

# ENGAGEMENT SUMMARY REPORT

## JULY 2018

Shipwreck Coast  
Master Plan - Stage One



## Acknowledgement of Country

Aboriginal people, through their rich culture, have been connected to the land and sea, for tens of thousands of years.

Parks Victoria respectfully acknowledges Aboriginal Traditional Owners, their culture and knowledge, their continuing connections, and cultural obligation, to care for their Country.

## Privacy

Parks Victoria is committed to protecting privacy and personally identifiable information by meeting our responsibilities under the Victorian Privacy Act 1988 and the Australian Privacy Principles 2014.

For the purposes of community engagement for this project, we have collected personal information from individuals, such as email addresses, contact details, demographic data and feedback. This information is stored on secure servers for the duration of our project.

Comments provided through submissions marked 'confidential' may be used in this report, however are not attributable to any individuals. Diligence is taken to ensure any comment or sensitive information does not become personally identifiable in our reporting.

## Community engagement

Unless otherwise stated, all feedback documented in this report was written or recorded during our consultation process, and the views expressed are those of participants, and not the views of facilitators and staff.

Parks Victoria staff, together with our partners, have taken great care while transcribing participant feedback. We are confident that we have captured the full range of ideas, concerns and views expressed during consultation.

## Definitions

**'Parks'** – Parks Victoria manages many sites such as piers, waterways, ports, bays, historic building, trails, urban parks, small conservation reserves, and large national and state parks. For the sake of brevity, these are collectively referred to as 'parks', unless a specific type of site is stated.

**'Community'** – Community is a broad term used to describe residents, visitors, groups and businesses who have an interest in a project or area. A community may be defined by a geographic location, a set of similar interests such as an industry or sporting club, or a shared sense of identity such as a culture or a generation.

**'Stakeholder'** – Stakeholders are those individuals and organisations who will be directly affected by the plan. Examples include local governments, other government departments and agencies, and local industries such as tourism.

**'Engagement'** – Engagement refers to a planned process involving two-way dialogue with the specific purpose of working with communities and stakeholders to encourage discussion or active involvement to inform a project decision.

**'Participant'** – Participant refers to any community member, stakeholder or organisation that participated in the engagement process by providing feedback through any of the engagement tools and techniques provided.

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## Before reading this report

Several factors influenced the analysis of this data and should be considered in reading this report. These include:

- The collation of data, analysis and summary contained within this report has been undertaken by an independent contractor, Capire, specialising in community engagement practice and analysis, and provided to Parks Victoria.
- The information presented within this report is a collation of the feedback collected from community and stakeholder participants and does not necessarily reflect the views of a statistically representative sample of community.
- This report summarises key feedback from participants and does not preclude the project team from reviewing community feedback – particularly the more in-depth or specific submissions.
- Comments from individuals have been combined or split out based on the content included and the number of separate points, opinions or advice presented.
- The information and views presented in this report are a summary of the opinions, perceptions and advice provided across the engagement period. As such, recommendations and advice presented within this report may be factually incorrect and will need to be verified by the project team for feasibility.
- Due to the variety of formats through which community feedback was received, not all participant demographics have been captured across all feedback.
- Participants did not have to respond to all sections of the survey, as such, feedback may focus on certain aspects of the plan, and on certain theme areas.

# 1. Introduction

The Vision of the Shipwreck Coast Master Plan is to enhance the Shipwreck Coast as a distinctive, cultural and remarkable world-class destination, underpinned by the character of its hinterland and local towns coupled with the conservation and protection of its national, coastal and marine parks.

Parks Victoria, in partnership with Traditional Owners, invited community and stakeholder feedback on the design of three major projects for the Shipwreck Coast Master Plan – Stage One.

A summary of the feedback is outlined in this report.

## Project background

Parks Victoria, in partnership with Traditional Owners, has commenced Stage One implementation of the Shipwreck Coast Master Plan which includes the design and construction of new lookouts at The Saddle, Twelve Apostles and The Blowhole, Loch Ard precinct in Port Campbell National Park, and a pedestrian bridge across Port Campbell Creek in Port Campbell. Parks Victoria is partnering with Traditional Owners, Eastern Maar Aboriginal Corporation, and working in close association with project partners including local and state government, to develop the three projects.

Through an extensive Request for Tender process, Parks Victoria recently appointed architects Denton Corker Marshall (in partnership with landscape architects McGregor Coxall and Arup) to design the three infrastructure projects.

Each site has undergone significant investigations to understand the geological, environmental and cultural heritage opportunities and constraints.

The technical investigations have supported the project team to develop concept designs for each site that required community and stakeholder feedback to progress into detail design.

This report is a summary of participant contributions from the online and face-to-face engagement activities.

## About this report

This report presents the broad range of values, ideas and aspirations provided by community members and stakeholders during the engagement period, from May to June 2018.

The feedback has been collated and categorised, to understand topics, themes, demographics and levels of support using both qualitative and quantitative analysis techniques.

Parks Victoria would like to thank participants – who generously shared their time, research, values and ideas through this engagement process.

## 2. Participation and demographics

### Engagement tools

The following key tools were used to engage community and stakeholders during May and June 2018.



Project information and an **online survey** was available to help community and stakeholders provide structured feedback through the [engage.vic.gov.au](https://engage.vic.gov.au) website.



**Submissions** were accepted via email direct to the project team.



**Face-to-face workshops** were available to enable Traditional Owners, community members, license tour operators and stakeholders to hear from the project and design team, ask questions and provide structured feedback and input.

### Feedback channel and participant type

Approximately 77 participants provided feedback on the draft designs for the Blowhole and Saddle Lookout, Twelve Apostles, Port Campbell National Park the Port Campbell Creek Pedestrian Bridge, Port Campbell. Feedback was collected through the following channels:

- **Seven Eastern Maar Aboriginal Corporation representatives are involved ongoing in the concept design via face-to-face workshops and walking on Country**
- **41 individuals provided feedback during three community and licenced tour operators workshop sessions**
- **25 online surveys collected via the [engage.vic.gov.au](https://engage.vic.gov.au) platform**
- **Four submissions sent to the project team**

### Activities

As part of the consultation Parks Victoria undertook the following activities:

- Consultation session with EMAC: Port Campbell Surf Life Saving Club (including site visits, walking Country), 9:00am – 5:00pm (approx.), Monday 26 March 2018
- Design workshops with EMAC artist: Friday 6 April, Wednesday 27 June and Monday 16 July 2018 with another scheduled for Friday 27 July
- Community workshop: Port Campbell Surf Life Saving Club, 6.00pm to 8.00pm, Thursday 17 May 2018
- Community workshop: Port Campbell Arts Space, 2.00pm to 4.00pm, Saturday 19 May 2018
- Licenced Tour Operator workshop: 535 Bourke Street, Melbourne, 10:00am to 12:00pm, Wednesday 6 June 2018
- Survey available via Parks Victoria Engage Vic page – <https://engage.vic.gov.au/shipwreck-coast-master-plan>

### Participant demographics

The age range of participants varied from 19-28 years and 68 years and above. With the majority of participants, 80 per cent, being between the ages of 39 and 68. All participants stated that they live in Australia, with the exception of one participant who did not respond.

### Promotion

The workshops and online survey were promoted via Parks Victoria advertisements in local newspapers, distribution of a media release and subsequent editorial articles penned, direct emails and calls to stakeholders and publication on the Parks Victoria website and social media channels.

Coverage was featured in the following media outlets among others:

- Warrnambool Standard online and print edition
- Cobden Timboon Coast Times
- Colac Herald
- ABC Radio Ballarat
- Surf Coast Times
- Architecture AU
- Bellarine Times

## Interest

A meeting with Parks Victoria, the design team and Eastern Maar Aboriginal Corporation was attended by seven Traditional Owner representatives where discussions centred around culturally significant places and interpretation opportunities.

A total of 25 people participated via the online survey tool. The majority of participants, 60 per cent, were interested in the project because of their primary residence. Other interests in the project included:

- recreation, nine participants
- regular visitor, six participants
- volunteers (emergency or community services), five participants
- local business owner or operator, four participants
- employment, three participants
- secondary residence, two participants
- tourist, two participants
- attend or participate in an event, one participant.

Other interests in the project included, interest in Western Victorian coastal environment, tax payer, local government and Lake Colac Caravan Park proprietor.

The two community workshops were attended by thirty-five community members in total. The participants were local community members of Port Campbell, Timboon, Camperdown, Warrnambool and other local towns.

The tour operator workshop was attended by six tour operators, representing the following organisations:

- Around and about
- Golden Nugget Discovery Tours
- BusVic
- Echidna Walkabout
- Go West Tours

Four additional submissions were made by the following:

- Victorian National Parks Association
  - Protectors of Public Lands Victoria Inc.
  - Port Campbell Community Group Inc.
  - National Trust of Australia (Victoria)
-







### 3. Key findings

## Part 1: The Port Campbell Creek Pedestrian Bridge

The following section of this report is an analysis of the participants' contributions to discussions for each design.

### General support for the proposed bridge

There was general support of the proposed Port Campbell Creek Pedestrian Bridge. Eastern Maar Aboriginal Corporation endorsed the 'Tread Lightly' approach and this was echoed by participants of the workshops who said the bridge should be kept simple and natural. The common message was that it should be sympathetic to the natural environment of Port Campbell. Eastern Maar Aboriginal Corporation are more supportive of a location upstream rather than on the beach and a form that has a lesser impact on the landscape.

Local community members who attended the workshops were especially excited the bridge would be built. There was a feeling amongst most participants that the design was fantastic and appropriate for Port Campbell.

Most community workshop participants and several survey participants believed the bridge would be well used by local community members. The tour operators identified that the bridge and walk provided a commercial opportunity as it created a destination. Recognising the views to be one of the great views along the Shipwreck Coast, the path and bridge would provide a purpose for visiting.

The participants provided more detailed feedback about the proposed Port Campbell Creek Pedestrian Bridge. The feedback has been broken down into the following six themes:

- Connectivity and accessibility
- Material

- Structure
- Design
- Culture, heritage and signage
- Environment

### Connectivity and accessibility

In total 69 participant responses referred to the theme of connectivity and accessibility. This theme refers to the connecting paths, connections to the township and beach and the accessibility of the bridge, including provision of amenities.

The common overarching messages from participants were:

- excitement about improved opportunities for connection
- concern about the path that leads to the beach
- mix of views regarding the proposed location of the bridge
- ensure the bridge and connecting paths are accessible.

There was a mix of views regarding the proposed location of the bridge, with several participants suggesting the bridge be located across from the current track. Eastern Maar supported the

location and were concerned to preserve culturally significant places in the area. Most participants, particularly community workshop participants, were also pleased with the location, feeling that it would be used.

Several participants believed there needs to be significant consideration of the positioning of the pathways and boardwalk. Considerations of the positioning of the z shaped path included erosion of cliff, water coming down the track and intrusion of flora and views.

Many participants raised concern about the path that leads to the beach in front of the Surf Club. Highlighting the risk that a path on the sand dunes and would likely be destroyed within years. Several participants suggested to reroute the access from in front of, to behind the surf club. The caravan park will need to be considered in both scenarios as the bridge and connecting paths could impact their privacy and views.

Accessibility was a focus for some participants. It is important that the bridge and connecting path is accessible for aged people and



Stakeholder presentation at Port Campbell

people with a disability. This includes ensuring the width of the bridge fits two wheelchairs side by side. Several participants would like the z shaped path to be wide enough to allow overtaking.

Several participants highlighted the importance of resting points, particularly for those with impaired mobility. These resting points should be strategically positioned to maximise the viewing experience of visitors. Accessible parking spaces on the Port Campbell side was also recommended by participants.

A few participants queried whether additional parking, toilet facilities and bins had been considered. The bridge would mean more visitors and therefore they believed additional amenities would be needed.

The issue of parking and access from the main road was identified by tour operators as a concern.

## Material

In total 53 participant responses referred to the theme of material. This includes comments and questions regarding what materials would be used for the design, specifically the bridge deck, structure and connecting paths, as well as the colour of the materials.

The common overarching messages from participants were:

- use natural materials and colours that are sympathetic to the environment
- timber is the preferred material for bridge decking and connecting path to the foreshore
- use of stainless steel cable for the structural cables
- use of limestone, or similar looking, for the track leading to up to the lookouts
- the materials used should be low maintenance.

It was generally agreed that timber was the most appropriate material for its surroundings, with concerns that materials, such as

steel, will rust and create noise. The importance of longevity of the path was stressed predominately, with suggestions from community workshop participants to elevate the timber. According to several participants the materials used should be low maintenance and durable to withstand harsh conditions including flooding and winds.

Several participants suggested incorporating visually sympathetic recycled materials.

Several participants would like to see stainless steel cables. A few participants were against the use of mesh, with claims that it may corrode and sag.

The most significant message from participants was that the materials should be natural looking, keeping with the surrounding environment and ensuring low visual impact. This was expressed by Eastern Maar Aboriginal Corporation, community members and tour operators in the workshops and surveys.

## Structure

In total 35 participant responses referred to the theme of structure. This includes comments relating to the structure of the bridge, which were predominately related to the structural cables.

The common overarching messages from participants were:

- there should be less cables and more sway
- cables below the bridge would cause negative visual impact.

There was an overwhelming positive response to the sway of the bridge from workshop and survey participants. Participants were generally excited that the bridge would sway slightly, believing it would create a more exciting experience for pedestrians, visitors and kids. Most participants did not want any more cables, expressing

concerns of tripping and negative visual impact.

There were a few concerns raised regarding the structure of the bridge and how to stop children jumping off the bridge.

## Design

In total 27 participant responses referred to the theme of design. This theme refers to general feedback about the proposed design of the bridge.

The common overarching messages from participants were:

- the design is excellent and appropriate for Port Campbell
- endorsement of a simple and minimalist design.

Several participants thought the design was perfect and that it should be kept as it is.

Participants stressed the importance that the design fits into the landscape, a few participants were concerned that the proposed design would not. A tour operator queried if there was a way to soften the structure, believing that this should be a consideration during the design stage.

The tour operators also believed that Aboriginal culture should be considered in the design of the bridge and adjoining paths. They were also strongly against any use of lighting and sound features.

## Culture, heritage and signage

In total 15 participant responses referred to the theme of culture, heritage and signage. This includes comments and recommendations regarding Aboriginal culture, history, storytelling and signage.

The common overarching messages from participants were:

- the importance of the history of the coastline

- opportunity for shipwreck storytelling along the paths and at lookout points
- opportunity for interpretative signage along the paths.

Several participants emphasised the importance of remembering and understanding the stories of the Shipwreck Coast. This was particularly a focus for tour operators. They suggested interpretive signage that reflects the local environment, including wildlife and plants. The signs should be well designed, accessible to read and signage should be consistent along the Shipwreck Coast. The signage should be delivered as a journey, telling the story as visitors travel from destination to destination.

## Environment

In total 14 participant responses referred to the theme of environment. This theme refers to wildlife, vegetation and maintenance.

The common overarching messages from participants were:

- Maintaining the vegetation so that there are good views at lookout points.
- Plant lower growing native plants along the path.
- Ensure care is taken with surrounding vegetation, with consideration of the environmental impact on significant vegetation, as the flora is very special in Point Campbell.
- Ensure there is minimal impact on the surrounding environment.
- Thoughtful positioning of the lookout points to celebrate the beautiful views of Port Campbell

## What we heard: key considerations and design team responses

The common overarching messages from the engagement findings were:

**The bridge should be kept simple and natural looking, ensuring it is**

### **sympathetic to the natural environment of Port Campbell.**

**Design Team response:** The bridge design seeks to tread lightly upon the creek environment, both physically and visually. This is achieved through; the single long span avoiding piers in the creek, structurally efficient and therefore slender suspension structure, combined with visually light and recessive materials and finishes.

### **Natural materials and colours should be used for the bridge and connecting paths; participants' material preferences were timber and limestone, or similar.**

**Design Team response:** Timber decking is proposed for both the bridge deck and any elevated walkway approaches. The steps and pathway up the north embankment are proposed to be predominantly cut from the limestone cliff, exposing the existing natural materials. Concrete retaining elements may be required for stabilisation in limited areas. Concrete finishes, where required, will be sympathetic with the natural limestone tones. Preference will be given to compacted limestone when paths are at grade. Where elevated paths are required Australian hardwood timber boardwalks will be given preference. It is noted that Parks Victoria have requested the use of concrete for stair treads due to durability considerations.

### **Ensure the bridge and paths are designed for longevity, using low maintenance and durable materials.**

**Design Team response:** High durability and low maintenance materials are favoured by the design team and asset operators. However, it should be noted that natural materials advocated above, such as timber and limestone, are not as durable as other materials such as concrete or steel. Maintenance and whole-of-life considerations are compromised by the selection of natural materials. For example, compacted limestone aggregate

paths will require ongoing maintenance as wearing occurs, however it is felt that concrete paths are not appropriate for this location as visitation is not anticipated to be heavy.

### **Reconsider the positioning of the path that leads to the beach. Consider rerouting the access from in front of the Surf Club to behind the surf club.**

**Design Team response:** Also favours a path route that avoids impacting the sensitive dunal vegetation and exposed to tidal surge from the harbour. An alternative route to the town side of the Surf Club is being investigated further. This route would also provide a more intuitive and direct link between the town and the bridge and require less capital and maintenance expenditure. In addition we note, following on site discussions with the Catchment Management Authority (CMA), that this looks like the most practical option, given the lack of support for putting fill into the flood plain.

### **Ensure the bridge and paths are accessible.**

**Design Team response:** Disability Discrimination Act (DDA) compliant accessible paths are provided to the bridge from the Port Campbell town approach. The bridge is DDA compliant to the north bank. Given the extremely steep terrain and grade of the park walking trail, the steps up the embankment are not DDA compliant. The bridge does however support access to the future planned accessible board walk around the wetlands.

### **There should be less structural cables and more sway.**

**Design Team response:** This item refers to the choice between a very stable deck that requires side cable bracing which constricts movement beneath the bridge and a more dynamic, but still safe, deck without additional bracing. The design has adopted a more dynamic crossing free of added



cable bracing to both reduce visual impact and maximise movement along the creek.

## Part 2: The Blowhole Lookout

Overall, there was support for reopening the Blowhole. Eastern Maar Aboriginal Corporation as well as many participants, including community and tour operator workshop participants, were supportive of the Blowhole Lookout subsumed design and accepted the form. Most participants were pleased that the design was simple and that it blends in with the surrounding environment.

The tour operators stated that the lookout provides the opportunity for an additional destination along the Shipwreck Coast. Most participants agree that it is currently not a location that many people visit, acknowledging that due to fencing there is currently little to see.

There was some concern, raised by a few survey participants, that the proposed lookout would detract from the surrounding nature. With a few participants believing that the design had not considered the best vantage for views of the Blowhole and that it may not improve the view of inside the Blowhole.

The participants provided more detailed feedback about the proposed Blowhole Lookout. The feedback has been broken down into the following six themes:

- Design
- Structure and capacity
- Connectivity and accessibility
- Visitor experience
- Culture, heritage and Geotech
- Material

### Design

In total 30 participant responses referred to the theme of design. This includes general comments about the proposed design of the Blowhole Lookout and connecting paths.

The common overarching messages from participants were:

- support for the simplicity of the design and that it blends in with the surrounding environment
- support for the incorporation of Aboriginal culture in the design, particularly the reference to the whale in the design.

Many participants, particularly the community and tour operator workshop participants, felt excited about the design, with several describing the design as beautiful. Only a few participants expressed their dislike for what had been designed.

The issue of graffiti was raised by several tour operators, suggesting that Aboriginal art should be incorporated into the design of the lookout to minimise graffiti. Eastern Maar Aboriginal Corporation felt internal linings could incorporate cultural patterns and artwork. Tour operators were also interested in how the design could prevent people from going over the edge.

### Structure and capacity

In total 29 participant responses referred to the theme of structure and capacity. This refers to the structure of the lookout and its capacity. Feedback and questions about the structure of the lookout was predominately made in the workshops. This included many questions to the technical experts, some of which were answered in the workshop. These questions included:

- What are the dimensions of the structure?
- Will the curve protect people from the weather, particularly wind?

- What are the safety measures of the structure?
- What is the capacity of the structure and how will visitor numbers be managed?

The common overarching messages from participants were:

- support for the subsumed concept, that the structure is incorporated into the surrounding environment
- support for the curved structure
- ensure the structure respects the surrounding landscape
- concern regarding wind funnelling due to the curved structure.

Tour operators and Eastern Maar Aboriginal Corporation were particularly interested in how the acoustics of the structure would amplify the natural sound of the blowhole.

There were only a few participants who believed the structure over the blowhole would detract from the natural appearance of the blowhole and surrounding environment.

### Connectivity and accessibility

In total 25 participant responses referred to the theme of connectivity and accessibility. This theme refers to the connecting paths, the accessibility of the lookout, particularly visitor access, and provision of amenities that improve accessibility.

The common overarching messages from participants were:

- It is great giving people choice, having both walks create options that spreads visitors out.
- There should be vehicle access down to the Blowhole for emergency vehicle use.

- There are exciting opportunities for connections to other paths.
- The height of the lookout should provide accessibility, for example, for children and people in wheelchairs.
- Increase carparking to cater for additional visitors and licence tour operator coaches to the Blowhole.
- Consider the provision of toilets and shelters at the Blowhole, as there currently aren't any.

The tour operators were interested in how many people currently visit the Blowhole. Having a shorter walk was particularly supported by tour operators, as they often have limited time to spend at each location.

Several participants were interested in the height of fences along the walk, with tour operators stressing the importance of safety at the site. Concern for the native vegetation was also raised, particularly in regard to people climbing over fencing.

## Visitor experience

In total 25 participant responses referred to the theme of visitor experience. This theme refers to the potential experiences of visitors to the Blowhole Lookout, and particularly how the lookout will impact the visitor experience.

The responses were predominately provided by survey participants, as they were specifically asked, 'how do you think the Blowhole Lookout will change the visitor experience?' The feedback was mixed with several participants feeling it would have a positive impact, others thinking the impact would be negative and a few participant responses were neutral.

The common overarching messages from participants were:

- The Blowhole Lookout provides an opportunity for experience that is currently not available, it's an

opportunity for people to see the Blowhole.

- There is potential to deliver a sensory experience, noting the power of the sea, natural elements and erosive forces.
- Concern that the structure will detract from the natural surrounds and negatively impact the visitor experience.
- Concern that the lookout will bring more visitors to the Blowhole, which could inhibit the current peaceful and quiet experience of the site.

The tour operators also commented on the impacts on visitor experience, their discussion focussed on the opportunity for a more contemplative experience. They thought that signage should complement the visitor experience. Signage should be simple and offer subtle cues to the individual, to help them experience and be aware of the wildlife and heritage of the location.

## Culture, heritage and Geotech

In total 12 participant responses referred to the theme of culture, heritage and Geotech. This refers to feedback relating to Aboriginal culture, the history of the site and geotechnical investigations.

The common overarching messages from participants were:

- There was curiosity about what geotechnical investigations had taken place.
- The Blowhole lookout provides an opportunity to share the story of the rocks and Indigenous and non-Indigenous culture and history.
- It is good and exciting that the Aboriginal community have input in the project.
- Opportunities for more cultural interpretation, including artwork and stories inside the lookout structure.

## Material

In total 11 participant responses referred to the theme of material.

This refers to the materials used for the lookout and connecting paths, including colour and treatment. This was predominately discussed in the community workshops.

The common overarching messages from participants were:

- preference of crushed limestone for the track
- use of natural materials and colours
- incorporate Eastern Maar culture in the treatment of the structure.

Most participants agreed that limestone was the most appropriate material, as it is sympathetic to the landscape and would ensure the track is durable. It was felt by several participants that the colour of lookout should complement the surrounding vegetation, suggesting the outside of the structure should be earthy colours. Embedding local shells in the tracks was also suggested by a few participants.

## What we heard: key considerations and design team responses

The common overarching messages from the engagement findings were:

**The Blowhole Lookout should be kept simple and should blend in with the surrounding environment using natural looking materials.**

**Design Team response:** The proposal subsumes the lookout in to the landscape to minimise its visual impact when viewed from the path approaches.

**Aboriginal culture and art should be incorporated in the design of the lookout. Participants support the reference to the whale in the design.**

**Design Team response:** We partnering with a highly-regarded artist who is also a member of the Eastern Marr Aboriginal Corporation. She is influencing the concept, the form of the lookout,

colours and the integrated artworks.

**The issue of safety and how the design can help prevent people from going over the edge or over the path fences.**

**Design Team response:** Safety is being carefully considered through the design process. Barrier height and form is being evaluated to allow for both visitor outlook and personal safety. There are two distinct considerations with containment of visitors - accidental falling from elevated locations and deliberate climbing over fences to access unauthorised areas. Accidental falling is addressed through balustrade design including height, strength (high structural loading 3KN/m) and form. Deliberate climbing of fences and balustrades is discouraged through the design but cannot be eliminated entirely. Both aspects, accidental and deliberate encroachment, also have to consider maintaining views and quality of visitor experience. For instance, very high fences will further deter climbing by the few, but detrimentally impact the experience for all. Alignment of paths, away from the Blowhole edge, and landscape buffers are also used to deter movement off the paths.

**The possibility of wind funnelling due to the curved structure.**

**Design Team response:** Depending upon wind direction, some wind funnelling may occur in the structure. However, the subsumed nature of the canopy will alleviate wind effect as it is not significantly higher than the surrounding terrain. While the structure provides some shade and shelter from the sun, rain and wind, it is not intended to provide complete protection and remove visitors from the authentic, rugged, natural experience of the site.

**The capacity of the lookout to account for additional visitor numbers.**

**Design Team response:** The number of visitors to the Blowhole is limited by the current car parking provision, noting the site is not immediately accessible to tour buses. The lookout is also designed to provide good vantage points into the blowhole from a long expanse of balustrade, rather than funnelling visitors to a single lookout point.

**Ensure the lookout is accessible, particularly the height of the lookout edge.**

**Design Team response:** DDA compliant accessible paths to and from the lookout with rest stops at the lookout entry and exit points. Floor levels are at <3% grade to provide a ramp-free and landing-free surface. Maximising equitable viewing from the lookout in to the Blowhole along the length of the viewing area has been a key objective and has informed the design solutions.

**The potential to deliver a sensory experience, particularly aural experience, and how to enhance this in the design.**

**Design Team response:** The wave-like canopy produces an 'echo chamber' which is intended to amplify the natural wave sounds in the blowhole. The design team is exploring furniture surrounding blowhole to have a tactile and visual experience as cultural interpretation is being undertaken.



Stakeholders presentation at Port Campbell



## Part 3: The Saddle Lookout

The design for the Saddle Lookout was the most contentious of the three projects, evidenced in the workshops and survey responses. The feedback of the design was highly mixed, with positive and negative reactions to what had been designed.

Eastern Maar Aboriginal Corporation representatives commented on the proposed black and white colours and referenced the importance of birds to Eastern Maar culture. The black and white cockatoos are central to the kinship and ordering of Eastern Maar society and they felt the colours welcome if coupled with the appropriate narrative.

The tour operators were predominately positive about the design. Some community workshop and survey participants had strong negative reactions to the lookout, however several did understand why this design had been proposed for the Twelve Apostles.

There was a strong reaction to the colour of the lookout, with many participants finding the black and white to be too much or a stark contrast with the surrounding environment. Most participants suggested that more natural materials and colours be used to blend the structure into the natural landscape.

Protecting the natural environment, ensuring the design has a low environmental impact, was a priority for some participants and was particularly evident in the submissions.

The tour operators were interested in the project timeframes and access to the Twelve Apostles during construction.

Participants provided more detailed feedback about the Saddle Lookout. The feedback has been broken down into the following six themes:

- Structure and capacity
- Materials
- Design
- Visitor experience
- Connectivity and accessibility
- Culture, heritage and Geotech

### Structure and capacity

In total 54 participant responses referred to the theme of structure and capacity. This theme refers to feedback relating to the structure of the lookout, including the width, capacity and safety of the structure.

The common overarching messages from participants were:

- There was concern that the lookout was not big enough which could create a choke point.
- Ensure the capacity of the lookout is sufficient, particularly to account for increase in visitor stay time.
- The viewing platforms should not be sheltered.
- There was concern that the structures do not complement the coast.
- Consideration of ways to soften the structure should be made.
- The structure has the potential to improve views of the coast.
- The structure would reduce dangerous behaviour, preventing visitors from climbing over onto the cliff.

Concern was raised by several participants across all engagement activities that the structure was not wide enough. This raised concern that visitors would be contained at the end of the viewing platform and that this would create a congestion point. Recommendations from several participants included increasing the edge opportunity and changing the way the structure sits to ensure natural flow of tourists.

The tour operators and some community workshop participants, however, felt more positive about the width of the end point after explanation from the architects.

Some participants were concerned that the lookout would be covered. It was generally agreed that they shouldn't be, emphasising the importance of immersing people in the elements. Community workshop participants particularly talked about the drama of being open to the elements and were pleased that the structures created a sense of danger. Eastern Maar representatives also felt the design team should avoid a sense of enclosure at this site.

It was felt by several participants that the aim of the structure was to stand out, to which community workshop participants had mixed responses. Several participants were not pleased by this, believing that the lookout did not complement the coastline. Softening the structure was a priority for some participants.

### Materials

In total 32 participant responses referred to the theme of materials. This theme refers to the materials used for the structure of the lookout, the connecting paths, rest points and the colours.

The common overarching message from participants was:

- The materials and colours of the Saddle Lookout should be chosen to complement and blend in with the surrounding environment.

Most participants felt that the use of black and white was too distinctive and would be too stark a contrast against the surrounding environment. These participants felt that more natural colours should be chosen so that the structure blends in with the natural surrounds. Suggestions from participants included:

- reduce the contrast of colours
- use more natural colours, for example, sandstone or limestone
- use more permeable materials, for example, slats and fins.

Tour operators were initially concerned that the contrast of black and white would not be endorsed by the Eastern Maar people. They were pleased to hear the design and colours had been accepted by the local Aboriginal community. The focus of the conversation regarding materials in the tour operator workshop was the adjoining paths and rest stops. The concern was predominately about the amount of concrete that was proposed in the design. Several participants thought more use of timber, particularly for seating, would help soften the look as well as be more comfortable for visitors to sit on.

## Design

In total 28 participant responses referred to the theme of design. This refers to general comments about the design of the lookout and connecting paths, including how the design sits in its natural surrounds.

The common overarching messages from survey participants were:

- The design of the Saddle Lookout does not complement the coastline.
- The design should be visually and environmentally low impact.
- The design for the Saddle should blend with the natural surrounds.

Several participants expressed severe concern that the design of the lookout did not sit well within the natural surrounds. They thought what had been designed did not keep with the natural landscape, with some suggesting that the lookout should be designed with a more natural look.

In contrast with these participants, the consensus from participants in the tour operator workshop was that the design of the saddle Lookout was great, and they could generally understand why this design had been chosen for the Twelve Apostles.

## Visitor experience

In total 25 participant responses referred to the theme of visitor experience. This theme refers to the potential experience of the visitor, particularly how the proposed lookout will impact the visitor experience.

The responses were predominately provided by survey participants, as they were specifically asked, 'how do you think the Saddle Lookout will change the visitor experience?' The feedback was mixed with almost the same number of participants believing the lookout will have a positive impact as those who believed it will have a negative impact. A few participant responses were neutral and one was unsure.

The messages from participants who believed the lookout would have a positive impact were:

- The proposed lookout and connecting paths provides visitors with the opportunity to stay longer, sit, spend time and enjoy themselves.
- The lookout will enhance the visitor experience by improving the viewing opportunities.
- The circuit will encourage a natural flow which will reduce the feeling of congestion and therefore improve the visitor experience.

The messages from participants who believed the lookout would have a negative impact were:

- Concern that the proposed lookout will increase the length of stay, adding to existing congestion.
- Concern that the structures detract from the surrounding environment and natural views and therefore

negatively impact on visitors' experience.

- Concern was raised that increasing visitor numbers could also have negative impacts on the natural environment.

## Connectivity and accessibility

In total 18 participant responses referred to the theme of connectivity and accessibility. This refers to the connecting paths, accessibility of the lookout and the provision of amenities that improve accessibility.

The common overarching messages from participants were:

- The local amenities need to be improved and increased, particularly bathrooms and parking.
- The lookout needs to be accessible for children and people in wheelchairs, they should be able to see over the lookout edge.
- Queries regarding the connecting paths, particularly the circuit and the natural flow of visitors.

Several community workshop participants were interested in the circuit, querying the length of the course and raising concern that it changes the environment making it physically separate. They noted the walkways should be shrouded by native vegetation to give a greater sense of being surrounded by nature as well protect from adverse weather conditions. Containing visitors to the track was also discussed. The tour operators were particularly interested as to how visitors would be stopped from going the opposite way.

It was suggested that the rest areas be strategically located along the path to offer great viewing experiences to visitors.

Concern was raised by some participants that increasing the capacity of the lookout would put pressure on the carpark, this would need to be managed. The toilets require serious

improvement, if not to be replaced completely.

## Culture, heritage and Geotech

In total 12 participant responses referred to culture, heritage and Geotech. This theme refers to Aboriginal culture, the history of the site and geotechnical investigations.

The common overarching messages from participants were:

- The importance of sharing the history of the coastline, for example, through interpretive signage.
- Queries and concerns regarding landfall and whether this would impact the proposed lookout.
- Tour operators were satisfied Parks Victoria is partnering with the local Aboriginal community on the design and delivery of the project.

## What we heard: key considerations and design team responses

The common overarching messages from the engagement findings were:

**The design of the lookout should complement the coast line, consider softening the structure through use of natural materials and colours, such as timber and limestone.**

**Design Team response:** We're exploring options to soften the appearance while retaining the reference to the culturally significant reference to black and white cockatoo moieties, and delivering a memorable sculptural form.

**Ensure natural flow of visitors and how the design can prevent a choke point at the end of the lookout structure.**

**Design Team response:** The natural flow of visitors has been carefully considered. Pedestrian flow modelling has been undertaken and indicates that the lookout capacity is suitable for current and reasonably projected visitor numbers. In particular, the edge perimeter has been significantly increased to maximise the viewing opportunities and the 4m minimum width allows people to circulate behind those at the balustrade.

**Ensure the capacity of the lookout and connecting paths is efficient, particularly to account for increased visitor stay time.**

**Design Team response:** The flow of visitors has been carefully considered with the path network and structure designed to be more efficient as it provides a largely single direction traffic flow, across a minimum 4m path width. Contrast that with current

situation which is bi-directional flow over a 2-2.5m path width. There are also wide path / congregation areas near the entrance and exit points of the lookout that can be utilised if necessary to manage peak visitor numbers.

**The lookout structure should not be covered. Participant support that visitors should be open to the elements, this is an integral part of the experience.**

**Design Team response:** The current design has no roof. There will be no protection from the elements.

**Ensure the lookout is accessible, particularly the height of the lookout edge.**

**Design Team response:** DDA compliant accessible paths to and from the lookout with rest stops at the lookout entry and exit points. Floor levels are DDA compliant with maximum 1:20 grade and generally <3% grade to provide a largely ramp-free and landing-free surface. Maximising equitable viewing from the lookout along the length of the viewing area has been a key objective and has informed the design solutions.



## 4. Next steps

This summary and further data from the engagement process will be assessed along with other relevant information by the project team.

The team will consider the findings from this report during the schematic design stage.

All participants will be notified when the engagement summary report is released.

### More information

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