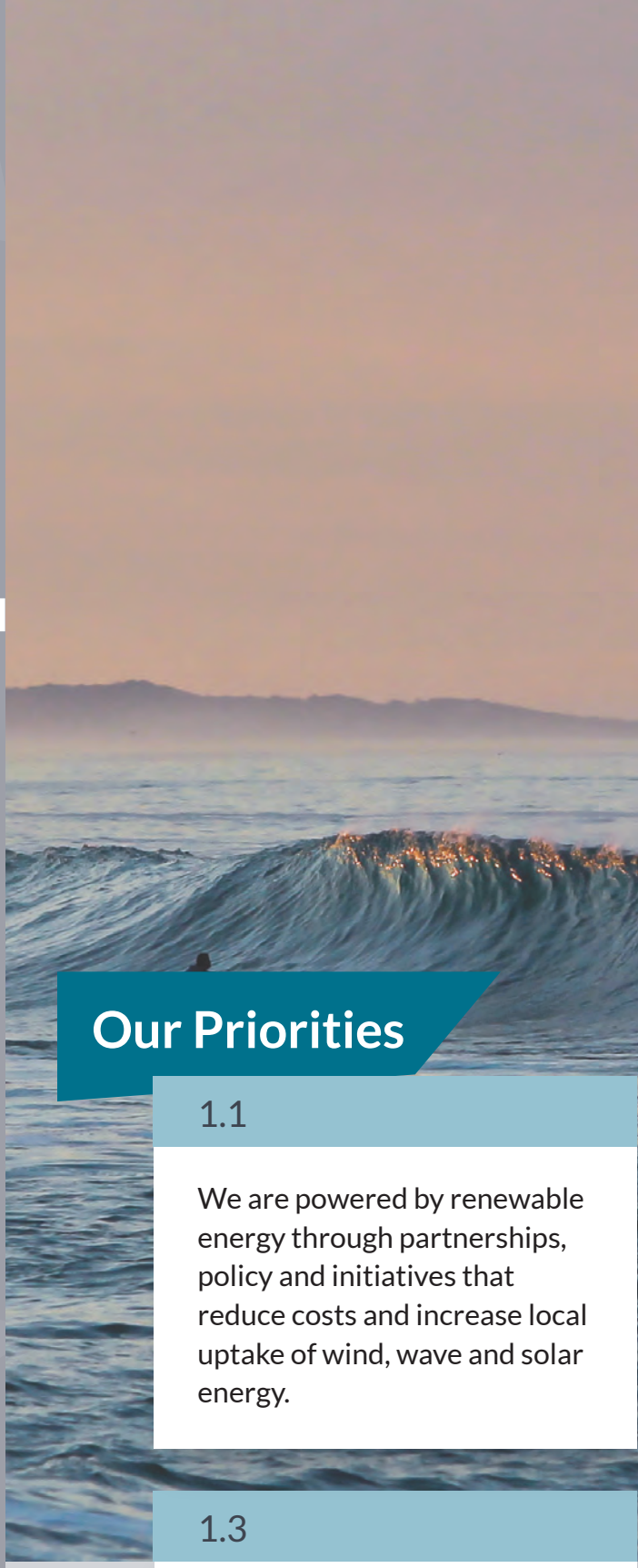
4 5

# Climate Emergency and Climate Preparedness

# 1

***Community Aspiration:***

***We take immediate and urgent action to protect and prepare Bass Coast for the serious risk that climate change poses, to secure a liveable and healthy future for our community.***



## Our Priorities

### 1.1

We are powered by renewable energy through partnerships, policy and initiatives that reduce costs and increase local uptake of wind, wave and solar energy.

### 1.3

We work with the community to effectively manage recycling and waste, with a focus on education and a circular economy.



## 1.2

We are prepared for emergencies and have clear systems in place to keep the community safe and provide refuge.

## 1.4

We are committed to climate change mitigation and are leading the transition to our net zero emissions future.

## 1.5

We protect our shorelines, estuaries and waterways through tighter planning controls and by restoring or enhancing natural buffers.

# Protect and Enhance Natural Environment

2

***Community Aspiration:***

***We work together to care for our land and coast, sharing our knowledge and skills. Through sensible planning and development, we live in balance with our natural environment***



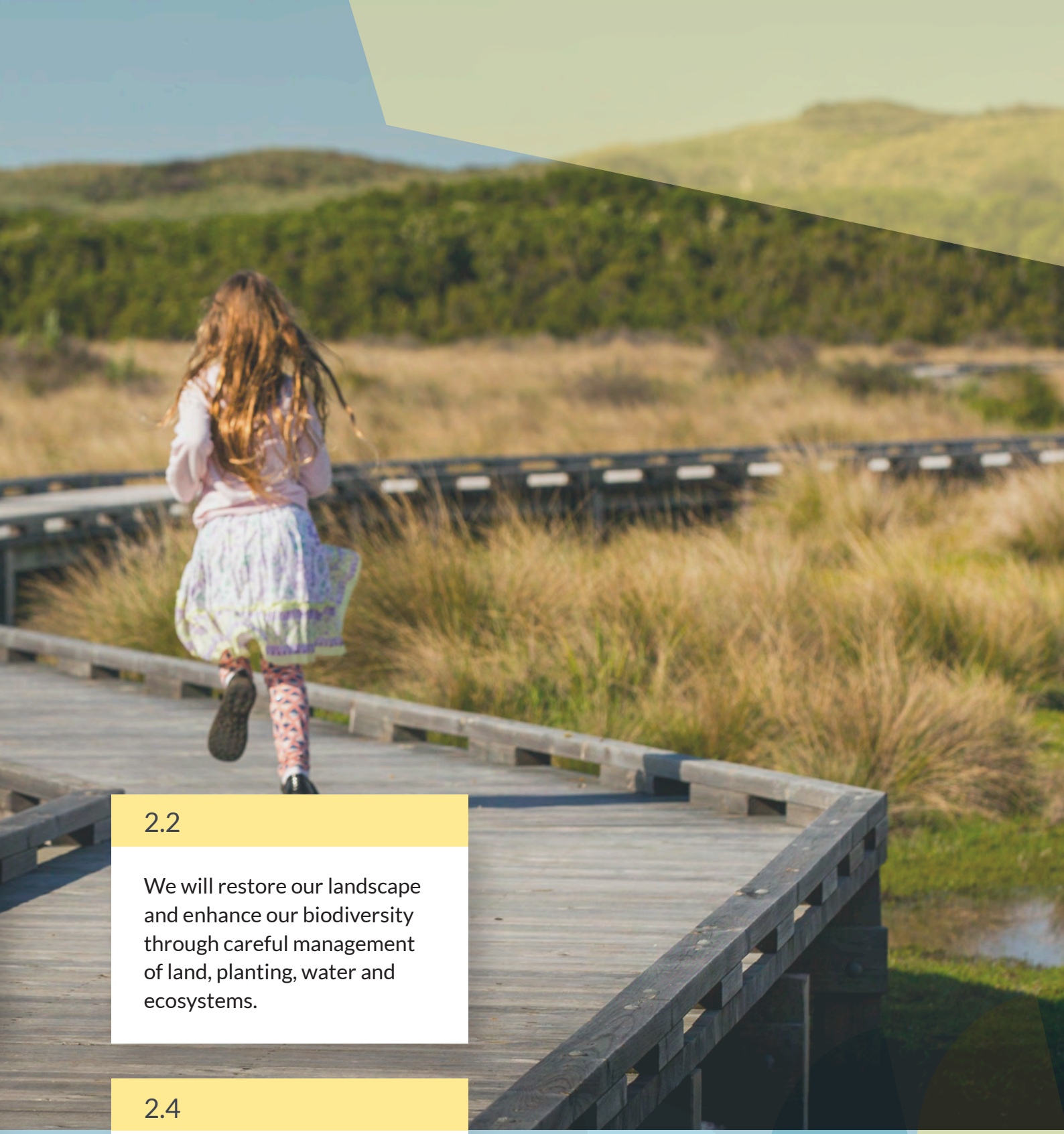
## Our Priorities

### 2.1

We plan and design new developments that prioritise our natural environment and the Bass Coast landscape.

### 2.3

We improve environmental practices, through cultural understanding and appreciation for the Bunurong People's connection to and care of Country.



## 2.2

We will restore our landscape and enhance our biodiversity through careful management of land, planting, water and ecosystems.

## 2.4

We support and attract industries that are environmentally sustainable and our farming practices are regenerative.

# Healthy and Inclusive Communities

3

***Community Aspiration:***

***We have culturally appropriate and safe services and facilities that encourage wellbeing and ensure everyone has a roof over their head. We are caring and connected and welcome all people, celebrating and supporting diversity and uniqueness.***

## Our Priorities

### 3.1

We have housing that is affordable and appropriate for all and our Council advocates for and supports people facing homelessness.

### 3.4

We continually advocate to improve the capability of our healthcare services to better meet our community's needs. We have a robust and affordable local healthcare system and accessible specialised care.

### 3.7

We have healthy, affordable, locally grown food that is accessible throughout Bass Coast. We support our vulnerable community members through providing food security and good nutrition.

### 3.10

We are a highly engaged community who influence decision-making that affects us. We value our Council's transparent and accountable processes.

### 3.2

We continue to prioritise arts, cultural activities and community spaces that excite, create engagement, foster inclusivity and bring us all together.

### 3.3

We are a resilient community that promotes open conversations about mental health and recognises that positive mental health is everyone's business.

### 3.5

We are a community where everyone is included and supported through all life stages, particularly our more vulnerable community members, enabling us all to thrive.

### 3.6

We have accessible community and natural assets available to all, through well-maintained and accessible ramps, even footpaths and viewing platforms across Bass Coast.

### 3.8

We have healthy lifestyles, are accessible to all and are promoted through everything we do, including easy access to low cost exercise programs and sporting facilities.

### 3.9

We support our older residents to continue living at home, they are included, appreciated and actively engaged in community life.

### 3.11

We are committed to reconciliation with our Aboriginal and/or Torres Strait Islander community members, and to celebrating and learning from our Aboriginal and Torres Strait Islander culture and heritage.

### 3.12

We have community groups that are well supported and valued and our volunteers are playing a key role in creating community connections and wellbeing.

# 4 Access and Movement

***Community Aspiration:***

***We have equal access to a carefully planned, reliable, expansive and innovative transport network. We can move freely and easily within Bass Coast and beyond.***



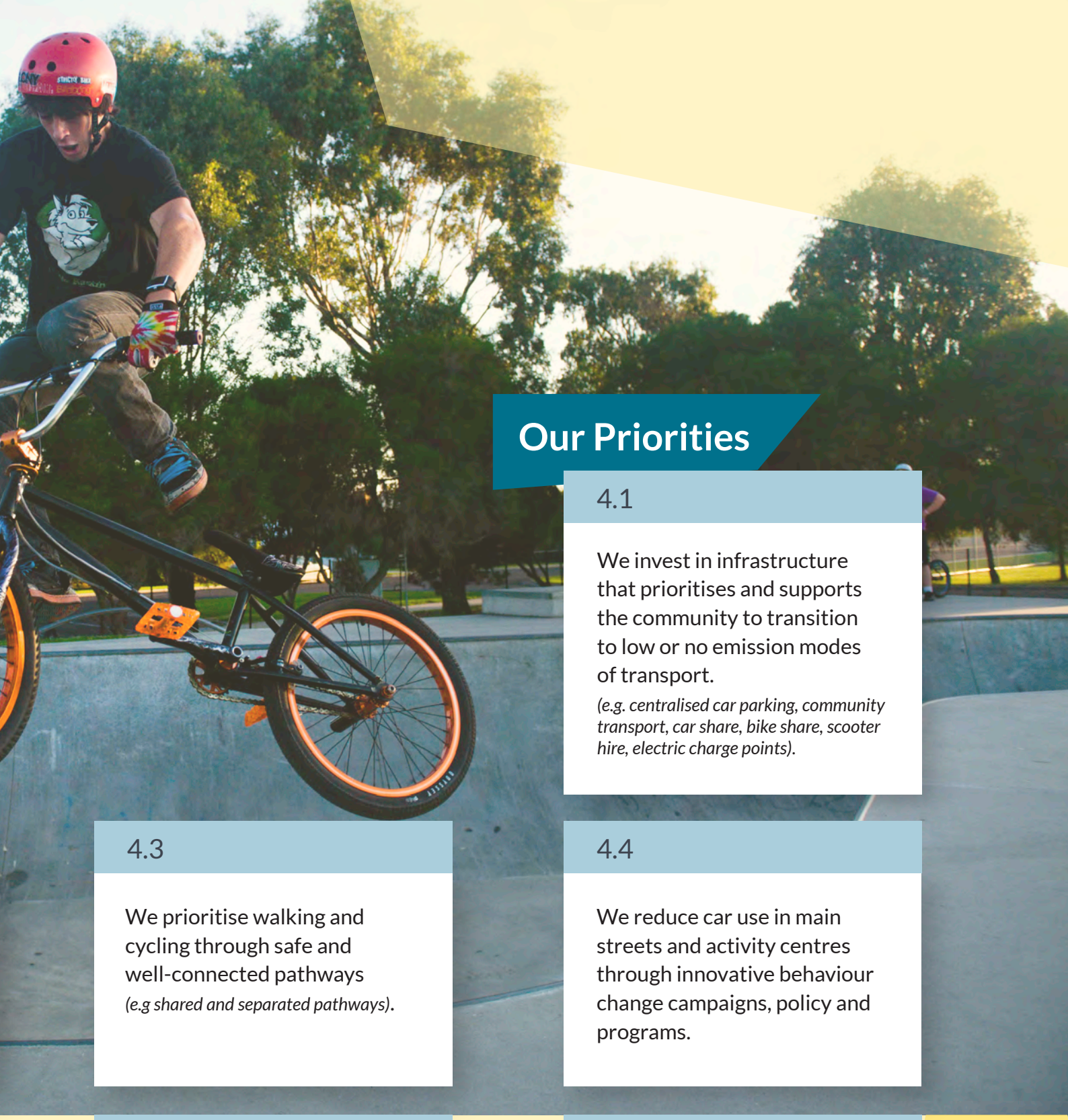
4.2

We advocate for reliable public transport access and connection across the Bass Coast region and into Melbourne CBD.

4.5

We support and encourage visitors to explore Bass Coast using eco-friendly transport, to reduce the volume and congestion at peak holiday times

*(e.g. electric tuk-tuks, ferry shuttle, bike share, car share)*



# Our Priorities

## 4.1

We invest in infrastructure that prioritises and supports the community to transition to low or no emission modes of transport.

*(e.g. centralised car parking, community transport, car share, bike share, scooter hire, electric charge points).*

## 4.3

We prioritise walking and cycling through safe and well-connected pathways

*(e.g shared and separated pathways).*

## 4.4

We reduce car use in main streets and activity centres through innovative behaviour change campaigns, policy and programs.

## 4.6

We help our community access support and services across Bass Coast through affordable or no cost transportation.

## 4.7

We continue to maintain and improve our road networks and advocate for safety improvements.

# Education, Creative Economy and Industry

# 5

***Community Aspiration:***

***We have fulfilled lives with unique opportunities to connect, create, learn, work and grow. We are empowered to make a difference.***

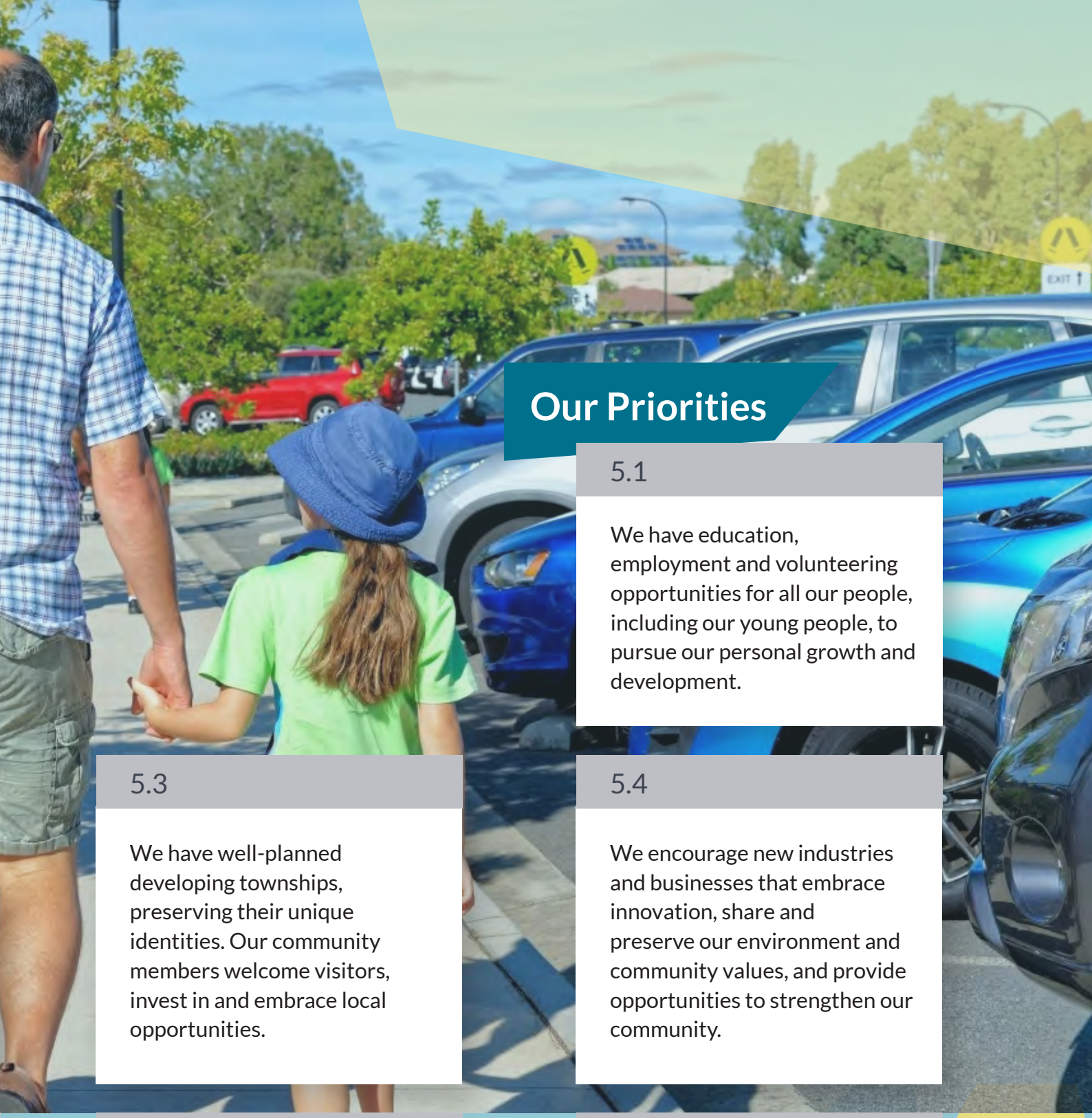


5.2

We have diverse and thriving local businesses that keep locals in meaningful employment all year round.

5.5

We are inspired by knowledge-sharing and learning across all generations and cultures. We have storytelling through our arts and culture which adds to the vibrancy of our towns and communities.



# Our Priorities

## 5.1

We have education, employment and volunteering opportunities for all our people, including our young people, to pursue our personal growth and development.

## 5.3

We have well-planned developing townships, preserving their unique identities. Our community members welcome visitors, invest in and embrace local opportunities.

## 5.4

We encourage new industries and businesses that embrace innovation, share and preserve our environment and community values, and provide opportunities to strengthen our community.

## 5.6

We are digitally connected via fast, reliable and affordable internet access, which enhances our lives and creates opportunities for the community and economy.

## 5.7

We have carefully planned, innovative, well-balanced and sustainable tourism that brings benefits to the whole community.

# How the Vision fits with other plans

The Bass Coast Community Vision 2041 describes the desired future for our Shire, inspiring us to work together with our community and partners to create the future we want to see, live and experience for all residents, businesses and visitors.

The Community Vision themes will be linked with the Council Plan by the following key:

1. Climate Emergency and Climate Preparedness
2. Protect and Enhance Natural Environment
3. Healthy and Inclusive Communities
4. Access and Movement
5. Education, Creative Economy and Industry

## Our integrated approach

The Bass Coast Community Vision 2041 is a guiding document for Council's Integrated Planning and Reporting Framework, in accordance with the *Local Government Act 2020*. It connects long-term community needs with strategies and resource plans, particularly the development of the Council Plan 2021-25, with annual action and budget updates provided.

The Vision will be reviewed periodically to ensure that it continues to reflect our community aspirations for the future.



| | |
|---|---|
| Our community's aspirations and priorities for the future in Bass Coast Shire. | Community Vision |
| Our financial plan to support the Community Vision. | Long Term Financial Plan |
| Outlines how we will manage our assets and infrastructure. | Asset Plan |
| Details the objectives and strategies to aim for to achieve the Community Vision. | Council Plan |
| Supports the health and wellbeing of our community. | Health & Wellbeing Plan |
| Outlines how we will manage our resources to deliver projects. | Workforce Plan |

# Deliberating on the Bass Coast Community Vision

Panel Process Report

October 2021



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Prepared by Conversation Co

Conversation Co.

For Bass Coast Council

BASS COAST Our Bass Coast. Our Future.

# 1. Introduction

Between March and September 2021, Bass Coast Shire Council undertook a community engagement program to develop the Bass Coast Shire 2041 Community Vision and Council Plan 2021-2025. Our Bass Coast Our Future sets the community's vision, community aspirations and priorities that the Council and the community will work towards to deliver a shared future towards 2041.

All Victorian councils must develop a community vision statement as set out in the *Local Government Act 2020*. The results of this community engagement program will help to directly inform the development of Bass Coast Shire Council's corporate plans.

## 1.1 Project Stages

There are four stages of engagement in this project:

- Stage 1: March to April 2021 – Open consultation with the whole community (Mixed Method)
- Stage 2: June to July 2021– Deliberative engagement with a representative Community Panel (Online and Face-to-Face Workshops)
- Stage 3: August to September 2021 – Public exhibition of the Draft Community Vision 2041 with the whole community (Online, Targeted Conversations)
- Stage 4: September 2021 – Re-convening of the Community Panel (Online Workshop).

Each stage builds on the previous stage, both in the data collected and the intensity of engagement. Stage 1 was carried out by Bass Coast Shire Council. This report presents the methodology and findings for stages 2 - 4. Following is an overview of the methodology for Stages 2 to 4.

### Stage 2: Deliberative engagement with a representative Community Panel, 1 June – 6 July 2021

**Purpose:** To consider community feedback and establish a Community Vision, community aspirations and priorities, and assist with the development of the Council Plan 2021-2025.

**Key Inputs:** Stage 1 community engagement report; key information relating to the role of Council; discussion guides; statistical information on the Bass Coast Shire community today in 2021 and in 2041.

**Desired Outcome:**

- Community Panel Report detailing the vision, community aspirations and priorities.

**Engagement Method:**

- Online community panel workshops (3)
- Face-to-face community panel workshops (1)

**Key Engagement Questions:**

- What is our community's shared vision for Bass Coast Shire in 2041?
- What are our community's priorities?
- What should Council prioritise in the short term (4 years) and long term (10 years)?

### Stage 3: Public exhibition of the Draft Community Vision 2041 with the whole community, 10 August - 8 September 2021

**Purpose:** To test the Draft Community Vision 2041 to determine if it has captured the broader community's values and aspirations for the future of our municipality, and to determine if there are any elements that have been missed, need to be added or explained more clearly.

**Key Input:** Draft Community Panel Report detailing the vision, community aspirations and priorities.

**Key questions:**

- Do you think the Community Vision statement reflects the Bass Coast community?
- Do you think the aspirations reflect the Bass Coast community?
- Do you think there is anything missing? If yes, what is missing?

**Engagement Method:**

- Online community panel information session (1)
- Online panel member gap identification survey (1)
- Online community survey (1)
- Online panel member accept or reject proposed changes survey (1)

### Stage 4: Re-convening of the Community Panel, 28 September 2021

**Purpose:** To allow the panel to strengthen and finalise the Community Vision 2041, in response to community feedback from the Public Exhibition period.

**Key Inputs:** Stage 3 community engagement report; results from the panel vote on proposed changes to the vision, community aspirations and priorities; and the Community Panel Report detailing the vision, community aspirations and priorities.

**Desired Outcome:**

- Refreshed Community Panel Report detailing the vision, community aspirations and priorities.

**Engagement Method:**

- Online community panel workshop (1)

**Key Engagement Questions:**

- Does this feedback strengthen or make the work of the panel clearer?

## 1.2 Outcome of this process

As well as informing Bass Coast Council's corporate plans, local councils are required to create a community vision for at minimum the next 10 years. The *Local Government Act 2020* outlines the requirements for local councils to facilitate "the articulation of the Community Vision" and to maintain and review the document. The Vision must influence and provide direction to the Council Plan and for other mandated plans and strategies.

In brief the Community Vision must:

- Have an outlook of at least 10 years.
- Describe social, economic, cultural, and environmental aspirations for the future.

- Extend beyond Council's jurisdiction and provide a platform for collaboration with community, regional partnerships, and advocacy.
- Consider long-term issues such as inter-generational equity, societal changes, environmental impacts, and climate change.

Councils can have a number of roles in the implementation phase of a Community Vision - they may be the responsible Statutory Authority, they may be a service provider (sole or shared role), they may be a facilitator or a partner; or they may be a community advocate.

# 2. Process of Deliberation

## 2.1 Overall Approach

A key component of the project and requirement of the *Local Government Act 2020* was to engage the community in the deliberation of the Community Vision and Council Plan priorities. A deliberative approach can be described as a process of thoughtfully weighing up options, emphasising the use of logic and discussion as opposed to power struggle. Group decisions are generally made after deliberation through a vote of consensus of those involved.

Recruitment of the Panel was conducted by Conversation Caravan. Bass Coast Shire community members were invited to complete an expression of interest and apply online. A total of 140 expressions of interest were received and 45 residents appointed to the Community Panel.

The Bass Coast Shire 2041 Community Panel attended four online workshops and one non-mandatory online information session, the first three sessions being of two hours' duration and the last two sessions being of one hour's duration. The Panel also attended a full-day workshop face-to-face of six hours' duration, at the Inverloch Community Hub. Each workshop built on the information of earlier workshops and focused on a particular area of community interest.

### Section 1: Understanding their role and building trust

The first part of the workshop program was focused on panel members understanding their role and the work of local government, and creating trust in each other and in Council.

**Items in Workshop 1 Tuesday 1 June 2021, 6:30pm - 8:30pm:**

- **Panel and Council's Roles:** Discuss the group's role, the makeup of the panel and the role of Council.
- **Advocacy and Engagement:** Presentation to highlight Council's role in advocacy and engagement.
- **Finance:** Finance presentation to highlight the financial planning requirements of service and asset delivery within the community from Council.
- **Our Community 2021-36:** Social research presentation to highlight the Bass Coast Shire community of 2021 and the projections for the community into the future.
- **What We Heard from the Community:** Presentation to show the findings from the consultation conducted by Bass Coast Shire Council in Stage 1.

**Items in Workshop 2 Tuesday 8 June 2021, 6:30pm - 8:30pm:**

- **Critical Thinking, Assumptions, Biases and Personas:** Encouraging panel members to consider the wider community needs and challenge individual views and societal norms that can influence behaviour.

### Section 2: Working through broad areas of focus

The second part of the workshop program was spent working through five broad discussion topics. Time was spent at each meeting listening to an expert speaker from Bass Coast Shire Council talking about what Council does currently or has planned. A discussion about the aspirations and priorities for each theme were deliberated within smaller groups.

Prior to attending each workshop, panel members were given a comprehensive Discussion Guide on each topic. Refer to Attachment 2 to see the compiled Discussion Guides.

- **Priorities:** Reviewing research and community feedback related to five broad discussion topics, discussing this and its relevance to Bass Coast, and drafting priorities for each area of focus.

**Items in Workshop 2 Tuesday 8 June 2021, 6:30pm - 8:30pm:**

- ➢ Topic 1: Education, Creative Economy, Tourism and Industry
- ➢ Topic 2: Growth, Housing and Neighbourhood Character

**Items in Workshop 3: Saturday 26 June 2021, 10:00am to 4:00pm:**

- ➢ Topic 3: Natural Environment and Climate Emergency
- ➢ Topic 4: Access and Movement
- ➢ Topic 5: Healthy and Inclusive Communities

### Section 3 Deliberating on the vision and priorities

The third part of the workshop program was focused on refining the vision, themes, community aspirations and priorities.

**Items in Workshop 3: Saturday 26 June 2021, 10:00am to 4:00pm:**

- **Future Thinking:** A presentation by guest speaker Stephen Yarwood, Urban Futurist.
- **Community Vision:** Drafting four community vision versions in four groups, to be later edited into one final vision by four nominated writers from the panel.

**Items in Workshop 4: Tuesday 6 July 2021, 6:30pm - 8:30pm:**

- **Consolidating what we've heard:** High level consideration of the community vision, with a focus on the intent. Consolidating all we have learned, heard and experienced of Bass Coast Shire.
- (After Workshop 4) **Panel member identification of gaps:** Feedback gathered through a survey on the perceived gaps in the community aspirations and priorities, and opportunities to strengthen them.

**Items in Public Exhibition Information Session (non-mandatory): Tuesday 10 August 2021, 6:30 pm to 7:30 pm:**

- **Recap of the Public Exhibition consultation process:** Running panel members through the process of Public Exhibition to ensure a shared understanding of the process.
- **Presentation of the updated Vision, community aspirations and priorities:** Walking panel members through the updated Vision, community aspirations and priorities as refined through the gap identification survey conducted by panel members.
- **Participants' role in promoting the consultation:** Walking panel members through their role in promoting the Public Exhibition period within their networks, through social media posts, email copy and a community presentation slideshow.

### Section 4 Strengthening the vision and priorities

The final part of the workshop program was focused on refining the vision, themes, aspirations and short-term and long-term priorities as a result of feedback collected through the public exhibition period.

- (After Public Exhibition) **Panel member votes on proposed changes:** Feedback gathered through a survey on whether to accept, reject or discuss further, the proposed changes to the Vision, community aspirations and priorities as refined through a summary of community feedback through the Public Exhibition process.

**Items within Workshop 5: Tuesday 28 September 2021, 6:30pm - 7:30pm:**

- **Finalising the Bass Coast 2041 Vision:** Showing the Community Panel the resulting draft Vision, community aspirations and priorities, after the acceptance of proposed changes in the panel member survey.
- **Voting on ordering of priority areas:** Seeking feedback from panel members on how the five priority areas should be presented in order in the Community Vision document.
- **Evaluation and close of project:** Thanking panel members for their important contribution, evaluating the process and their involvement, and stepping them through the process of what happens next in Council adoption of the Vision.

## 2.2 Recruitment

An open invitation was extended to all residents within Bass Coast Shire to be part of the deliberative process. This opportunity was hosted online via the Bass Coast Council's corporate website and was promoted online and in print.

Panel members were recruited by Conversation Caravan to reflect the demographic makeup of Bass Coast Shire using a stratified sampling approach. A total of 140 nominations were received, with 45 people recruited, and 37 of these participating in the panel. Figure 1 shows the demographic makeup of the panel across age, gender, house tenure, location, education and identification with demographic descriptors (Aboriginal and Torres Strait Islander, cultural diversity, disability and sexuality).

**Figure 1. Demographic makeup of panel members**




Throughout the panel process, attendance at the Bass Coast 2041 Panel Meetings declined. Some decline is expected during any engagement process, due to changing priorities and unforeseen personal circumstances. From the first meeting to the last, we saw a total drop in panel member numbers of 10 people. Participation in the panel process was supported through:

- **Training on online tools**: Panel members who nominated that they required additional support using online meeting tools such as Zoom and DropBox were invited to attend a training session.
- **Dedicated Panel Information Folder:** Panel members had access to a DropBox folder that contained all of the necessary information to undertake their role and participate in panel discussions.
- **Member reminders**: Reminder SMS messages were sent to panel members from a text service prior to each key event, such as meetings or surveys. Follow-up emails were sent between meetings with meeting minutes, next steps and follow up tasks to complete.
- **Panel member catch up sessions:** Panel members who were not able to attend a meeting were offered a catch up session to get them up to date on missed information.
- **Materials sent out in advance:** Reading materials were provided to panel members in advance of meetings. In response to a panel member request partway through the project for an increase in time to read this material, this period was extended to ensure materials were sent out at least a week in advance of the meeting.
- **Meeting absence grace:** Participants were able to miss up to two workshops and still remain in the group, under the instruction that they needed to make up the homework and reading.

Despite this fall-off in numbers, there were still sufficient attendees to continue the process, with remaining members generously contributing their time towards robust discussions about the future of Bass Coast Shire and thorough consideration of community feedback. Table 1 shows the number of attendees at each meeting.

**Table 1: Number of Attendees at Bass Coast 2041 Panel Meetings**

| Date | Time | Attendance |
|---|---|---|
| Tuesday 1 June ‘21 | 6:30 pm to 8:30 pm | 37 |
| Tuesday 8 June ‘21 | 6:30 pm to 8:30 pm | 34 |
| Saturday 26 June ‘21 | 10:00 am to 4:00 pm | 31 |
| Tuesday 6 July ‘21 | 6:30 pm to 8:30 pm | 28 |
| Tuesday 10 August ‘21 | 6:30 pm to 7:30pm | Attendance not recorded (non-mandatory) |
| Tuesday 28 September ‘21 | 6:30 pm to 9:00 pm | 27 |

## 2.3 Provision of Time and Information

A framework of critical thinking was employed throughout the deliberative process in recognition that this would help achieve more robust outcomes for the deliberation piece. The panel analysed engagement findings, studied the facts, debated ideas, checked biases and regularly critiqued their own work. The following tools were implemented in support of critical thinking:

- **Collaboration:** Working together with other members of the group enables individuals to be exposed to new thoughts and ideas.
- **Acknowledging biases:** Panel members took time to recognise their own backgrounds, biases, experiences and cultures. Each panel member was allocated a persona - an image and description of an individual, who was fabricated but based on a real quote from the Bass Coast community in Stage 1. Panel members were instructed to carry these personas with them throughout the deliberative process, to ensure all their decisions considered the impact on other members of the community. At various points throughout the proceedings, participants paused to reflect on the viewpoints of the persona they adopted and endeavoured to consider these diverse perspectives.
- **Majority consensus:** Individual panel members accepted that their individual view might not always be upheld as decisions were made according to a majority ruling.
- **Questioning assumptions:** Facilitators used open-ended probing questions to ensure panel members questioned their assumptions and tried to think of alternative solutions where possible.
- **Research:** Panel members were presented with research and facts from a range of different sources to support them to make informed judgements.
- **Regular reflection:** Decisions made at meetings were distributed to all panel members, providing them with time and opportunity for reflection. Decisions were brought back to the following meeting for further reflection and refinement as the project went along.

Panel members were presented with information sources at various intervals throughout the deliberative process. Table 2 outlines the information provided to participants and the point in the program at which the information was presented for discussion.

**Table 2. Information provided to Community Panel members throughout the project**

| Information | Media | Point in the process | Detail included within document |
|---|---|---|---|
| **Community Panel Member Handbook** | PDF | Before meeting 1 | • Information about the process<br>• What to expect at meetings<br>• Declaring a conflict of interest<br>• Social media use advice<br>• Complaints handling. |
| **Three Levels of Government** | Video | Before meeting 1 | Defining the role of Council and how the vision integrates with Council's Integrated Planning Process. |
| **South Coast Our Story: Community Health and Wellbeing Profile** | PDF | Before meeting 1 | Health and wellbeing statistics for Bass Coast Shire and South Gippsland Shire. |
| **Family Violence Statistics** | PDF | Before meeting 1 | Family violence statistics for Bass Coast Shire and similar shires. |
| **Community Engagement Policy 2021** | PDF | Before meeting 1 | Bass Coast Shire Council's policy on engaging with the community. |
| **Who's on the Panel** | Infographic | After meeting 1 | An infographic of Panel Member demographics to show representation of genders, ages and other demographic markers on the Panel. |
| **Community Engagement data from Stage 1 engagement** | PDF | Before meeting 1 | Community engagement outcomes from Stage 1 of this project. |
| **Bass Coast Council Engagement Plan Presentation** | Powerpoint slideshow | Before meeting 1 | How Bass Coast plans to engage with its community on the development of the long-term Community Vision to inform the Council Plan 2021 – 2025 and Long Term Financial Plan 2021 - 2031. Includes timelines, project scope, recruitment strategy, monitoring and evaluation of the project. |
| **Plan on a Page** | PDF | Before meeting 1 | Brief, easy to read version of the Engagement Plan showing the purpose, the engagement objectives, Council's promise and draft roadmap. |
| **Advocacy and Engagement Presentation** | PDF | After meeting 1 | Description of Council's role in advocacy and engagement to bring about positive change in Bass Coast. |
| **Council's Role** | Infographic | After meeting 1 | Description of Council's role in the Community Vision process. |

| | | | |
|---|---|---|---|
| **Finance Presentation** | PDF | After meeting 1 | 2020/21 Budget Overview, 2020/21 Operating Budget, rates, revenue strategy and challenges, borrowings and delivery of projects. |
| **Our Community 2021-2036** | PDF | After meeting 1 | Who calls Bass Coast home in 2021, who will call Bass Coast home in 2036, household structure, dwellings, demographics and growth of local towns. |
| **Growth and Housing Presentation** | PDF | After meeting 2 | Description of key stats, challenges and opportunities in growth, housing and affordable housing in Bass Coast. |
| **Economy Responses to Community Panel** | Word document | After meeting 2 | Responses from relevant Council officers in response to questions raised by Panel Members about Finance. |
| **Access and Movement Presentation** | Video | Before meeting 3 | Description of key stats, challenges and opportunities in access and movement in Bass Coast. |
| **Climate Change Presentation** | Video | Before meeting 3 | Description of key stats and challenges in climate change. |
| **Useful Environment and Climate Change Links** | PDF | Before meeting 3 | Weblinks for Panel Members to read further environment and climate change information. |
| **Growth and Housing Responses to Community Panel** | PDF | After meeting 2 | Responses from relevant Council officers in response to questions raised by Panel Members about Growth and Housing. |
| **Discussion Guides across five themes**<br><br>Education, Creative Economy, Tourism and Industry<br><br>Growth, Housing and Neighbourhood Character<br><br>Access and Movement<br><br>Natural Environment and Climate Emergency<br><br>Healthy and Inclusive Communities | PDF | Before meeting 2<br><br>Before meeting 2<br><br>Before meeting 3<br><br>Before meeting 3<br><br>Before meeting 3 | Background information on each topic including:<br><br>• Demographic data, relevant facts, as well as state and regional trends<br>• Key community priorities identified through the engagement period<br>• Direct quotes from the community<br>• Discussion prompts. |
| **Draft Community Vision Report and Vision Structure** | PDF | Before information session | To inform completion of a panel survey to identify gaps in the perceived gaps in the community aspirations and priorities, and opportunities to strengthen them. |

| | | | |
|---|---|---|---|
| **Draft Bass Coast 2041 Community Vision** | PDF | Before information session | A copy of the draft Community Vision statement, community aspirations and priorities. |
| **Bass Coast Public Exhibition Promotion Flyer** | PDF | After information session | To inform panel members how they could be involved in promoting participation in Public Exhibition through their networks. |
| **Bass Coast Community Conversation Presentation** | PDF | After information session | A presentation to assist panel members to promote participation in Public Exhibition through their networks. |
| **Bass Coast Social Media Tile** | PNG | After information session | A social media tile to assist panel members to promote participation in Public Exhibition through their networks. |
| **Social Media Post Caption** | Word document | After information session | A text file to assist panel members to promote participation in Public Exhibition through their networks. |
| **Summary of Public Engagement Feedback** | PDF | Before meeting 5 | A summary document outlining the proposed changes to the Vision, community aspirations and prioritised based on community feedback during the Public Exhibition period. To inform completion of the vote to accept or reject the proposed changes. |

Between meetings, panel members were sent information as well as tasks to complete to be prepared for group meetings. This included surveys, background reading and idea generation. The information circulated to the panel is shown in Table 2 above.

It is typical on a panel to see panel members focus on immediate issues that need resolving in their local area, as these are causing immediate concern. Steps were taken to ensure that the discussion focused on long term aspirations, such as:

- Regularly reminding panel members that the Community Vision and priorities aim to work to a twenty-year period, and challenging immediate concerns by asking, "*will this still be a problem in 20 years*?".
- Addressing actions at a high level, rather than at a smaller specific level, and looking at the root cause behind issues.
- Presenting data and trends for the local Council area and localised region, as well as data and trends that provide state, national and global context.

## 2.3 Community Panel Member Evaluation

In order to evaluate the project, panel members were asked a range of questions before and after their experience on the panel, in a short participant survey. These questions were identical in both the pre- and post-panel surveys to enable comparison of data, and asked panel members about their reasons for participating, their level of participation experience and their previous involvement with Bass Coast Shire Council.

Completion of the pre- and post-panel surveys was optional, yielding a total of 35 responses to the pre-panel survey and 22 responses to the post-panel survey.

### Pre-panel Process Survey

For 14 panel members (40%) this was the first time they had participated in a Council process. The remaining panel members had varied levels of prior experience with processes such as committees, advisory groups and other interactions, as shown in Table 3. Those responding 'Other' described other experiences such as previously working on Council or being a core member of groups that have regular dealings with Council. The highest response to this question was 17 panel members (48.57%) who said they had been involved in previous consultations such as workshops, surveys or community meetings.

**Table 3. Panel members' prior experience contributing to a Council process**

| Prior experience | Percentage of panel members | Number of panel members |
|---|---|---|
| Involved in previous consultations such as workshops, surveys or community meetings | 48.57% | 17 |
| This is my first experience | 40.00% | 14 |
| Involved in another Council committee or advisory group | 31.43% | 11 |
| Attended a Council meeting | 25.71% | 9 |
| Provided feedback on a project | 22.86% | 8 |
| Took part in a planning permit process | 22.86% | 8 |
| Submitted a submission or petition | 20.00% | 7 |
| Other | 11.43% | 4 |

### Comparison from start to end

Table 4 shows a comparison of the responses between the pre and post panel surveys. The top line (aqua) shows the result from the pre-panel survey, while the bottom line (green) shows the result from the post-panel survey.

A noticeable increase was seen when panel members were asked if they understood the challenges and opportunities the community faces in Bass Coast Shire. Before participating in the process, 74.28% of panel members said they either agree or strongly agreed, whereas after participating in the panel process a total of 81.82% said they agreed or strongly agreed with this statement.

**Table 4. Comparison of feedback from before to after participation on the panel**

| Statement | Strongly disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|---|
| I feel connected to my town | 0.00% | 2.86% | 11.43% | 48.57% | 37.14% |
| | 0.00% | 0.00% | 9.09% | 59.09% | 31.82% |
| I feel connected to the rest of Bass Coast Shire | 0.00% | 2.86% | 25.71% | 57.14% | 14.29% |
| | 0.00% | 4.55% | 18.18% | 68.18% | 9.09% |
| I understand the challenges and opportunities the community faces in Bass Coast Shire | 0.00% | 5.71% | 20.00% | 65.71% | 8.57% |
| | 0.00% | 0.00% | 18.18% | 50.00% | 31.82% |
| I trust Council to make decisions on my behalf | 0.00% | 11.43% | 42.86% | 42.86% | 2.86% |
| | 0.00% | 9.09% | 59.09% | 31.82% | 0.00% |
| I understand what Council is and isn't responsible for | 0.00% | 0.00% | 5.71% | 62.86% | 31.43% |
| | 0.00% | 4.55% | 4.55% | 54.55% | 36.36% |
| Council asks and listens to community feedback | 0.00% | 2.86% | 37.14% | 48.57% | 11.43% |
| | 0.00% | 4.55% | 36.36% | 50.00% | 9.09% |
| Council provides value to the community | 0.00% | 11.43% | 25.71% | 45.71% | 17.14% |
| | 0.00% | 4.55% | 31.82% | 50.00% | 13.64% |

### Post-panel Process Survey

In the post-panel survey, panel members were asked to reflect on their experience and reflect on their confidence in the implementation of the Community Vision, their level of understanding in how to participate, and whether they would encourage their family and friends to participate in community consultations with Council. 20 out of the 22 panel members (90.91%) who completed the post-panel survey agreed or strongly agreed that they understood how to participate in decisions that interested or affected them. Out of these 22 panel members, 18 (90.91%) said they agreed or strongly agreed that they would encourage their family and friends to participate in community consultations with Council. These sentiments are shown in Table 5.

**Table 5. Panel member sentiment on reflection after panel experience**

| Statement | Strongly disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|---|
| I am confident that the Bass Coast 2041 Community Vision will be implemented effectively | 4.55% | 9.09% | 27.27% | 36.36% | 22.73% |
| I understand how to participate in decisions that interest or affect me | 0.00% | 0.00% | 9.09% | 68.18% | 22.73% |
| I would encourage my family and friends to participate in community consultations with Council | 0.00% | 0.00% | 9.09% | 63.64% | 27.27% |

Materials and information provided:

- 69% of panel members found the personal stories shared through the persona useful in remembering the wider community.
- 97% of panel members found the project team videos somewhat useful or very useful.
- 86% of panel members found information related to the levels of government somewhat useful or very useful.
- 95% of panel members found the discussion topic information somewhat or very useful.
- 68% of panel members found the Zoom training somewhat or very useful. Remembering that not everyone needed this additional information.

Feedback on facilitators:

- 95% of panel members felt the facilitators managed the process very well or well.
- 68% of panel members felt the facilitators kept people to time very well or well; 18% were neutral and 14% felt this was done poorly.
- 95% of panel members felt the facilitators encouraged participation very well or well.
- 63% of panel members felt the facilitators managed the louder voices very well or well. 18% were neutral and 14% felt this was done poorly.
- 71% of panel members felt the facilitators encouraged the quieter voices to participate very well or well. 19% were neutral and 9% felt this was done poorly.
- 100% of panel members felt the facilitators spoke clearly very well or well.

Feedback on guest speakers and presenters:

- 91% of panel members felt Bass Coast Council officers were effective in presenting information to the panel.

**Response to questions:**

**What did you enjoy most about your experience on the Bass Coast 2041 Community Panel?**

- "The full day at Inverloch- meeting people face to face and making connections."
- "It was great that everyone was listened to, got encouraged to put forward their ideas, and considering the current restrictions it was handled well."
- "Enjoy it thoroughly and enjoy the diverse feedback, ideas, opinions and views in making the outcome robust and inclusive."

- "Having adequate time to discuss concepts and information."
- "Quality of facilitation."
- "Getting papers and information ahead of time."
- "Having the meetings online meant I (a mother) could participate (without the need for child care)." This was also echoed by older residents nervous of evening driving.

**What did you enjoy most about your experience on the Bass Coast 2041 Community Panel?**

- "Being made to consider issues more deeply and broadly. Having to back up my opinions with reasons. Learned heaps."
- "It was an enjoyable experience and very glad l participated as Cowes plans to be my forever home."
- "Having an input in how our council will be guided in their plan for the region."
- "Inspiring to see such caring, passionate and future minded discussions common across all community panel members."
- "Getting a better understanding of the different priorities of community members in the Bass Coast. Learning more about the role of Council."
- "I'd encourage the council to run these projects more often."
- "Enjoyed engaging with the Council in a meaningful way."
- "Enjoyed the guest speakers and the future ideas from Stephen's presentation."

**What would you change about your experience on the community panel?**

More face-to-face meetings

- "Start with the in-person meeting first."
- "Less zoom (covid permitted) and more face to face."

Balance the larger and more specific voices:

- "A couple of members really had an agenda they wished to push, at the expense of others who also had important things to say... sometimes you just have to be very firm and mute them!"
- "More young people, I found that lots of the louder or unnecessary voices were older people (not to be discriminatory) that just echoed the same values."
- "Often not equal participation among the larger group discussions."

More opportunities to work together in small groups:

- "More time in small groups to come up with better decisions."

Provision of information:

- "Sharing of how past visions are translated into progressive actions (along allocated resources) to illustrate how visions are translated through times and actions."
- "The community feedback could have been more transparent e.g. how many people desired changes to the panel's selected vision."
- "Large amount of information perhaps needed more time to digest and discuss."
- "More meetings. Don't fit as much into each meeting."
- "I'd like an email sent with all slides shown."
- "Acknowledge we all move at different speeds especially with technology."
- "Having more check-ins between meetings, sometimes I got a bit lost in between."
- "I strongly feel that we did receive good information, but at times we were a bit rushed, we probably needed more time considering the number of participants, as some were continually covering the same ground, as they didn't clearly understand the process involved."

**What information would have helped you to understand your role on the Community Panel?**

- “I think a better description of how it would roll out as I remember being very frustrated before the in person meeting about how this could possibly work.”
- “Perhaps a video explaining the process would have been useful to help understand how it all goes.”
- “A clearer description of what is involved and what is not, a lot of people brought their own agendas to the panel and were disappointed.”

# 3. Resulting Community Vision

## 3.1 Community Vision

As part of the Bass Coast 2041 Community Panel, panel members were asked to consider community feedback, listen to and discuss key information about Bass Coast, and decide on a Community Vision statement that would encapsulate a vision for the community for the year 2041. Following is the Community Vision statement built by the Community Panel.

**Community Vision Statement:**

"From its flowing hills to its wild unspoiled coastlines, the Bass Coast is a source of celebration for all who live in and visit the region.

Our townships are vibrant, rich with culture and full of life, each with its own distinct character. Drawing on our creativity, innovation and resilience we've created a thriving and diverse economy that supports sustainable agriculture and industry.

We live proudly on Bunurong Country, and build on learnings from our First Peoples and their knowledge. We coexist in harmony with our environment, and are prepared for future challenges and changes.

We are the people of the Bass Coast. Experience our cultures and history,
and contribute to our story."

## 3.2 Community Aspirations and Priorities

As part of the Bass Coast 2041 Community Panel, participants were asked to consider five focus areas, review community feedback, listen to and discuss key information about Bass Coast, and decide on a series of community aspiration statements and a list of priorities under each. Based on community sentiment during the Public Exhibition period, these five focus areas shifted and changed to better reflect community priorities, and these five priority areas became:

1. Climate Emergency and Climate Preparedness
2. Protect and Enhance Natural Environment
3. Healthy and Inclusive Communities
4. Access and Movement
5. Education, Creative Economy and Industry

Following are the community aspirations and priorities across the five focus areas.

### Climate Emergency and Climate Preparedness

**Community Aspiration:** *"We take immediate and urgent action to protect and prepare Bass Coast for the serious risk that climate change poses, to secure a liveable and healthy future for our community."*

**Priority 1.1** We are powered by renewable energy through partnerships, policy and initiatives that reduce costs and increase local uptake of wind, wave and solar energy.

**Priority 1.2** We are prepared for emergencies and have clear systems in place to keep the community safe and provide refuge.

**Priority 1.3** We work with the community to effectively manage recycling and waste, with a focus on education and a circular economy.

**Priority 1.4** We are committed to climate change mitigation and are leading the transition to our net zero emissions future.

**Priority 1.5** We protect our shorelines, estuaries and waterways, through tighter planning controls and by restoring or enhancing natural buffers.

### Protect and Enhance Natural Environment

**Community Aspiration:** *"We work together to care for our land and coast, sharing our knowledge and skills. Through sustainable planning and development, we live in balance with our natural environment and climate."*

**Priority 2.1** We plan and design new developments that prioritise our natural environment and the Bass Coast landscape.

**Priority 2.2** We will restore our landscape and enhance our biodiversity through careful management of land, planting, water and ecosystems.

**Priority 2.3** We improve environmental practices, through cultural understanding and appreciation for the Bunurong People's connection to and care of Country.

**Priority 2.4** We support and attract industries that are environmentally sustainable and our farming practices are regenerative.

## Healthy and Inclusive Communities

**Community Aspiration:** *"We have culturally appropriate and safe services and facilities that encourage wellbeing and ensure everyone has a roof over their head. We are caring and connected and welcome all people, celebrating and supporting diversity and uniqueness."*

**Priority 3.1** We have housing that is affordable and appropriate for all, and our Council advocates for and supports people facing homelessness.

**Priority 3.2** We continue to prioritise arts, cultural activities and community spaces that excite, create engagement, foster inclusivity and bring us all together.

**Priority 3.3** We are a resilient community that promotes open conversations about mental health, and recognises that positive mental health is everyone's business.

**Priority 3.4** We continually advocate to improve the capability of our healthcare services to better meet our community's needs. We have a robust and affordable local healthcare system and accessible specialised care.

**Priority 3.5** We are a community where everyone is included and supported through all life stages, particularly our more vulnerable community members, enabling us all to thrive.

**Priority 3.6** We have accessible community and natural assets available to all, through well-maintained and accessible ramps, even footpaths, and viewing platforms across Bass Coast.

**Priority 3.7** We have healthy, affordable, locally grown food that is accessible throughout Bass Coast. We support our vulnerable community members through providing food security and good nutrition.

**Priority 3.8** We have healthy lifestyles, are accessible to all and are promoted through everything we do, including easy access to low cost exercise programs and sporting facilities.

**Priority 3.9** We support our older residents to continue living at home, they are included, appreciated and actively engaged in community life.

**Priority 3.10** We are a highly engaged community who influence decision-making that affects us. We value our Council's transparent and accountable processes.

**Priority 3.11** We are committed to reconciliation with our Aboriginal and Torres Strait Islander community members, and celebrate and learn from our Aboriginal and Torres Strait Islander culture and heritage.

**Priority 3.12** We have community groups that are well supported and valued, and our volunteers are playing a key role in creating community connections and wellbeing.

## Access and Movement

**Community Aspiration:** *"We have equal access to a carefully planned, reliable, expansive and innovative transport network. We can move freely and easily within Bass Coast and beyond."*

**Priority 4.1** We invest in infrastructure that prioritises and supports the community to transition to low or no emission modes of transport (e.g. centralised car parking, community transport, car share,

bike share, scooter hire, electric charge points).

**Priority 4.2** We advocate for reliable public transport access and connection across the Bass Coast region and into Melbourne CBD.

**Priority 4.3** We prioritise walking and cycling through safe and well-connected pathways (e.g shared and separated pathways).

**Priority 4.4** We reduce car use in main streets and activity centres through innovative behaviour change campaigns, policy and programs.

**Priority 4.5** We support and encourage visitors to explore Bass Coast using eco-friendly transport, to reduce the volume and congestion at peak holiday times (e.g. electric tuk-tuks, ferry shuttle, bike share, car share).

**Priority 4.6** We help our community access support and services across Bass Coast through affordable or no cost transportation.

**Priority 4.7** We continue to maintain and improve our road networks and advocate for safety improvements.

### Education, Creative Economy and Industry

**Community Aspiration:** *"We have fulfilled lives with unique opportunities to connect, create, learn, work and grow. We are empowered to make a difference."*

**Priority 5.1** We have education, employment and volunteering opportunities for all our people, including our young people, to pursue our personal growth and development.

**Priority 5.2** We have diverse and thriving local businesses that keep locals in meaningful employment all year round.

**Priority 5.3** We have well-planned developing townships, preserving their unique identities. Our community members welcome visitors, invest in and embrace local opportunities.

**Priority 5.4** We encourage new industries and businesses that embrace innovation, share and preserve our environment and community values, and provide opportunities to strengthen our community.

**Priority 5.5** We are inspired by knowledge-sharing and learning across all generations and cultures. We have storytelling through our arts and culture which adds to the vibrancy of our towns and communities.

**Priority 5.6** We are all digitally connected via fast, reliable and affordable internet access, which enhances our lives and creates opportunities for the community and economy.

**Priority 5.7** We have carefully planned, innovative, well-balanced and sustainable tourism that brings benefits to the whole community

# 4. Closing the Loop

Engagement on this project has already created significant interest and aspirations for the Community Vision 2041. From those that participated or walked past a pop up, read a post online or participated in the Community Panel.

### Thank Participants

Issue a statement and update the Council project page thanking participants for participating in the project and for sharing their ideas and contributions to the Bass Coast 2041 Community Vision. Consider ways to recognise the involvement of the panel members, for example a thank you letter or email from the CEO or Mayor.

### Share the data

Provide the community with this report and the outcomes of the panel to build trust in the process and resulting report. Consider sharing the data with other organisations and agencies, so they too can work with Council to support delivery of the 2041 Community Vision.

### Close the loop

Keeping participants informed in engagement and the project is called ‘closing the loop’ - the information loop is currently open. Participants have shared their ideas and their feedback through the engagement process and are waiting to see what happens next. Communicate this to them and share what you are working on, such as the dates of the Council Meeting. Keep them informed with the next steps of the project. Including how Council will socialise the vision and how it will report on achievements.

BASS COAST

# **Community Vision** 2041

A 20-year vision for Bass Coast in partnership with our community and Community Panel.

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1300 BCOAST (226 278) or (03) 5671 2211 or via the National Relay Service (if you are deaf and/or find it hard hearing or speaking with people who use a phone) on their website:

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**basscoast.vic.gov.au/communityplans**